GOOD STORIES

WHAT THE PUBLIC LIBRARY CAN OFFER SENIORS TO ENHANCE HEALTH AND LIFELONG LITERACY
Mid-Continent Public Library’s mission is to enrich our citizens and communities through expanding access to innovation, information, ideas, and inspiration.
MCPL OFFERS MANY PROGRAMS GEARED TOWARDS SENIORS
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- Fitness Like Chair Yoga
- Financial Health
- Technology
- Writing
- Library-By-Mail
LIBRARY-BY-MAIL
ELIGIBILITY REQUIREMENTS

▪ Customers who cannot get to a library due to:
  ▪ Health, Mobility, Advanced Age, Visual Impairment, Blindness, Physical Disability, Permanent, or Temporary Incapacity.

▪ Library-By-Mail serves customers who reside within the boundaries of the Mid-Continent Public Library System only.
LIBRARY BY MAIL

- About The Program
- How it Works
- Signing Up
**LIBRARY-BY-MAIL APPLICATION**

<table>
<thead>
<tr>
<th>Full Legal Name:</th>
<th>First</th>
<th>Middle</th>
<th>Last</th>
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</thead>
<tbody>
<tr>
<td>Residential Address:</td>
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<tr>
<td>Street</td>
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<tr>
<td>City</td>
<td>State</td>
<td>ZIP</td>
<td>County</td>
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<tr>
<td>Date of Birth (MM/DD/YYYY):</td>
<td>Male</td>
<td>Female</td>
<td></td>
</tr>
<tr>
<td>Phone Number: ( )</td>
<td>Best time of day to call: a.m. p.m.</td>
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<tr>
<td>Email Address:</td>
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Are you applying for **temporary** homebound status? YES NO
If YES, how long will you need Library-By-Mail? ________

**Please read and sign below:**

I am applying for the privilege of borrowing library materials from the Mid-Continent Public Library Homebound Services. I give permission for MCPL staff to use my library card number to check out materials on my behalf.

I agree that a record of library materials I check out and my reading interests may be kept, with the understanding that my reading history and interests will be kept confidential.

I declare that I am homebound and unable to go to the Mid-Continent Public Library due to health, mobility, advanced age, visual impairment, blindness, physical disability, permanent or temporary incapacity.

Signature: ________
**CHECKOUT**

- Materials Are Checked Out For 6 Weeks
- Items May Be Renewed Twice For A Total of 18 Weeks
- Checkout Maximum is 20 Items
- Print Books, Audiobooks, Dvds, Music Cds
We Can Send Pre-Loaded Kindle Readers
LIBRARY-BY-MAIL OUTREACH

- Retirement Communities
- Contact With Over 100
- Fairs
- Branch Outreach
UPCOMING YOUNG@HEART OPEN HOUSE

- May 1 – South Independence Branch
- May 9 – Smithville Branch
Those Who See With Their Fingers

Library of Congress and the American Red Cross Maintain an Organization Which Furnishes Reading Matter Free to the 110,000 in the U. S. in Darkness.

In the service's offices, employs seven persons. In 1897 the service reached less than 100 blind persons in the District. In the last fiscal year it served more than 1,000 persons in the United States. Assistance rendered by it to other libraries and schools has enabled them to serve more than twice printing or raised characters by the blind, when needed, shall be transmitted through the mails as third-class matter."

Dozens of libraries and schools use this privilege. Among other libraries possessing comparatively large collections of books in Braille are New York State Li-
▪ Growth Of The Service
▪ Similar Programs
▪ Feedback From Customers
LIBRARY-BY-MAIL FACTS

▪ Serves 513 Customers
▪ Average Checkout Of 1900 Items Per Month
▪ 700 To 800 Packages Mailed Out Per Month
▪ MCPL Program Was Established in 2007
▪ Free Program Provided By The Library And Funded By Property Taxes
▪ Shipping Is Totally Free And Provided By The Postal Service
LIBRARY-BY-MAIL STATISTICS & CUSTOMER GROWTH

CUSTOMERS

- 2015
- 2016
- 2017
- 2018
LIBRARY-BY-MAIL CIRCULATION STATISTICS

ITEM CIRCULATION PER MONTH

- 2015
- 2016
- 2017
- 2018
WHERE DO OUR CUSTOMER RESIDE?

Out Of 513 Customers

169 Customer Live In Senior Facilities
66% Live in Jackson County
34% Live In Clay And Platte Counties
88% Are Senior Citizens
8% Are Under 50 Years of Age
Out Of 513 Customers

16%  Men
84%  Women
MEASURING SATISFACTION

▪ Department Goal Is An 85% Satisfaction Rate

▪ System Goal Is An 80% Satisfaction Rate
MEASURING SATISFACTION

- Every Delivery Comes With a Survey
  - 98% Approval For Receiving Materials When Expected
  - 94% Approval Rate For Receiving Materials of Interest
WHAT OUR CUSTOMERS ARE READING

JAMES PATTERSON  
JOHN GRISHAM  
DANIELLE STEEL  
MARY HIGGINS CLARK  
NORA ROBERTS  
JANET EVANOVICH  
DEBBIE MACOMBER

NICHOLAS SPARKS  
DAVID BALDacci  
LEE CHILD  
FERN MICHAELS  
AGATHA CHRISTIE  
MICHAEL CONNELLY
OTHER PROGRAMS

▪ Kansas City Public Library
▪ Johnson County Public Library
▪ Wolfner Library
OUTCOMES

DEFINING OUTCOMES CAN BE CHALLENGING

WE DEPEND ON FEEDBACK
BENEFITS AND OUTCOMES

- Mental Health/Cognition
- Spiritual Health and Well Being
- Digital Mastery
- Building Community
- Intergenerational
Dear Library By Mail, Thank you for giving me a wonderful holiday card and books to read for the season! I really enjoy it all! Don’t stop! I just found a new hobby by reading all kinds of wonderful books! So thank you ever so much, have a great new year!

Sincerely, Connie M.
“I am homebound. I read a lot to keep my sanity. Reading these wonderful books gives me a reason for living. Thank you so much.”

Bernice M.
“Thank you, thank you! These CD’s fill my lonely hours, make me laugh or keep me in suspense! It’s always a special day when new CD’s arrive. These are my open doors to adventure and fun! Thank you so very much!”

Shirleyann D.
“I am glad you try to send me what I like because I get depressed lately.”

Roseanna S.
LIBRARY-BY-MAIL FOR MENTAL HEALTH

“I take care of my husband who is ill. Thank you so much for providing this service. I am so grateful and you have no idea what a lifesaver these materials are.”

Terri H.
“Thank you for the wonderful books, they make me happy and help me to forget my pain.”

Annie K.
“Thank you so very much for your extra special help in making our House Blessing a wonderful experience.”

Joyce C.
“I have read more books in retirement than I ever read before.”

Charles M.
“As an avid reader, my life would be somewhat hollow without books.”

Gwendolyn S.
“A life-saver! A wonderful service! I appreciate your dedication!’’

Janet L.
“Helps the time go by for this elderly blind woman.”

Exie D.
“You are heaven-sent. You add so much joy to my life, thank you!”

Laura J.
“It’s my lifeline. I have used this service for 6 years in Springfield, MO, and so far 2+ years here in Kansas City.”

Elizabeth L.
LIBRARY-BY-MAIL FINANCIAL BENEFITS

- Free Tax Help From AARP
- Money Saving Resources
- Retirement Planning
- Medicare & Social Security Planning
LIBRARY-BY-MAIL FINANCIAL BENEFITS

“The best program our tax dollars have ever paid for! Wonderful service. My budget doesn’t allow me to buy books, and I can no longer navigate the Raytown Branch. I have asthma and arthritis and very limited mobility. Books are my life-saver!”

Mary L.
Library by Mail was recently featured in a film project made for PBS called Libraries Out Loud. The video link is [here](#).
CONTACT INFORMATION

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