

SERVICE TO PATRONS WITH DISABILITIES



One of the purposes of the Outreach Services Program is to extend library service to patrons for whom the Library or standard services and materials are inaccessible for reasons other than inconvenience. The Library makes every effort to offer the same services to patrons with disabilities as to all other segments of the population. In addition to those services, offers home delivery to patrons with disabilities which prevent them from coming to the Library, and welcomes service animals in the Library.

The Outreach Services Librarian is responsible for service to patrons with special needs, both in the Library and in the form of extension and outreach services.

Services to patrons with disabilities will include:

- Service to elderly: Delivery and development of collection dealing with the needs of the elderly.
- Off-site deposit collection maintenance at selected sites.
- Homebound service to patrons with temporary or permanent physical impairments, pending acceptance of application.
- Service to the institutionalized (nursing homes, assisted living facilities, and senior residential housing).
- Information and referral on Library of Congress Talking Books Program, which is managed regionally by Voices of Vision Office.
- Large print area collection in Adult Services: Selection and maintenance of large print books and periodicals and Bi-Folkal remembering kits.
- Information and referral on assistive tools and devices, such as 711 Relay and magnifiers.
- Preparation of bibliographies dealing with special patrons.
- Assisting in the development of a collection of materials dealing with special needs (physical or mental impairment due to age or condition). (Selection is actually done by others.)
- Working with the Communications and Marketing Department to publicize the existence and nature of the special services program to appropriate individuals and groups through preparation and distribution of brochures, and regular contact with local clubs and service organizations and private and public social agencies.
- Contributing to the I & R File of resources for patrons with special needs.
- Organizing local volunteers to record the “Kane County Chronicle,” and city and library publications.
- Cooperation with local, private and public agencies to increase awareness of service, and to avoid duplication with other agencies.
- Publication of “At Large.”

- Books for Babies program maintenance, including “Read to Your Baby.”

Special accommodations needed for attending programs will be made. Requests for an accommodation must be made 48 hours in advance of the programs, using the “Special Accommodations Request Form.” (Attached)

Patrons are encouraged to bring areas of inaccessibility in Library programs, services, and facilities to the attention of the Director. An “Accessibility” form is available. (Attached)

The St. Charles Public Library makes every effort to comply in practice and spirit with the Americans with Disabilities Act.

Adopted: 6/10/87

Revised: 4/24/89; 4/3/98; 1/14/04; 1/1/10

Board Approved: 2/9/11



St. Charles Public Library

Temporary Location:

March 2020-Summer 2021

305 S. 9th St., St. Charles IL 60174

630-584-0076 ■ FAX 630-584-9262

scpld.org

SPECIAL ACCOMMODATIONS REQUEST FORM

Name _____ Date of Request _____

Address _____

Phone Number _____

Signature of Parent or Guardian (if under 18) _____

Name of Program _____

Date of Program _____

Time of Program _____

Accommodation required:

___ Interpreter for the hearing impaired

___ Sound amplification

___ Other

If other, please explain how we can accommodate you _____

Staff member _____

Date _____

Please return this form to the Reference Desk in either Adult or Youth Services Departments.

Note: Requests for special accommodations for the disabled must be made 48 hours in advance of all Library programs.

ACCESSIBILITY

The purpose of the St. Charles Public Library District is to serve the reading and information needs of the residents and taxpayers of the District. In order to accomplish this, we seek to work with our patrons to make our programs and services readily accessible to them. If you believe there is an area of inaccessibility in your Library, please assist us in overcoming that barrier by answering the following questions.

1. What service(s), program(s) or area(s) of the Library is/are inaccessible to you?
2. What suggestions can you make which will assist the Library in dealing with these barriers?
3. Would you be willing to work with the Library to identify other areas of inaccessibility which might impede our patrons' full use of this facility? If so, how may I get in touch with you to discuss your ideas?
4. Additional comments:

Thank you for your assistance.

Please return to:

Edith G. Craig
Director