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## LIBRARY OUTREACH POLICY

### MISSION AND PURPOSE

The Library will maintain an outreach program to provide delivery services of library materials to Hartland-area assisted living facilities with the cooperation of the facilities and their staff. Each request for outreach service will be assessed on a case-by-case basis.

Outreach is one of the many services of the Library and it follows the same procedures of the Library as a whole. However, certain benefits are given to organizations that hold outreach cards at their assisted living facilities. Items checked out on an outreach card will be given an extended loan period of up to 6 weeks (generally up until the next scheduled outreach visit) and no overdue fines will be charged. However, participants in the program will be responsible for all items checked out on their outreach library cards, and they will be charged the standard costs for lost or damaged items.

Library outreach services will be added, adjusted, or reduced based on Library planning and staff needs.

### LIBRARY RESPONSIBILITIES

Visits from Library staff can be arranged through the Adult Services Librarian at the Hartland Public Library, who will work with the assisted living facilities to establish a schedule of visits that works for both the Library and the facility. Visits will take the form of browsing hours, where Library staff will bring library materials to facilities for residents to check out. Residents may make special requests for materials or choose from the items available, but if the Hartland Public Library does not directly own the material(s) requested, the request may go unfilled. Library staff is responsible for selecting the various materials prior to each visit.

Materials available through outreach visits include regular print and large print books, audio books, DVDs, and music CDs.

Library staff is responsible for checking out and transporting materials to and from the facility, and for ensuring the prompt payment of fees associated with lost or damaged items. Library staff will maintain consistent communication regarding lost or damaged items on the outreach card and will ensure facility staff has every opportunity to find lost items.

### FACILITY RESPONSIBILITIES

The head of the facility desiring an outreach card, or their designated staff member, must submit a signed request for the outreach card. The request should specify the staff member(s) with borrowing privileges. In addition, a signed copy of this policy must be given to the Adult Services Librarian prior to the first outreach visit. The signee can be either the head of the facility or their designated outreach program contact.

A staff member at each facility will be designated as the main outreach program contact, and they will oversee the borrowing of materials within their facility. According to Library privacy policy, Library staff will not record the names of residents checking out individual items on the outreach account nor limit the number of items each resident checks out. Facility staff will be responsible for setting guidelines

for individual resident borrowing on each outreach card and the maintenance of checkouts on each outreach card.

Facility staff will inform Library staff of any health, security, or safety concerns at the facility as soon as possible so that Library and facility staff can make an informed decision about the maintenance and/or scheduling of planned visits. If Library staff is informed of a health concern less than 24 hours prior to a scheduled visit, the Library reserves the right to cancel the visit and work with the facility's main outreach program contact to attempt to reschedule the outreach visit.

Materials loaned to a facility must stay in the facility for use by or with residents. No personal loans are to be made to staff or family members of residents. If a resident leaves the facility, they will leave their materials with the designated library contact.

It is expected that the facility will be cooperative in ensuring that loaned materials are returned to the Library. The Library will bill materials that are lost or damaged while in possession of residents or facility staff at a facility, and the organization owning the outreach card will assume responsibility for payment of the fees. If fines exceed \$100, the outreach program may be paused until either the items are returned or a payment plan has been discussed and agreed upon by the Library Director, the Adult Services Librarian, and the outreach program contact at the facility. The payment plan may last no longer than one rolling calendar year.

Adopted 3/14/2024