

Outreach Services Policy

Policy Created: 11/2021

Policy Revised: 9/2024

Purpose/Objective

The West Liberty Public Library is committed to providing services to our community outside its four walls. Those services include, but are not limited to, delivery services to patrons residing in the library's service area and outreach programming, including storytimes for accredited organizations and community partnerships.

Outreach Circulation

Circulation is a critical factor in many of our outreach services. The type and quantity of library materials for circulation during outreach events will be determined before the scheduled event. Depending on the type of event, circulation may be limited to the institution involved with the outreach program. The number of items to be delivered to a patron will be no more than 3.

If delivery or pick-up is part of the outreach, the schedule is up to the discretion of the patrons and the staff or volunteers. When new materials are delivered, previous items will be retrieved and returned to the library. Patrons interested in delivery services must have a library account in good standing and a completed delivery service registration form. Material delivery schedules will be established at the discretion of the library.

Fees and renewals will follow the Circulation Policy or can be negotiated by the Library Director with an institution. No additional fee will be required for delivery services.

The Library retains the right to discontinue service if borrowed items are lost, damaged, or not returned in the same condition as they were delivered.

Environment Required for Outreach

Staff and volunteers are tasked with conducting library business as library representatives. These representatives cannot assist patrons or institutions with errands, household chores, etc. Additionally, they will not search for missing or misplaced library materials. Patrons and organizations requesting library services outside the library premises must ensure a safe and appropriate environment for all staff and volunteers. They are also responsible for the condition and location of library materials in their possession. Library representatives reserve the right to discontinue the service or recommend suspension if the location is unsafe or if the service is not utilized appropriately. This includes but is not limited to the following conditions:

- The presence of pets is discussed ahead of time with the library representative.
- A clear and safe path to the home.
- Any person in the home violates the Library's Public Code of Behavior Policy.
- Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative, and the library has not been notified of the illness.

If the library representative recommends suspending services, the director will contact the organization to resolve the issue or cease service, and the process and decision will be documented. Any organization may request that the Board of Trustees review a suspension of service at the next regularly scheduled meeting.