

La Porte County Public Library

Outreach Services Policy

This policy outlines Outreach services provided by La Porte County Public Library. It is not intended to be an exhaustive list of LPCPL Outreach Services. Many LPCPL programs and services may be provided as Outreach per LPCPL's Partnership Policy.

Philosophy

La Porte County Public Library has provided free Outreach services to schools, organizations, facilities, and individuals since the 1940s. Outreach services extend LPCPL services beyond the Library's walls to people who may face barriers to visiting a physical library building. Outreach services are intended to make library services more accessible to all.

Service Definitions

Outreach Program

Library staff present a program as defined in LPCPL's Program Policy.

Outreach Event

Library staff participate in a community event to actively promote and bring awareness to the Library.

Outreach Services

Includes Mobile Library, Mobile Classroom, Doorstep Delivery, and Libraries 360 as described below. Mobile Library and Mobile Classroom services may also incorporate programs or take place at events.

Service Descriptions

Mobile Library also known as Bookmobile

The Mobile Library is a full-service library on wheels. Mobile Library collections are more limited in scope than other LPCPL locations and are curated by staff to meet the needs of the customers being served at each stop. Mobile Library stops operate as routes and are scheduled according to service priorities and vehicle availability.

Mobile Classroom

The Mobile Classroom is a classroom on wheels. Lessons and workshops are taught in the classroom to bring innovative learning experiences to schools, organizations, and community events. Mobile Classroom visits are scheduled according to service priorities and vehicle availability.

Doorstep Delivery

Doorstep Delivery is a homebound delivery service available to residents living in LPCPL's service district who are unable to visit the Library due to disability, impairment, or illness for a period of six weeks or longer. Doorstep Delivery customers may request specific materials to be delivered on an established monthly schedule.

Libraries 360

Libraries 360 is a resource-sharing agreement between La Porte County Public Library and La Porte County school corporations. Participating school corporations sign contractual agreements with LPCPL that outline the partnership and terms of service.

Service Priorities

Visit schools, organizations, or facilities to instill a love of reading and create opportunities for lifelong learning to community members of all ages.

Provide services to underserved populations - older adults, the developmentally disabled, rural communities, and low-income neighborhoods - that experience barriers in accessing the Library (i.e. transportation, physical limitations, township without a branch location).

Support out of school programs – daycares, afterschool programs, camps, clubs – to support early literacy initiatives for young children, provide materials and resources for school-aged youth, and enhance services being provided by community organizations.

Generate excitement for La Porte County Public Library materials, classes/events, services, and initiatives through participation in community events.

Seek partnerships that expand opportunities for LPCPL to reach more community members and underserved populations.

Work with facilities or nursing homes to develop services and offer classes/events appropriate for those residents.

Provide a “full library” or liaison-like experience to Outreach customers

Operational Requirements

Outreach services are available free of charge to customers and organizations operating within LPCPL's service district.

Mobile Library and Mobile Classroom visits to customers and organizations outside of LPCPL's service district must pay round trip mileage at the established federal standard mileage rate.

LPCPL must be able to gain permission to park Outreach vehicles at stop sites. There should be ample room to maneuver and park Outreach vehicles while providing maximum accessibility to customers.

- Mobile Library requires overhead clearance of 10 feet and a parking area of at least 30 feet long and 8 feet wide.
- Mobile Classroom requires overhead clearance of 13 feet and a parking area of at least 40 feet long and 10 feet wide.

Outreach customers must abide by LPCPL's Code of Conduct and provide a safe and appropriate environment for volunteers or staff members during visits and home deliveries.

Services and visits to Outreach customers are routinely evaluated. Services or visits may be discontinued if the service is not consistently being used, participation or circulation levels decrease, or the partner organization's priorities no longer align with LPCPL's mission or current initiatives.

Because weather conditions can vary drastically across LPCPL's large geographical service area, staff are empowered to cancel visits if they feel the weather is creating dangerous conditions for staff or customers. Information about cancelled visits is available on the Library's website and communicated directly to impacted customers whenever possible.

LPCPL staff must follow all relevant Library policies and procedures. Staff may also be required to follow policies and procedures of collaborating partners.

LPCPL follows organizational closings and cancels Outreach visits when partners are not open.
10/17/2024