
SUBJECT: SPECIAL SERVICES POLICY**I. PURPOSE**

The Naperville Public Library extends special services to residents who cannot easily visit the Library due to a disability through the selection and delivery of library materials by Library staff and volunteers. The purpose of this policy is to define those services provided to patrons who are eligible for Special Services due to a disabling condition.

II. SCOPE

This policy applies to all residents of incorporated Naperville with a valid Naperville Public Library card with a disability that prevents or makes visiting the Library difficult.

III. PROVISIONS

An Eligibility Application form must be filed with Naperville Public Library in order to qualify for Special Services. The Eligibility Application must indicate the disability that prevents or makes it difficult for the patron to visit the Library. The Eligibility Application form must be signed by a health care professional or a professional at a public or private welfare agency.

Once an Eligibility Application form has been submitted and accepted, the patron will be entitled to the following services:

- A. Library material in all formats may be selected for the patron by Library staff. Materials checked out to the patron are subject to normal circulation procedures, including the payment of overdue fines, user fees, and restriction of borrowing privileges. Special Service patrons are responsible for damage to or the loss of materials and/or delivery bags in their possession.
- B. Home deliveries are dependent on volunteers. Therefore, the frequency of delivery is based on volunteer availability, which may also determine loan periods.
- C. A patron who is eligible for Special Services may designate one or more individuals to use the patron's library card on the patron's behalf. Those persons designated on the Eligibility Application will have full access to the patron's record in the Library database.
- D. A Reader's Advisory Form may be completed by the patron and kept by Library staff for selection purposes.

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- E. A record of all materials checked out by a Special Services patron may be maintained on a database for selection purposes.
- F. No more than 15 items will be sent to a Special Services patron per delivery. No more than 50 items may be checked out on the card of a Special Services patron at one time.