

SECTION 5

EXTENSION SERVICES

Approved December 21, 1989
Revised 6/17/04 – Effective 7/1/04
Revised 6/16/05; Revised 3/19/09 – Effective 4/1/09
Revised 3/18/10 – Effective 3/19/10
Revised and effective 9/15/11

Mobile Outreach Service Policy

The purpose of the Mobile Outreach Service is to provide public library services to county residents who are homebound, institutionalized, or otherwise unable to visit a library facility on a regular basis.

To be eligible for this service, a customer must reside in Cumberland County and meet one of the following criteria:

- Be unable to get to a library facility on a regular basis due to health issues;
- Be a caregiver to a person requiring continuous care;
- Reside in a nursing home, rest home or assisted living center;
- Receive day care at a senior center;
- Receive services at a rehabilitation service facility.
- Reproduction rights of library art must be secured from the library director. Reproduction rights to the library art collection will be given, provided:

Mobile Outreach materials are loaned for four weeks. There are no fines and fees on books, sound recordings, or DVDs for Mobile Outreach. Mobile Outreach customers are responsible for the replacement cost of lost or damaged items.

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Minimum Branch Standards

Approved November 16, 1995; Revised September 15, 2005

Reviewed 9/15/11 – no changes

The following minimum standards for community and regional branch libraries are established to reflect the space needed, staffing, resources and service output of our library system's facilities:

Community Branch:

Population served:	20,000
Distance from other locations:	3 mile radius
Hours of service:	63 hours
Facility space needed:	4 acres
Square footage:	12,000 square feet
Public parking:	100 spaces
Staffing:	1 – Librarian III 2 – Librarian I 3 – Library Associate II 1 – Library Associate I 4 – Library Technician (FTE's) 4 – Library Page (part time) 1 – Custodian 1 – Contracted Security Guard
Collection base:	40,000 volumes
Collection yearly additions:	7,000 volumes
Public computers:	16 adult and 6 children
Courier service:	Daily

Community Branch Service Output:

Community branches should provide the following minimum service levels annually:

Circulation:	150,000 items
Reference transactions:	15,000
Programs:	150
Program attendance:	5,000

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Regional Branch:

Population served:	35,000
Distance from other locations:	5 mile radius
Hours of service:	70 hours
Facility space needed:	8 acres
Square footage:	18,000 – 25,000 square feet
Public parking:	200 spaces
Staffing:	1 – Librarian IV 2 – Librarian II 2 – Librarian I 1 – Circulation Manager 7 – Library Associate II 1 – Library Associate I 6 – Library Technician (FTE's) 5 – Library Page (part time) 3 – Custodian (includes 1 Crew Leader) 2 – Contracted Security Guard
Collection base:	75,000 volumes
Collection yearly additions:	12,000 volumes
Public computers:	26 adult and 10 children
Courier service:	Daily

Regional Branch Service Output:

Regional branches should provide the following minimum service levels annually:

Circulation:	300,000 items
Reference transactions:	40,000
Programs:	300
Program attendance:	11,000