



ALGANSEE • BRONSON • COLDWATER
QUINCY • SHERWOOD • UNION TWP.

OUTREACH POLICY

Adopted: June 20, 2022

Last Revised: n/a

Purpose

The purpose of this policy is to explain guidelines and limits to Outreach Services available through the Branch District Library (BDL or "Library").

Eligibility

Outreach services are available to homebound persons. "Homebound person" means a person who is unable to leave their home or residence facility unassisted; a person for whom leaving home takes considerable and taxing effort. A homebound person is not typically able to leave home because of medical-related mobility challenges, permanent or temporary disability, or an illness. Patrons who lack mobility or disability issues but still do not wish to enter the library are encouraged to ask the Library about curbside service options.

Cost

Outreach services are free. All postage will be paid for by the Library. Fees may be charged for lost or damaged items, as provided for in the Borrowing and Lending Policy.

Library by Mail

This service is intended for homebound individuals of all ages who hold a valid library card and do not have another person in the household who is able to visit the library to obtain materials for the homebound patron. Eligible patrons may fill out the Library by Mail application to have library materials sent to them through the mail in a weather-resistant bag. Once service is established, selection of these materials may be made by the patron through requests or by library staff based on the homebound patron's interests.



BDL ADMINISTRATIVE OFFICES

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Service Limits

Patrons receiving Library by Mail services may only receive one bag at a time. A minimum of 2 items must be requested before a bag can be mailed out, and a maximum of 10 pounds in materials may be sent per patron. Any requested materials which exceed our maximum mailing limit of 10 pounds will have the hold suspended until the package is returned. These leftover items may then be sent to the requesting patron in the next bag. Patrons living in facilities may still receive in-person deliveries by library staff to ensure the patron gets the items they requested.

Due to the nature of this service, certain library materials may not be requested:

- Magazines
- Wi-Fi Hotspots
- Melcat requests
- Any other items not permitted by USPS media mail guidelines

Loan Periods

Loan periods of all checked-out items for the Library by Mail service are extended to 8 weeks to accommodate the transit time of the mail system. Patrons do not have the option to renew their checked-out items.

In-Person Visits

BDL staff may make an in-person visit with an outreach patron to pick up items which may have been accidentally left out of a returning Library by Mail bag, to deliver materials to a patron living in a facility, or to verify a patron's identity in the instance that the person seeking outreach services does not yet have a valid library card. Library staff are permitted to remain in the residence only for as long as it takes to conduct the purpose of the visit. BDL staff are not able to assist patrons with any other personal needs or errands, or to spend an excessive amount of time with any one patron.

Discontinuation of Services

A patron's eligibility for outreach services will be reassessed every 3 months, and services may be discontinued if the patron's eligibility expires. Services may also be temporarily suspended for the following reasons:

- Fines on the patron's account exceed \$20.00
- Items are continuously returned damaged
- There is evidence of a pest infestation

In the event that there is evidence of a pest infestation, the patron will be notified and services will be suspended to give the patron time to deal with the situation and show proof that the

infestation has been remedied. Once a patron's account is returned to good standing, outreach services may resume so long as the patron is still eligible.