

Oliver Paipoonge Public Library

Category: Operational	Policy number: OP - 13
Title: Outreach and Institutional Services	Initial Policy Approval Date: 09/29/21
	Last Review/Revision Date:
	Year of Next Review: 2026

This policy establishes the Library’s procedures for library outreach services for Library members and institutional borrowers.

1. Outreach services: The Library shall offer a special category of service to borrowers who are physically unable to visit the Library facility due to circumstances such as medical conditions. Items from the Library collection, used books, puzzles and equipment are available for outreach service.
 - a. Outreach service clients shall be subject to all membership policies of the Library but will be allowed amended circulation rules as required at the discretion of the CEO.
 - b. Items for outreach service borrowers may be selected by employees. Employees are authorized to disclose information to a designated volunteer only when the information is pertinent to the outreach service.
 - c. Delivery of materials to and from outreach service clients shall be made only by authorized volunteers or by a volunteer designated by the client, and only at times and dates when volunteers are available. Employees are not responsible for pick-up or delivery of materials.
 - d. Employees and volunteers will be trained and follow any current health requirements as directed by the CEO.
2. Institutional Borrowers: The Library shall offer a special category of service to institutional borrowers in the community. This may include child care centres and schools. A separate category for these borrowers shall be maintained by the Library. Authorization to grant an institution account is at the discretion of the CEO.
 - a. Institutional memberships shall be subject to all membership policies of the Library. In addition, the institution must designate a single individual who will be the card holder. The card holder must be identified in the membership record and will be the primary point of contact for all communications regarding the standing of the record.
 - b. The institutional borrower must accept all liability for use of the items borrowed including identified rights.
3. Other Services: The Library shall offer a special category of the other services to the community.

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