

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

The Naperville Public Library extends special services to residents who cannot easily visit the Library due to a disabling condition 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 users 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 disabling condition that prevents or makes it difficult to visit the Library who wish to receive regularly scheduled deliveries of library materials.

**III. PROVISIONS**

- A. An Eligibility Application form must be filed with Naperville Public Library in order to qualify for Special Services. The Eligibility Application must indicate the nature of the disabling condition that prevents or makes it difficult for the user 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.
- B. Once an Eligibility Application form has been submitted and accepted, the user will be entitled to the following services:
  1. Library material in all formats may be selected for the user by Library staff. Materials checked out to the user are subject to normal circulation procedures, including renewal policies, the payment of overdue fines, fees, and restriction of borrowing privileges. Special Service users are responsible for damage to or the loss of materials and/or delivery bags in their possession.
  2. Home deliveries are dependent on volunteers. Therefore, the frequency of delivery is based on volunteer availability, which may also determine loan periods.
  3. A user who is eligible for Special Services may designate one or more individuals to use the user's library card on the user's behalf. Those persons designated on the Eligibility Application form will have full access to the user's record in the Library database. The user is responsible for all borrowed materials and any fees or fines incurred by any designated individual.
  4. A Reader's Advisory Form may be completed by the user and kept by Library staff for selection purposes.
  5. A record of all materials checked out by a Special Services user may be maintained on a database for selection purposes.
  6. No more than 15 items will be sent to a Special Services user per delivery. No more than 50 items may be checked out on the card of a Special Services user at one time.