

WAUKESHA PUBLIC LIBRARY

POLICY: OUTREACH SERVICES

Approved by Library Board: 7/09/09
7/13/06, 3/21/02, 5/14/98, 2/9/95, 7/8/92, 6/13/91

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Page: 1 of 1

The library will maintain an Outreach program and will provide delivery services of library materials to homebound individuals living within the City of Waukesha. Residents of Waukesha health care facilities, assisted living apartments, and senior citizen apartment complexes, as well as homebound individuals in their own residences, are eligible to receive Outreach services. "Homebound" is defined as being confined to one's home due to illness, age, disability, or other qualifying circumstance. Individuals who do not live in a facility already served by the library must have no other means of receiving library service. Each request for service is assessed on a case-by-case basis

Because recipients of this service receive and return library materials based upon the Outreach delivery schedule, no overdue fines will be charged. However, participants are responsible for all items checked out on their Outreach library cards and will be charged the standard fee for any lost or damaged item.

Volunteers may be used to assist in providing Outreach Services. Tasks may include recordkeeping, delivery and pickup, and other miscellaneous duties as assigned by the supervisor.

Library services to Outreach customers will be added, adjusted, or reduced based on City budget monies available, library planning and staff needs. The library will develop, deliver and regularly analyze these homebound services, in consultation with the Waukesha County Federated Library System, and/or other specialists at appropriate regional agencies.