



Outreach Services

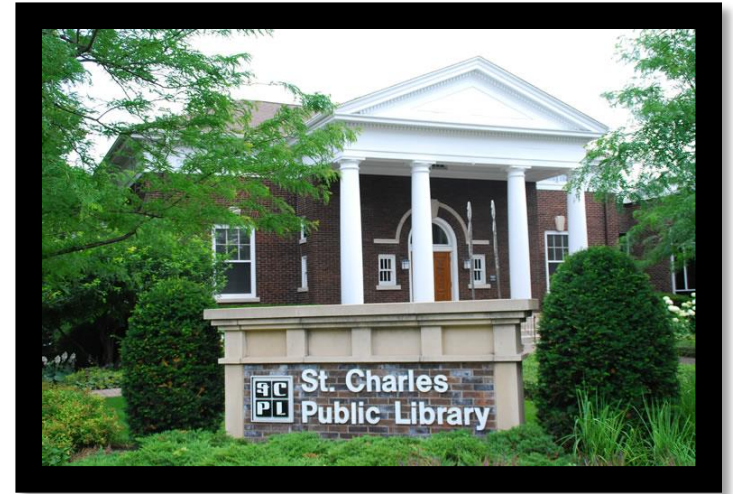
S³: Strategies for Serving Seniors

David Kelsey and Lynda Spraner



St. Charles Public Library

- 120 staff members
- District Library
- Serves a population of 55,000 residents
- 53% hold library cards
- 35 miles west of Chicago
- Originally a Carnegie Library





Outreach Services

Outreach Services Department





Outreach Services Department

- David Kelsey, Outreach Services Librarian
- Dana Hintz, Outreach Services Assistant
- Lynda Spraner, Outreach Services Assistant
- Chris Steck, Outreach Services Assistant





Outreach Services Department

David Kelsey

- Manager of Outreach Services Department
- Adult Volunteer Coordinator
- Large Print Selector
- Editor of *At Large ... News for Large Print Readers*
- Provides service to 1 facility
- Liaison to local homeless shelter
- Off-Site Notary





Outreach Services Department

Dana Hintz

- Provides service to 5 facilities
- Presents programming at facilities
- Facilitates community and residential book swaps
- Liaison to local hospital
- Off-Site Notary





Outreach Services Department

Lynda Spraner

- Provides service to 5 facilities
- Presents programming at facilities
- Facilitates residential book swaps
- eBook and Talking Books Specialist
- Off-Site Voter Registrar





Outreach Services Department

Chris Steck

- Provides service to 2 facilities
- Presents programming at facilities
- Facilitates community book swaps





Outreach Services Department

Who we provide service to:

- 11 facilities
- 25 homebound patrons
- 12 community and residential book swaps
- Local Hospital
- Local Homeless Shelter

“Thank you for expanding the ‘reach’ of Outreach in the community!”





Outreach Services

Materials Circulated





Materials Circulated

- Large Print Books
- Regular Print Books
- CDs
- DVDs
- Audiobooks
- Playaways
- Consortium and ILL Materials
- Periodicals
- CD Players





Large Print Collection

- Important collection for Outreach Services
- Outreach patrons are biggest users
- One of the biggest Large Print collections in the Chicagoland area
- 8,500 Large Print books





Weeded Large Print

- Used for patrons who can no longer receive circulating items
- Community and Residential Book Swaps
- Books that are weeded duplicate copies, lightly damaged, or withdrawn through collection maintenance





Selecting Materials for Patrons

- Outreach Interview
- Patron Requests
- Readalikes
- Large Print New Releases
- Outreach Module in SirsiDynix Workflows



“You choose the best books for me! Thank you!”



Large Print New Releases

- Monthly brochure featuring 35 recently released Large Print fiction and nonfiction books
- Sorted into genre
- Includes title, author, and brief description
- Popular with outreach patrons and regular Large Print readers
- Generated through LibraryAware





Workflows Outreach Module

- Tracks a patron's checkout history
- Creates routes for facilities
- Allows outreach staff to setup interest templates
- Recommends books to select



SirsiDynix®

“What a wonderful service! Thank you for all that you do for the community!”



Materials Circulated

- Checkout limit
 - 8 weeks for books
 - 4 weeks for DVDs
 - Shorter checkout period for newly released materials
- Items can be renewed barring no holds
- No fines
- No replacement fees for lost or damaged books
- Separate outreach account

“I can actually check out the materials longer and no fines...WOW!”





CD Players

- 8 CD players
- Unlimited Renewal
- Light weight with handle
- Headphone Jack
- Similar setup to a Talking Books device
- Popular at care and memory facilities





Caregiver Kits

- 10 themed activity kits for caregivers to use with individuals who have Alzheimer's disease or dementia
- Contain coffee table books, DVDs, CDs
- Checkout for 3 weeks
- Located in Caregiver Kiosk

"These kits are incredible!"





Outreach Services

Homebound and Facility Deliveries





Homebound Patrons

- 25 homebound patrons
- Receive items through:
 - Books-by-Mail
 - In-Library Pick-Up
 - Homebound Delivery



“If I had a million dollars I would hire you to visit me every day!”





Registering for Home Service

- Potential homebound patrons must contact David to register
- Family and friends are not allowed to register for loved ones
- David schedules a time for two outreach staff members to meet with the patron at their home



“I cannot believe that I have access to all of the materials in the library...this service is fantastic!”



Outreach Interview

- Patrons must complete an application
- Outreach staff asks for patron's reading interests
 - Favorite authors
 - Favorite books
 - Favorite genres
- Outreach staff asks how patrons would like to receive materials

“You are truly an Angel. I so appreciate you bringing me things - I want to give you a hug.”





Homebound Delivery

- Visited every 3-4 weeks
- Outreach staff schedules appointments when convenient for patrons
- Outreach staff do all of the deliveries – no volunteers

“I can’t go to the library anymore easily with my walker, Outreach has really been a good service for me – I read a lot.”





Facility Delivery

- Visit 11 Facilities
 - Retirement Centers
 - Care Centers
 - Memory Care
 - Low-Income Housing
 - Homecare Facilities
- Most facilities are visited bimonthly
- Started a new lobby stop in January 2016 after experiencing a 600% growth rate in 8 months
- Introduction packet for new enrichment coordinators





Facility Delivery

- Facility patrons receive materials in a variety of ways:
 - Lobby Stop
 - Room-to-Room Service
 - Browsing Collections
- Checkout items for the facility life enrichment coordinators for patron activities

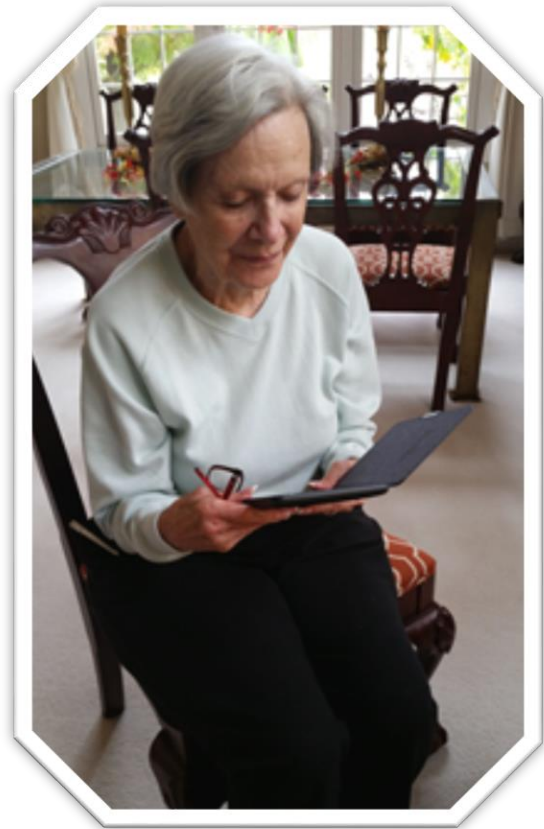


*“Dear Library Elf,
I couldn’t believe my eyes when I opened my Unit door and WOW four Stuart Woods books! Thank you for your thoughtfulness – I’ll be in Seventh Heaven just deciding which to read first!”*



eBook Downloads

- Download eBooks at a patron's home or facility
- Use Library's Sprint WiFi Hotspot and iPad
- Downloaded our first eBook in October 2015!



“Everyone is so friendly and helpful when I have to download books on my Kindle.”



Outreach Services

Community Partnerships & Marketing





Community Partnerships

- Park District's Adult Activity Center
- Senior Expo
- Salvation Army Golden Diners
- Home Instead Senior Care
- Seniors Helping Seniors
- Ardent Care Health Group





Community Book Swaps

- 12 locations throughout the community
 - Local Hospital
 - Homeless Shelter
 - Salvation Army
 - Apartment Complexes
 - Facility Libraries
 - Hispanic Grocery Store
 - Judicial Center
- We bring Large Print books, paperbacks, children's books, and audiovisual materials
- Each item has a sticker promoting the Library





Delnor Hospital

- Bring new weeded regular print fiction for patients
- Established book swap in Children's Emergency Room
- Exploring partnership with local libraries to better serve recently discharged patrons



“On behalf of the children who will benefit from your generous donation of books, I want to thank you! We have placed a mobile cart of children's books in our emergency room where pediatric patients are invited to choose a book to enjoy! Our patients & families love them!”



Lazarus House

- Local Homeless Shelter
- Offers Transitional Housing
- Book Swap
 - Paperbacks
 - Large Print
 - Children's books
 - DVDs



“Thank you for forming this partnership with us. We are excited to offer this service to our guests. Some guests read the whole day and will thoroughly enjoy this collection of library materials.”





Kane County Judicial Center

- Book swap located in the judicial center's jury lounge
- Bring weeded and donated paperbacks
- Giveaways
 - Bus Schedules
 - Train Schedules
 - Library's Quarterly Newsletter
 - Fiction and Nonfiction New Releases





At Large Newsletter

- Quarterly newsletter for Large Print readers
- Highlights programs, classes, local events, and stories of interest to the Senior population and patrons with low vision

St. Charles Public Library
Outreach Services

AT LARGE June - August 2016
St. Charles Public Library News for Large Print Readers



Bring on the Sunshine!
Summer is here, and Outreach is excited for the Library's summer reading program "Read for the Win!" Contact a Library staff member for details on how to participate and win fun prizes.

The benefits of walking outside, soaking in the sun, and how to protect your eyes this summer are featured in this edition. Don't forget to register for exciting programs and events at the library. You'll want to spend your summer with us!

Have a safe summer!
David J. Kelsey
Outreach Services Librarian

Programs

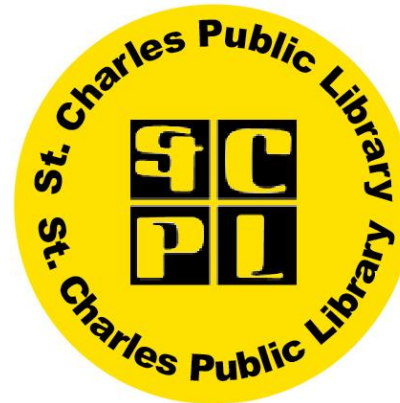
Here is just a sampling of upcoming programs at the St. Charles Public Library. For more programs and information, refer to *Discover Your Library*, our news and event guide, ask a Library staff member or call 630-584-0076, ext. 1.

Ask A Master Gardener
Saturdays, June 11, 25
July 9 & 23
9:00-11:00 a.m.
Lobby
Master Gardeners from the
Continued inside →



Marketing Materials

- Bookmarks
 - We Deliver!
 - Lobby Stop Dates
- Large Print Business Cards
- Book Swap Stickers



“Thank you for all that you do. You have enabled me to keep reading my favorite authors and titles.”

 **St. Charles
Public Library**

**Outreach Services:
Convenient
Delivery Service
Directly to You!**



**Contact:
Lynda Spraner
Outreach Services
630-549-8968**



Outreach in the News!

- A person might not require outreach now, but they might need service one day or know someone who requires service
- “We’re here whenever you need us!”



“I just want to thank you for all you do. Our residents love the program. When we tell new residents about outreach, they are so happy and cannot believe they can receive this service from the Library. Thank you for reaching out to us and forming this partnership!”

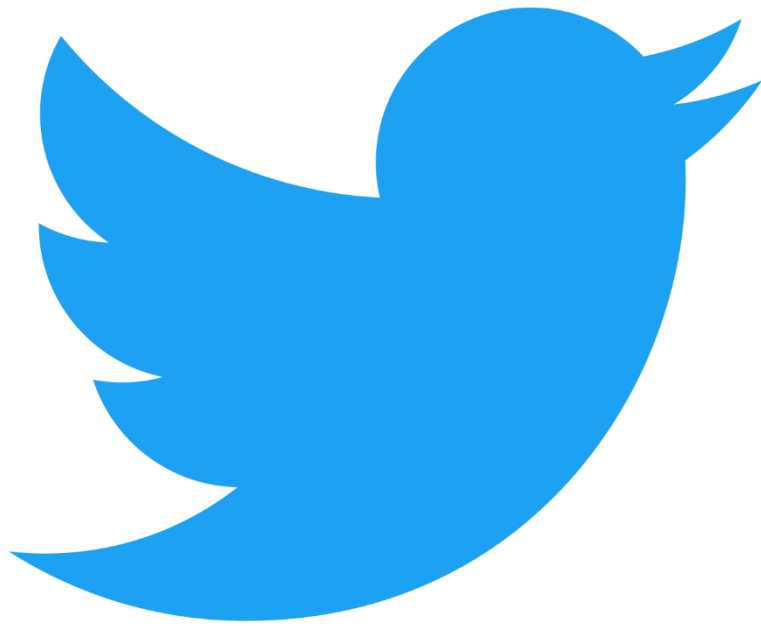


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Keeping Up with the Creepy Crawlies: Handling Bugs in the Library

Tuesday, April 25 – 10-11 a.m. ET

He Blinded Me with Science...Fiction: A Readers' Advisory for SF

Thursday, May 4 – 10-11 a.m. ET

School Ready Libraries Link Up: Introduction to FRYSCs

Thursday, May 4 – 1-2:30 p.m. ET

What's the Appeal?

Wednesday, May 10 – 10-11 a.m. ET

The Proper Care & Feeding of Presenters & Performers at Your Library

Tuesday, May 16 – 10-11 a.m. ET

Internet Filtering: CIPA Compliance

Thursday, May 18 – 2-3 p.m. ET

Thank you for attending!

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St. Charles Public Library

<http://www.stcharleslibrary.org/>

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