

WAUKESHA PUBLIC LIBRARY

POLICY: OUTREACH SERVICES

Approved by Library Board: 5/11/23

Number: B-1

Page: 1 of 1

The Library is committed to meeting community needs by enhancing access to materials and services outside the physical library building using both traditional and innovative approaches.

The Library maintains an outreach program and provides offsite library services to individuals and groups located within the City of Waukesha. Residents of senior and assisted living facilities, as well as individuals in their own homes in need of health-related accommodations, are eligible to receive Outreach Services. The library also provides outreach to local educational and community organizations serving children, adults, and families.

Volunteers may be used to assist in providing Outreach Services. Tasks may include, delivery and pickup of library materials, and other miscellaneous duties as assigned by the Community Engagement and Outreach Manager.

The Library is committed to ensuring that patrons, volunteers, and staff are treated with dignity, respect, and impartiality and that safety is paramount. Individuals and groups receiving Outreach Services must provide a safe and appropriate environment for staff and volunteers. Suspension of Outreach Services may occur if staff or volunteers are exposed to situations or conditions deemed unsafe. Repeated failure to abide by this policy could result in termination of Outreach Services.

In cases where Library management determines that Outreach Services should be suspended for a period beyond a single visit, the Library will provide a written notice to the individual or group in question. Suspensions beyond one year may be appealed to the Library Board of Trustees.

Outreach Services will be added, adjusted, or reduced based on available City funding and staff resources. The Library will develop, deliver and regularly evaluate these services.