

## OUTREACH SERVICES POLICY

The Pewaukee Public Library provides a full range of collections and services to people visiting the library. However, some residents of the community may be homebound or unable to visit the library on a regular basis due to disability, illness or other qualifying circumstances. To provide access for these patrons, the Library Board has established an Outreach Services Policy.

### DEFINITION OF HOMEBOUND

“Homebound” is defined as being unable to physically travel to the library on a regular basis. Qualifying circumstances may include:

- Permanent or temporary medical mobility limitation
- Possess a significant cognitive impairment or a developmental disability
- Be of fragile health
- Be unable to travel to the library due to illness, injury or pregnancy.
- Be deaf or visually impaired

### ELIBILITY

Patrons eligible for outreach services must have or be eligible to obtain a valid CAFÉ library card and reside in the Village or City of Pewaukee. The Library Director may authorize alternative registration requirements in order to enable the patron to obtain a library card.

### GUIDELINES FOR OUTREACH SERVICES TO INDIVIDUALS

- To enroll in outreach services, the patron shall complete an Outreach Services Application. In this application, the patron will identify and authorize a personal representative(s) to pick up materials checked out on their library card from the Pewaukee Public Library. Applications will be reviewed and renewed every 18 months.
- The outreach patron agrees to activate their reading history and permits library staff to access that reading history to aid in their selection of materials for the patron.
- Library staff will offer personalized services via the telephone or the Internet. Based on the preferences of the outreach patron, library staff will select, reserve, and retrieve material from the library's collection, and hold material for pick up. Staff will notify the outreach patron of the items available for checkout. The outreach patron is responsible for notifying their personal representative. Items will be held for 7 days. Material will be checked out after verifying the personal representative's identification. A maximum of 20 items can be checked out at one time.
- Because the outreach patron receives and returns library materials based upon the availability of their personal representative(s), no overdue fines will be charged but due dates should be observed as closely as possible. Abuse of this privilege may result in the loss of outreach service privileges.
- Outreach patrons are responsible for all items checked out on their library card and will be charged the standard fee for any lost or damaged items (SEE the Replacement Costs for

Lost or Damaged Materials policy).

Adopted by the Pewaukee Public Library Board of Trustees: September 18, 2019, Leslie Miller, Library Board President.

*This policy supersedes “Home Delivery/ Outreach Services” Policy adopted by the Pewaukee Public Library Board of Trustees: January 19, 2011*