



## Richmond Hill Public Library Board

### VISITING LIBRARY SERVICE POLICY

#### 1.0 PURPOSE

Access to information and the promotion of literacy and lifelong learning are cornerstones of library service. For some in our community, coming to the library to access services is not possible.

To be equitable to all citizens it is important to have a service that supports those who are homebound. The Library's Visiting Library Service bridges the accessibility gap by reaching out to individuals who are unable to come to the library and taking books and materials to them where they live.

#### 2.0 SCOPE

The Visiting Library Service is available to residents of Richmond Hill who, for reasons of restricted mobility, physical or visual disability, temporary or long term illness regardless of age, are unable to visit the library. As the population ages, there will be an increase in the need for accessible services for seniors.

This service may be requested by an individual, an individual's family, caregiver or health care professional. It is available to clients in their own home, those who are in a medical care facility or a group home/residence.

### **3.0 VISITING LIBRARY SERVICE POLICY**

Richmond Hill Public Library is a designated public sector organization under the *Accessibility for Ontarians with Disabilities Act (AODA)* and is committed to meeting the accessibility needs of people with disabilities. The Visiting Library Service is responsive to community needs as it is developed with consideration for the principles of accessibility and equity for those with special needs and is evaluated to determine individual and community response to the service.

The Visiting Library Service will connect with prospective customers, caregivers or health care professionals to determine the best service for each customer's needs. These services include format needs, genre or information preferences for each customer and liaising with the Centre for Equitable Library Access (CELA) to provide materials for those with print disabilities.

This service strongly supports the Strategic Plan by *Strengthening Connections; we move our service interactions to connect with residents in different places.* The service also *Enriches Choices by delivering unique, meaningful choices for individuals.*

Richmond Hill Public Library is committed to providing Visiting Library Services to enhance the quality of life for homebound individuals and to promote the joy of lifelong learning.

### **4.0 RELATED POLICIES**

4.1 Accessibility Policy (February 2018)

4.2 Circulation Policy (June 2017)

*Enriching Your Connections, Choices and Community*

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