



# Reed Memorial Library

## **Policy on Service to Disabled Patrons**

The Reed Memorial Library is a member of the Mid-Hudson Library System, and as such, acts as a resource-sharing agency with other libraries of all types in New York State. Our library building, constructed in 1913, is currently not accessible to people in wheelchairs. To accommodate wheelchair users wishing to use the Reed Memorial Library, the following services are offered:

Telephone Consultation: Reference, referral and reader's advisory services are offered over the telephone to all our patrons on a limited basis due to time restraints. If the patron is unable to access the library building, special effort to offer extended services is made.

Curbside Service: A staff member will meet a patron on the curb or at their car parked near the library in a safe location to exchange books, issue cards, or perform other usual library duties, upon notification of the arrival time of the patron.

Electronic Services: Access to the card catalog and other holdings of the Reed Memorial Library are available over the Internet. Patrons can request items, renew materials and manage their library accounts on-line. They can also call from home to reserve material or to request that it be borrowed for them from another library.

Children's Programs: Appropriate accommodation is made upon advance notice. The Reed Memorial Library staff will work with any community member to accommodate them to the best of their capabilities and within the policies and procedures of the library. All are welcome to our programs. It is the responsibility of the parent or guardian of any child to help with their child's participation in the program. Parents are required to stay with children under the age of six during any of our programs and are responsible for their participation and behavior.

Alternative Service: The Reed Memorial Library is one of two libraries in the town of Carmel serving the public. Mahopac Public Library, located approximately four miles away, is a newer, larger facility that is fully accessible. Kent Public Library, located in the town of Kent, approximately four miles away, is a new, larger facility that is fully accessible as well. Anyone holding a valid Mid-Hudson Library System library card (available at any Mid-Hudson library upon presentation of identification), is entitled to exactly the same services and level of service at any Mid-Hudson Library System member library. In addition, with reasonable notice, special accommodation at

neighboring fully accessible libraries will be made upon a wheelchair user's request for registration at similar programs offered by Reed Library.

Access to Library Materials: Any person who holds a valid Mid-Hudson library System library card may request materials from any Mid-Hudson Library. Each library, however, generally has a collection of books that are non-circulating and can only be used in the owning library. Reed Memorial Library has a small collection of books that are non-circulating and are unique to this library as well. In order to enable people who cannot access Reed Memorial Library to use this material the following procedure will be followed: The person who cannot access the Reed Memorial Library must contact the library Director a minimum of one week before he or she wishes to use the material. This material will then be sent to a neighboring accessible library for that person to use only in the library for a maximum period of one week. It should be noted that the material will be kept at the circulation desk of the accessible library for use of the person making the request. The week's notification allows for delivery and covers the different operating hours of various libraries. The actual time frame for the arrival of the material at the accessible library may be shorter. The one-week loan period begins when the material is received at the designated library. The person requesting the material will be notified by a Reed Memorial Library staff member who will track the material and inform the patron of its arrival at the designated library.

Programs at the Reed Memorial Library: The Reed Memorial Library is a small public library located at the junction of Route 6 and Route 52 in the Hamlet of Carmel. It consists of three rooms: a Reference Room, a Children's Room, and a room containing the stacks and the circulation area. The Reed Memorial Library has no program or community room, nor any space to hold programs without interfering with patrons trying to use the library for standard purposes. It should be noted that most programs offered are standard library offerings that are regularly offered in neighboring fully accessible libraries.

Should a person who is unable to access the library wish to attend a program, every effort will be made to make arrangements to attend a similar program at a neighboring accessible library