

POLICY STATEMENT

Visiting Library Service

APPROVED BY: Richmond Hill Public Library Board

DATE: October 20, 1994

1.0 **ELIGIBILITY CRITERIA**

Persons requesting the Visiting Library Service must be:

- residents of Richmond Hill;
- affected by a physical or mental condition, which would make visiting the Library and selecting one's own material impossible.

The library staff reserve the right to request verification of the condition by a health care practitioner such as:

- doctors of medicine;
- ophthalmologists/optometrists;
- registered nurses;
- therapists;
- professional staff of hospitals, institutions, and public or welfare agencies (e.g. social workers, case workers, counsellors, home teachers, and superintendents).

2.0 **SERVICE DELIVERY STANDARDS**

The library staff reserve the right to set delivery schedules and amount of materials borrowed based on demand for the service, to ensure equitability of access for all requiring it.

3.0 **GRANDFATHERING OF THE SERVICE**

The existing services will be grandfathered as follows:

- non-Richmond Hill residents currently receiving the service continue to receive the service;
- Richmond Hill residents currently receiving the service who move to an institution within 3 kilometres of the municipal boundary of Richmond Hill continue to receive the service.