

425. Outreach Services

Karl Junginger Memorial Library's Outreach Service program supplies materials to individuals at home who are unable to use the library due to a physical condition, age, or lack of transportation due to one of the prior reasons. The Outreach service will also provide materials to Retirement homes and Assisted Living, Health Care and Child/Adult Day Care facilities, and Schools. This service is free for those residing within the City of Waterloo. Participants are responsible for all items checked out to their library cards and will be charged the standard fee for any lost or damaged item.

The Outreach Service provides the opportunity for community members to enjoy the collections of the library without having to visit the library building. Whether it is books or magazines to read or audiovisual items to listen to, the library will arrange to have materials delivered to and picked up from a participant's home by library employees.

The guidelines for this program are as follows:

1. The Karl Junginger Memorial Library loans a wide variety of print and non-print materials to Waterloo residents who qualify for this service. Specific types of materials are cited in the Application for Outreach Service.
2. All participants in the Service must be residents of the City of Waterloo. They also must complete an Application for Outreach Service.
3. Participants will be listed as Karl Junginger Memorial Library Outreach borrowers. All items will be received through the Outreach Service.
4. Materials will be loaned for approximately 21 days. Three renewals will be allowed for Karl Junginger Memorial Library items that are not on hold for another library user. There may be some items that cannot be borrowed due to high demand and short loan periods.
5. Staff will generally select materials for each delivery by using the information supplied on the Outreach Service Application. Special requests for specific titles held by the consortium may be made. Special request titles not available at the time of request will be placed on reserve and will be delivered on the next scheduled delivery day.
6. Materials will be delivered to and picked up from each participant's residence. Materials should be ready for pickup by the delivery service on the due date.
7. If the participant is not going to be available at the scheduled delivery/pickup time, alternate arrangements should be made by calling the library.
8. Overdue fines are not charged for materials loaned under this service. Items need to be ready for pickup on the scheduled delivery/pickup day. Since program participants are responsible for items checked out on their card, materials should not be lent to others. Participants will be charged the replacement cost for all materials that are lost and/or damaged while in their care.
9. Outreach Service staff will not perform errands or tasks not associated with library service.

City residents as well as library patrons living outside the city limits may be eligible to apply for Service through the Wisconsin Regional Library for the Blind and Physically Handicapped.

Approved: 08/10/1995

Amended: 12/11/2002, 06/19/2007, 04/12/2016, 03/14/2017, 05/08/2018, 01/14/2020,
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