

<b>Brookings Public Library Policy:</b>	Title: <b>Outreach Services Policy</b>	
Issue Date: 2018	Updated: March 2023	Section: Brookings Public Library
Policy Source: Director of Library Services Office	Policy Audience: Brookings Public Library Staff and Patrons	Total Pages: 2

**I. PURPOSE**

To establish a written policy in regard to Brookings Public Library Outreach Services to homebound patrons.

**II. POLICY**

The Brookings Public Library offers outreach services for patrons who cannot visit the library for various reasons including but not restricted to health or physical limitation or any temporary conditions that makes visiting the Library difficult, such as broken bones, new babies in winter, or problem pregnancies.

**III. DEFINITIONS**

- A. Outreach: the act of extending services, benefits, etc. to a wider section of the population, as in community work.
- B. Limitation: restrictive, lack of capacity, inability or handicap, restriction

**IV. ADMINISTRATION**

- A. Phone calls or personal visits will be used to reach all potential patrons. Present patrons are encouraged to tell their friends. Activity directors at local nursing homes are regularly contacted.
- B. Information may be collected for each patron and may include the following:
  - a. Name, address, and telephone number
  - b. Interests and dislikes in reading/viewing material
  - c. Conditions of health pertinent to reading ability
    - i. Sight – size of print
    - ii. Book size or weight
    - iii. Amount of time needed to read a book, if unusual
  - d. Number of books requested: limit 25
  - e. Number of DVDs requested: limit 5
  - f. Book/ DVD preferences
  - g. Personal preferences for time of visit – if any
    - i. Morning or afternoon visits
    - ii. Standing appointments such as clinic appointments etc.

These files shall be confidential.

- C. The Interlibrary Loan/Outreach Services Coordinator will be responsible for selecting materials to deliver to patrons when no patron requests are made. Materials are checked out to Outreach card numbers. No overdue charges are assessed. Overdue notices are generated for the convenience of the Outreach Coordinator.
  - a. Books will be checked out in 6-week increments to Outreach patrons
  - b. DVDs will be checked out in 2-week increments to Outreach patrons.
    - i. Only DVDs from the regular DVD collection will be available to Outreach patrons. No "new" collection DVDs will be circulated to Outreach patrons.
- D. Excessive damage that requires material replacement, beyond normal wear and tear, will result in charges assessed to the responsible party.
- E. If an item/items are lost, the replacement cost will be assessed to the responsible party.
- F. This program will serve homebound patrons, within the city of Brookings, in private homes, retirement housing, and assisted living homes.
- G. One phone call or visit to each patron every two (2) weeks will be the standard. A patron may request a delay in service.
- H. The Outreach Services Coordinator maintains contact with the South Dakota State Library's Accessible Library Services and serves as the Library's representative to the Brookings Area Coalition on Aging.