OUTREACH SERVICES POLICY

Outreach services are designed to reach patrons who cannot visit the library for various reasons including but not restricted to the following:

- Health or physical limitations
- Any temporary conditions that makes visiting the library difficult such as broken bones, new babies in winter, or problem pregnancies

Phone calls or personal visits will be used to reach all potential patrons. Present patrons are encouraged to tell their friends. Activity directors at local nursing homes are regularly contacted.

Information may be collected for each patron and may include the following:

- Name, address, and telephone number.
- Interests and dislikes in reading material.
- Conditions of health pertinent to reading ability
    - sight - size of print
    - book size or weight
    - amount of time needed to read a book, if unusual
- Number of books requested.
- Book preferences.
- Personal preferences for time of visit - if any
    - morning or afternoon visits
    - standing appointments such as clinic appointments, etc.

These files shall be confidential.

The Library Director or Outreach Volunteer will be responsible for materials selection when no patron
requests are made. Materials are checked out to each patron. No overdue charges are assessed.

This Program will serve homebound patrons, within the city of North Sioux City, in private homes, retirement housing, and assisted living homes.

One phone call or visit to each patron every three weeks will be the standard. A patron may request a delay in service.

The library director maintains contact with the South Dakota State Library concerning materials for the Blind and Physically Handicapped.