

## CCLS OUTREACH SERVICES – QUICK INFO SHEET

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### Mail Order Delivery (MOD)

- library materials through the mail to eligible patrons
- Eligibility: -must be Chester County resident
  - must be homebound or have serious difficulty accessing the library and its services due to visual impairment, physical disability or other health related issues
- documentation of health/medical conditions not required (will request if needed)
- if eligible no cost to use the service
- no postage cost (CCLS pays for postage or customer eligible for “Free Mailing” (federal postage standards)
- majority of customers are visually impaired or struggling with multiple aging issues
- will send any materials that a patron coming into the library can borrow except new hit movies
- rental fees are waived
- slightly longer check out period
- do not accrue fines
- re: missing/replacement costs - have to take into account possibility of items lost in mail or returned packets inadvertently being delivered to Phila LBPH
- patron misuse of service fortunately very rare - usually becomes evident
- Outreach Dept will request materials from other libraries and place holds on first copies returned on behalf of MOD patrons
- separate collections to support CCLS Outreach services (Large Type, Audio Cassette and Playaway books)
- Outreach collection items are not holdable by other staff/libraries
- PLEASE refer Outreach patrons with issues to Outreach Dept
- Outreach customers are not prohibited from coming into the library or having relatives/caretakers come to the library on their behalf

### “Deposit Collection” Services to older adult facilities

- supportive services to activity/programming staff of senior facilities
  - services primarily via deposits of library materials
  - 4 Outreach collections to support deposit services – Large Type, Audio Cassette and Playaway books and Programming Materials collections
  - programming collection contains 200 plus items and includes programming kits, resources, aids
  - depending on the type of deposit can include materials from general CCLS collections
  - Outreach available to assist staff of facilities in accessing services/resources/materials of CCLS on their own
- \* *restructuring of this service in-process, but basic services will remain the same*

### Newspaper on Audio Cassette

- newspaper on cassette sent through the mail for visually impaired and physically disabled patrons
  - reading/recording of Sunday - Friday Chester County Daily Local News newspaper
  - reading/recording and tape duplication done by volunteers
- \* *currently exploring digitization of the recordings*

### Library for the Blind & Physically Handicapped

- service of the federal government to provide books in alternate formats for individuals with print disabilities
  - Specific eligibility requirements with documentation of health/medical conditions required
  - new digital player – MP3 format on a cartridge w/flash connection
  - information/application packets available online (<http://www.loc.gov/nls/> or <http://lbph.library.phila.gov/>) or from Outreach Department
- \* *CCLS Outreach exploring process to provide digital audio books on cartridge that are compatible with new player*

Revised 9/8/2011