



OREGON PUBLIC LIBRARY OUTREACH SERVICES POLICY

I. Definitions

- A. The Oregon Public Library provides Outreach Services to people who have challenges using library services and resources. The emphasis for outreach services is to bring the library to the underserved due to physical, economic, social, geographic, or other barriers.
- B. Outreach services may include but are not limited to delivery of programs or materials to the following audiences:
 - 1. Facilities that serve children such as daycares or schools
 - 2. Individuals who have trouble coming to the library due to a disability or physical impairment
 - 3. Facilities that serve the elderly or disabled
 - 4. Local nonprofits serving the community
 - 5. Places in the community where people gather or spend time such as coffee shops, laundromats, apartment complex lobbies, or offices.
- C. The library will develop, deliver, and regularly analyze these outreach services, in consultation with the South Central Library System and/or other specialists at appropriate regional agencies.

II. Eligibility

- A. Outreach services must be delivered within the Oregon Public Library service area.
- B. Library services to outreach customers are dependent on the library budget and staff availability.
- C. Outreach services require coordination with library staff and may include an application process.
- D. A valid South Central Library System card is needed for material drop-offs.

III. "Homebound" Delivery

- A. Materials will be delivered based on the schedule agreed upon by staff and the individual, but not to be more frequent than once a month.
- B. Delivery of library materials is free.
- C. The library's standard fee schedule applies to damaged or lost items. For lost or damaged Oregon items, library staff will assess cost on a case-by-case basis and work with patrons to resolve issues. For items owned by other libraries, the library's standard fee schedule applies to lost or damaged items.
- D. The staff member delivering materials is unable to assist with other errands, household chores, etc.

- E. At the time new materials are delivered, the items from the previous delivery will be retrieved and returned to the library.
- F. Materials delivered must not be in high demand such as a "Lucky Day" book or a new item with a holds list. Reference materials or items that don't leave the library cannot be delivered.
- G. It is the patron's responsibility to keep track of renewals as well as which items are currently checked out.
- H. The Library has the right to restrict the format and any titles requested based on availability and to terminate this service to any individual or organization who does not meet the requirements or purpose of Outreach Services.

IV. Outreach Programs

- A. Outreach programs are delivered with an emphasis on reaching children in schools and childcare facilities and adults in group settings.
- B. Programs can include storytimes, book talks, library resources presentations, and hands on activities, like crafts.
- C. Library staff will participate in local events including health fairs, festivals, and meetings that are free and open to the public.
- D. Book Box program is available for childcare facilities who are participating in outreach storytimes. Library staff will select a crate of books that are for use at the facility. Materials must be checked out on a valid Oregon Public Library card. Delivery and pickup dates will correspond with storytime visits. For lost or damaged Oregon items, library staff will assess cost on a case by case basis and work with patrons to resolve issues.

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