



POLICY: Outreach Services

I. Purpose

- A. Dane County Library Service develops and delivers library services to residents who experience barriers in accessing traditional library services.
- B. Outreach Services were initiated by DCLS in 1974 in accordance with the Wisconsin Administrative Code (pl 6.06) and the Wisconsin Public Library System Standards, 1974, Section III/E, F.
- C. DCLS strives to serve the broadest possible number of institutions and individuals, restricting only when necessary to maintain the program's integrity, and minimizing unrecoverable losses of materials.

II. Program Description and Operational Policies

- A. Homebound Services.
 - a. Individuals residing in Dane County whose physical condition confines them to their residence are eligible to receive homebound delivery of library materials.
 - b. Homebound patrons may request specific materials to be mailed on an established schedule according to a reading interest profile.
 - i. Materials will be delivered by U.S. Mail;
 - ii. Library material for the blind and physically handicapped (as defined by the U.S. Postal Service) has no mailing cost;
 - iii. DCLS pays postage to send the patron regular print materials; the patron must pay postage to return the materials.
 - iv. Information requests are filled by the Outreach Librarian.
 - c. Loan periods for materials are addressed in the *Circulation Policy*.
 - d. Homebound card holders are not assessed overdue fines and are responsible for lost or damaged material per the Circulation Policy.
- B. Facilities serving the elderly and those with physical disabilities
 - a. Large print books (except where regular print is requested) are available to facilities serving the elderly, or persons with physical or mental disabilities. Examples include senior living facilities and community-based residential facilities. These facilities may be located anywhere in Dane County outside the city of Madison.
 - b. Agencies receiving deposit collections are also eligible to receive programming resources as part of their deposit collection.
 - c. Materials are delivered on a monthly schedule; the receiving institution must prepare the returning collection for pick-up. Quantity and format of materials varies according to the needs of each agency's clients or residents. Books and material for individual use are to be returned on the next delivery date.
- C. Library Services for the Blind and Physically Handicapped.
 - a. The Library of Congress, through the Milwaukee Regional Library for the Blind and Physically Handicapped, provides recorded books and magazines for qualified users.

- b. Outreach staff seeks out and registers eligible users in Dane County, placing needed equipment and demonstrating its use to new users when requested.
 - c. DCLS staff adhere to all guidelines and policies of the Talking Book program.
- D. New Technologies.
 - a. DCLS seeks to deliver content using new technologies and formats.
 - b. DCLS is committed to providing education and training to access electronic materials in a variety of formats to all users.
- E. Youth Services
 - a. Mobile resources and programming are made available to at-risk children through partnerships with community partners within Dane County's taxing jurisdiction.
 - b. DCLS provides collections to at-risk children at childcare centers.
 - c. DCLS provides Play Literacy programming and materials at childcare centers.

III. Guidelines for future service development

- A. Outreach Services remain fluid and experimental in nature.
- B. Grant funding is sought to assist with programming and materials purchases.
- C. DCLS expands Outreach Services as needs are identified and funding is available.

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