

## OUTREACH PROGRAM

### I. Home Service

- A. Patron is interviewed by Extension staff member
  - 1. Patron signs registration form for library card
  - 2. Patron signs home service application form
  - 3. Order form filled out indicating number of books and type of books for each delivery
- B. Patron is assigned a volunteer deliverer
- C. Library card is issued to the patron
  - 1. Library card is kept in house and used to check out patron's materials each month
- D. Rolodex card is made to include patron's name, address, phone number and cross-referenced with deliverer's name and phone number
- E. Materials selected according to patron's taste on a monthly basis
  - 1. Date selected, titles, and authors are noted on order form
- F. Materials checked out to patron
  - 1. Checked out on patron's library card
  - 2. Materials are rubber banded with patron's name and address on top of stack
  - 3. Materials are bagged with volunteer's name on outside of bag
  - 4. Bag is placed inside back doors
- G. Volunteers pick up materials at set times for delivery
  - 1. RSVP volunteers sign in on clipboard inside back door
  - 2. Returned materials are placed at same site
  - 3. Total volunteer hours are included in monthly report
- H. Returned materials
  - 1. Checked in by Extension Clerk; readied for shelves

### II. Direct Bookmobile Service

- A. Nursing Homes-residents require long term care
  - 1. Library assistant and driver take small bookmobile to site
  - 2. Materials are off loaded
  - 3. Activity directors either bring residents to make selections or select for them
  - 4. Fill requests for activity directors including books, videos, bifolkal kits
  - 5. Extension clerk prepares an overdue list for facility each month and sends it out to allow staff to check for materials
- B. High Rises--people living independently
  - 1. Small bookmobile goes to site
  - 2. Residents come on board to select and check out