

# HANDBOOK FOR MOBILE SERVICES STAFF



Prepared for and Includes presentations from the  
American Library Association Annual Conferences

New Orleans in 2006

**"Our New Bookmobile Has Arrived!  
What Do We Do Now?"**

Washington D.C. in 2007

**"Mobile Outreach: Access at its Best!"**

Anaheim in 2008

**"Mobile Libraries: Driving Library Services Into the Future"**

Handbook sponsored by



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## **RESOURCES FOR BOOKMOBILE STAFF**

### ***Contacts***

American Library Association, Office for Literacy & Outreach Services (OLOS)  
 Satia Orange, Director, [sorange@ala.org](mailto:sorange@ala.org), 1-800-545-2433 #4295  
[www.ala.org/olos](http://www.ala.org/olos)

Association of Bookmobile & Outreach Services (ABOS)  
 Jeannie Dilger-Hill, President, [pres@abos-outreach.org](mailto:pres@abos-outreach.org)  
[www.abos-outreach.org](http://www.abos-outreach.org)

Association of Rural and Small Libraries (ARSL)  
 Bernard Vavrek, [bvavrek@clarion.edu](mailto:bvavrek@clarion.edu); <http://arsl.clarion.edu/>

### **Bookmobile Consultants**

Michael Swendrowski, Consultant..... (262) 679-9096  
 Specialty Vehicle Services, LLC ("SVS") W196 S8406 Plum Creek Blvd., Muskego, WI  
 53150  
 Contact: Michael Swendrowski  
 Email: [mswendrowski@vehiclesuccess.com](mailto:mswendrowski@vehiclesuccess.com)  
 Website: [www.vehiclesuccess.com](http://www.vehiclesuccess.com)

### **Bookmobile Vendors/Manufacturers**

Farber Specialty Vehicles..... 1-800-331-3188; FAX (614) 759-2098  
 7052 Americana Parkway, Columbus OH 43068  
 Contact: Martin Marek, Steve Farber  
 Email: [solutions@farberspecialty.com](mailto:solutions@farberspecialty.com)  
 Website: [www.farberspecialty.com](http://www.farberspecialty.com)

Matthews Specialty Vehicles, Inc. .... 1-877-905-4MSV; FAX (336) 297-4674  
 101 S. Swing Rd, Greensboro NC 27409  
 Contact: Dennis Hoag  
 Email: [info@msvehicles.com](mailto:info@msvehicles.com)  
 Website: [www.msvehicles.com](http://www.msvehicles.com)

Moroney Bookmobiles..... 1-888-MORONEY; FAX (508) 797-9388  
 20 Eskow Rd, Worcester MA 01604  
 Contact: Tom Moroney  
 Email: [tmoroney@moroneybookmobiles.com](mailto:tmoroney@moroneybookmobiles.com)  
 Website: [www.moroneybookmobiles.com](http://www.moroneybookmobiles.com)

OBS Specialty Vehicles, Inc. .... 1-800-362-9592 ext 320; FAX (330) 580-2429  
 1324 W Tuscarawas St, Canton OH 44702  
 Contact: Barbara Ferne, Paul Trenta  
 Email: [info@obsinc.net](mailto:info@obsinc.net)  
 Website: [www.obsinc.net](http://www.obsinc.net)

## ***Books on Outreach***

- From Outreach to Equity: innovative models of library policy and practice, American Library Association, Office for Literacy and Outreach Services, Edited by Robin Osborne, 2004. ISBN 0-8389-3541-9
- Foreword ..... Carla D. Hayden
- Introduction ..... Satia Marshall Orange & Robin Osborne
- Part 1: Services outside Library Walls ..... Jan Meadows
- Library Elderly Outreach Project ..... Jane Karp
- InfoBUS: Serving Immigrant and Refugee Populations ..... Damone Virgilio
- Serving Homeless People: Partnering with Shelters and Transitional Homes ..... Lisa A. Canavan
- Deposit Collections: Streamlining Procedures for Better Service ..... Patricia Linhoff
- Bookmobile Service to Preschool Children and Caregivers ..... Theresa Gemmer
- Outreach to Prisons: Connecting Inmates and Public Library Services ..... Glennor Shirley
- Tribal Libraries Program of the New Mexico State Library ..... Dana John
- Words on Wheels and Traveling Library Center: Staffing to Optimize Services ..... Jeannie Dilger-Hill
- Part 2: Outreach inside the Library ..... Rhea Brown Lawson
- The Child's Place: Inclusive Services for Children with Special Needs ..... Carrie Banks
- Assistive Technology Collection: Serving People with Disabilities ..... Marylou Tuckwiller
- Family Language Kit Program: Connecting with Immigrant Families ..... Helen Benoit
- LEAP: A Comprehensive and Multifaceted After-School Program ..... Sandra Anne Farrell
- ..... and Sandra Miller
- Libraries as Community Builders: The Greensboro Experience ..... Steve Sumerford
- TIP Service: Community Information and Referral @ Your Library ..... Margaret Gillis Bruni
- Community Youth Corps: Teens as Library Resources ..... Deborah D. Taylor
- Global Outreach Services: Outreach in Academic Libraries ..... Thelma H. Tate
- Part 3: Outreach Using Information Technology ..... Kathleen (KG) Ouye
- Central Valley Digital Network: Partners in Bridging the Digital Divide ..... Carol Whiteside
- [www.firstfind.info](http://www.firstfind.info): Organizing Easy-to-Use Information on the Web ..... Robin Osborne
- Indigenous Peoples and Information Technology ..... Loreine Roy and Antony Cherian
- Outreach Efforts at the Hope Fox Eccles Clinical Library ..... Liz Workman
- Info Seekers and the Biotech Learning Center: Building for the Future ..... Jean O. Crispieri
- Part 4: Technical Services: Connecting Minds ..... Zora J. Sampson
- A Librarian's Librarian: Albert P. Marshall ..... Satia Marshall Orange
- Subject Access and Responsibility ..... Hope A. Olson
- The Multilingual Materials Acquisition Center ..... Ingrid Betancourt and Ina Rimpau
- Uses of Metadata to Expand Access ..... Jacquie Samples
- Planning for System Migration with Input from Staff and Public ..... Vivian M. Pisano
- BudgetLink: A Statewide License to Learn ..... Sally Drew
- Creating an Enabling Online Environment ..... Axel Schmetzke
- Expanding Access to Collections through Digitization ..... Ewa Barczyk and Krystyna Matusiak
- Part 5: Advocacy and Outreach: A Natural Connection ..... Maureen O'Connor
- Sisterfriends @ Your Library: Marketing and Building Support for Programs ..... LaToya McLean
- Outreach Starts at the Top: Advice from a Library Director ..... Dinah Smith O'Brien
- Advocating for Library Services in County Facilities ..... Sharon Holley
- Cultural Ambassadors Program: Putting the World within Reach ..... Susan McCarthy
- Libraries and Literacy: Making New Connections ..... Roberta Reiss
- New Americans Program: Outreach through Partnerships ..... Adriana Acauan Tandler
- World Language Collections: Mining Demographic Data ..... A. Isaac Pulver and Joan Clark
- Part 6: Staff Development: Assessing Our Own Behaviors ..... Sandra Rios Balderrama
- Developing Outreach Skills in Library Staff ..... Yolanda J. Cuesta
- Qualitative Measures of Outreach Effectiveness ..... Denise Adkins
- Hiring for Outreach ..... Faye C. Roberts
- Training Staff for Job Service Outreach ..... Bernice Kao
- Sharing Skills: Outreach @ the Arizona Library Development Division ..... Jan Elliott
- Learning by Doing: Outreach Training in a Branch Library ..... Linda S. Greene
- The Diversity Initiative: One Committee's Story ..... Jeanne DeLaney,
- ..... Judith Cramer, and Carolyn Evans
- Outreach as Friendship in a Peer-Based Community ..... Pat Wagner

***Colleagues on whom you may call – outreach resources***

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(719) 531-6333 ext 2312

Scott Pointon, Assistant City Librarian, Decatur Public Library, [spointon@decatur.lib.il.us](mailto:spointon@decatur.lib.il.us)  
(217) 424-2900 ext 102

Tom Walker, Systems Manager, Charleston County Public Library, [walkert@ccpl.org](mailto:walkert@ccpl.org)  
(843) 805-6850 - Online Bookmobiles

*List will continue to grow as you contribute names....*

## Links

ALA & ABOS – Support Staff, Paraprofessionals, Paralibrarians - Join!:

[http://www.ala.org/ala/ourassociation/membership/ALA\\_Support\\_Staff\\_App\\_05-06.pdf](http://www.ala.org/ala/ourassociation/membership/ALA_Support_Staff_App_05-06.pdf)

<http://www.ala.org/ala/ourassociation/membership/personaloverview.htm>

Association of Rural and Small Libraries:

<http://arsl.clarion.edu/>

Bibliographies – Published by Center for the Study of Rural Librarianship:

<http://jupiter.clarion.edu/~csrl/bibliog.htm>

"Bookmobiles and Outreach Services," 1998-2003 published by the

[Center for the Study of Rural Librarianship](#)

Center for the Study of Rural Librarianship

<http://www.clarion.edu/edu-humn/newlibsci/index.htm>

DVD: "Remote Access: Distant Libraries of the World"

<http://www.remoteaccess.ca>

Library Services to Bookmobile Communities

<http://www.ala.org/ala/olos/outreachresource/servicesbookmobile.htm>

National Bookmobile Guidelines – 2004 Draft

<http://jupiter.clarion.edu/~csrl/bookmobi.htm>

Parade of Bookmobiles

<http://www.ala.org/ala/olos/outreachresource/paradebookmobiles.htm>

"Reflections from a First-Year Bookmobile Supervisor" – Article by Amy Guilmette, Lane Public Library

<http://library.clarion.edu/Bookmobile/02ReflectionsFromAFirstYearBookmobileSupervisor.pdf>

Serving Preschoolers:

Need help here...

Serving Seniors:

[www.lifelonglibraries.org](http://www.lifelonglibraries.org)

[www.ea.webjunction.org](http://www.ea.webjunction.org)

Statistics: Institute of Educational Sciences, National Center for Education Statistics, Public Libraries

*According to the 2003 survey data, there were 866 public library bookmobiles in operation that year.*

<http://nces.ed.gov/surveys/libraries/Public.asp>



[www.obsinc.net/bookmobiles.php](http://www.obsinc.net/bookmobiles.php)



**Bookmobile Maintenance Schedule (by Michael Swendrowski - SVS)**

<b>Typical Bookmobile Maintenance Intervals</b>							
		DAILY	100 Hrs	150 Hrs	250 Hrs	500 Hrs	1000 Hrs
<b>Vehicle Engine/Transmission</b>							
	Check oil levels	X					
	Check coolant levels	X					
	Check tire inflation	X					
	Wash exterior & flush underbody (as needed)	X					
	Fluid level check (trans., radiator, etc.)						
	Check for leaks (engine, trans., coolant, etc.)						
	Replace oil & filter*		X				
	Inspect motor & transmission mounts		X				
	Inspect for damage or leaks (oil, coolant, fuel, etc.)			X			
	Replace air filter(s)				X		
	Inspect drive belts				X		
	Replace fuel filter(s)					X	
	Throttle linkage inspection/service					X	
	Flush cooling system					X	
	Replace drive belts					X	
	Pressure test cooling system					X	
	Transmission oil/filter change						X
<b>Vehicle Suspension</b>							
	Fluid level check (brakes, differential, etc.)	X					
	Inspect for damage/leaks (brakes, steering, differential, etc.)			X			
	Lubricate chassis, steering, drive line				X		
	Drain and/or replace water separator				X		
	Brake condition check/replace					X	
	Inspect U-bolt connections (axle & body)					X	
	Steering linkage inspection/service					X	
	Flush brake fluid						X
	Differential oil change						X
<b>Vehicle Body</b>							
	Check running lights	X					
	Check windshield wash fluid level	X					
	Check battery acid levels		X				
	Load test charging system			X			
	Check/clean battery connections			X			
	Replace windshield wipers					X	
	Dash heater filter check/replace					X	
<b>Generator</b>							
	Check oil level(s)	X					
	Check coolant level(s)	X					
	Check/clean battery and connections		X				
	Replace oil & filter*		X				
	Clean spark arrester			X			
	Replace fuel filter				X		
	Replace air filter					X	
	Service center tune-up**					X	
<b>Conversion</b>							
	Check/clean batteries and connections		X				
	Lubricate door hinges/latches				X		
	Lubricate auxiliary steps				X		
	Load test charging system				X		
	Check/tighten cabinetry/shelving mounts					X	

\* Typical schedule –consult manual for possible interval extensions

\*\* Consult component manual for specific information

Schedule courtesy of Specialty Vehicle Services, LLC.



## ***Bookmobile Maintenance (by Michael Swendrowski - SVS)***

*Presented by Michael Swendrowski at ALA 2006*



Good morning...My name is Michael Swendrowski and I'll be giving you some tips on maintaining your new bookmobile.

For those that may not know me, I am the founder and president of Specialty Vehicle Services, or "SVS", an independent consulting and design firm based in Muskego, WI. I formed SVS in 2002 after nearly 20 years within the specialty vehicle manufacturing industry, holding top level positions within several organizations nationwide and concluding as Director of Operations for the largest bookmobile manufacturer in the country. SVS guides clients in the proper development, construction, and operation of all types of specialty vehicles, but has always had a special interest in the beloved bookmobile.

Can I see by show of hands how many of you have received a new bookmobile in the last 12 months? How many will be getting a new bookmobile in the next 12 months? How many WISH you were getting a new bookmobile in the next 12 months? Thank you.

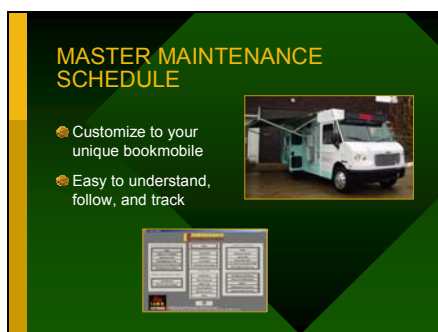


For this presentation, let's assume you've just received your new bookmobile... you've spent a lot of money on it... and waited a long time for it to arrive. Now that you have it, you want it to perform perfectly every time you go out, and of course, last as long as possible. One of the biggest factors in making this a reality will be your maintenance program.

Many times, a maintenance program is not given the priority it should, but in reality, it will prevent an immeasurable number of future problems. It is the number one thing you can do to help eliminate unplanned service interruptions... those times your scheduled to go out, but can't go due to a mechanical malfunction.

To be successful, the program must be properly planned and religiously followed throughout bookmobile's lifetime. In my opinion, there are 4 main aspects to a good maintenance program.

- ▶ Master maintenance schedule
- ▶ Dedicated personnel
- ▶ Good Vendor relationships
- ▶ Proper budgeting



The first is the **master maintenance schedule**... I have included a representative schedule in your handouts. Feel free to use it as a template for your own schedule, but know that your schedule must be customized to your particular bookmobile. A bookmobile is made up of dozens, if not hundreds of different components and parts, each with its own maintenance schedule. Develop your master schedule by merging the recommended schedules of each pertinent component (vehicle, generator, inverter, steps, etc.) and add any other manufacturer recommended items (unique to your vehicle). Make the schedule easy to understand, and more importantly, easy to follow and track. There are even computer software to help you get it right.

When making your schedule, keep in mind that at least your generator will need to be scheduled at hourly intervals, as they do not accumulate miles! Most bookmobile engines, especially the diesel powered ones, will have an hour meter in addition to the odometer.

Speaking of the provided representative schedule, I'd like to ask you to write in a couple of extras... under the body section, please include a regular wash schedule. This is an "as needed" item, but this action not only helps you look good, but more importantly helps to minimize rust and corrosion, especially in a northern or coastal climate. Under the generator section, please add also daily visual inspection of your generator's radiator. This is especially important on the Onan quiet diesels as the intake air is drawn through the radiator and is subject to picking up debris. Large debris can simply be removed with your fingers and smaller debris can be blown out with a compressed air nozzle. Alright, let's get back on track... you've completed your master schedule... now its time to put it into action. To ensure its success, execution starts with dedicated personnel:

## DEDICATION

- Supported by management
- One person accountable
- Keep detailed records




**Dedication:** Without dedication, your maintenance plan is sure to fail. It must start with the support of upper management, but it is typically **one** person that ends up in charge and accountable for your plan. This person needs to have the authority to make on the spot decisions if necessary, the ability to commit organizational funds. This person should have the desire to keep the bookmobile running in tip top shape and take ownership of the program. Generally speaking, this person is very close to daily bookmobile operations and many times, it is the primary driver. The driver is the person who knows the bookmobile best and could quickly identify any new sound or behavior that is out of the ordinary.

As time passes, every action within the plan should be well documented in some sort of log or computer program, and include at a minimum: when the service was done, what was done, how much it cost, and where it was done. A good log will become very valuable as breakdowns occur and history needs to be referenced. Recording the provider of each service is key from a liability standpoint and brings us to our next aspect... relationships.

## RELATIONSHIPS

- Identify service centers
- Use proactive approach
- Prepare for future needs




With the number of components involved, you may need to **establish relationships** with numerous parties... there is generally no such thing as a "bookmobile repair shop" that can handle all of your needs. If service centers haven't been previously identified or won't be your fleet department... seek them out as far in advance as possible. They'll be an integral part of your overall plan! Be proactive...start the relationship ahead of time...before you actually need them. For example, perhaps begin your relationship with the generator service center with an introduction like...

*"Hi, my name is Michael with the... "SVS" Library System, we just took delivery of a beautiful new bookmobile that has an Onan Commercial generator. We would like to establish a maintenance schedule with you to get the most out of the unit. We expect to run the generator around 6 hours a day, 5 days a week and were wondering what you might suggest?"*

Beyond ensuring yourself they are the right people for the job, this will also help avoid surprises down the road. Perhaps you can define payment terms and/or establish an account with them ahead of time to streamline the process? Perhaps they offer an annual contract of some sort?

Good relationships will equate to good service and someone to count on in a bind. Remember... in addition to maintenance, you may need these same folks for repairs or replacements at some point. Anything you can do to improve your relationship with these people ahead of time will certainly improve your results long term.

## BUDGET

- Start with 2% of bookmobile purchase cost
- Increase 5% annually

\$200,000 bookmobile

Year 1 - \$4,000	Year 6 - \$5,105
Year 2 - \$4,200	Year 7 - \$5,360
Year 3 - \$4,410	Year 8 - \$5,628
Year 4 - \$4,631	Year 9 - \$5,910
Year 5 - \$4,862	Year 10 - \$6,205



Alright, you've made your schedule, you've found the right people to take ownership of the plan and established vendor relationships early on. The last aspect to program success will be **budget** ... all of this will take money. Ensure you have adequate funds in the budget to cover scheduled maintenance costs... and count on the fact that those costs will increase each year you operate the bookmobile. Over time, bookmobile components will start showing wear and may require major overhauls and/or replacement. The tires and brakes will need replacement... the engine will need new injectors... the generator will need a major overhaul. Although very difficult to quantify, a conservative rule of thumb is to allow a figure equal to 2% of your bookmobile purchase cost for your first year. That figure can then be increased by 5% each year of ownership to encompass the increased needs of the unit as well as yearly inflation. For example: A \$200,000 bookmobile will cost approximately \$4000 to maintain the first year, \$4,200 the second year, \$4,410 the third year, etc. Again, this is only a rule of thumb; your costs will vary dependent on how your budget is structured and what your figure needs to encompass... this figure does not include fuel, repairs, depreciation, or other factors that may need to be captured somewhere.

## RECAP

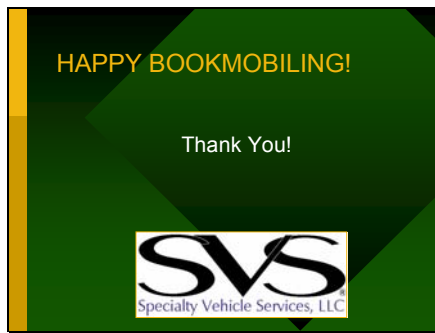
- Master Schedule
- Personnel Dedication
- Vendor Relationships
- Proper Budgeting




Let's review the four main aspects of a good maintenance program:

- ▶ Develop a master maintenance schedule, customized for your unique bookmobile. Use an easy to understand format or computer software.
- ▶ Identify and assign dedicated personnel. This person should take ownership of the program and be close to operations.
- ▶ Establish good vendor relationships early on. Good relationships will equate to good service and someone to count on down the road.
- ▶ Ensure a proper budget is in place. Without the money to cover your needs, the rest of the plan will be sacrificed.

Although there are many points that haven't been covered, these four aspects will help ensure your entire maintenance program is comprehensive and structured. As I mentioned earlier, a good maintenance program is the best way to help prevent dreaded breakdowns and unscheduled downtime, and should be given high priority. You've waited a long time for your bookmobile to arrive, and devoted a lot of resources to its procurement. Protect your investment and help ensure your outreach programs success with a well planned and executed maintenance routine.



I hope these tips have been helpful and thank you for your time.

I'd like to now open the floor for a brief Q&A session, and then turn it back over to Tena Wilson. Again, my name is Michael, and I will be available for any further questions following the presentation.

Thanks again!

## ***Bookmobile Specification Checklist (by Tena Wilson - CPL)***

### **Before Writing a Bookmobile Specification**

**Check off what you *already know* before you begin the specification-writing process:**

#### **Patrons:**

- ☐ Elderly
- ☐ Children
- ☐ Preschoolers
- ☐ ADA accessible
- ☐ Lift (non-ADA) accessible

#### **Terrain:**

- ☐ Basically flat
- ☐ Hilly
- ☐ Mountainous
- ☐ Primarily paved roads
- ☐ Primarily non-paved, dirt roads
- ☐ Off-roading
- ☐ House-to-house, very poor road conditions

#### **Hours of Operation:**

- ☐ Daytime
- ☐ Night stops
- ☐ Weekend stops
- ☐ Approximate distance traveled per day, round-trip

#### **Type of Service:**

- ☐ Provide books and other media
- ☐ Provide programming (story-telling, puppets, etc)
- ☐ Provide refreshments
- ☐ Provide reference literature/brochures
- ☐ Neighborhood block parties
- ☐ Fairs

#### **Staff:**

- ☐ Driver
- ☐ Second staff person
- ☐ Third staff person – regular
- ☐ Third staff person – occasional
- ☐ Fourth staff person – occasional

#### **Chassis & Body Issues:**

- ☐ Diesel
- ☐ Gas
- ☐ Brakes: Air
- ☐ Brakes: Hydraulic
- ☐ Entrance doors: 1
- ☐ Entrance doors: 2
- ☐ Front engine
- ☐ Rear engine
- ☐ Transit style – flat-nose
- ☐ Conventional style – like traditional cowl-nose
- ☐ Stepvan style (like a UPS truck)
- ☐ Cutaway style (front like a van)
- ☐ Low floor style
- ☐ Master Battery Disconnect Switch
- ☐ Separate battery for generator
- ☐ Jump switch to connect the batteries
- ☐ House Battery System (with no generator)
- ☐ Due to terrain of route (describe): \_\_\_\_\_
- ☐ Vehicle Height/Garage restrictions \_\_\_\_\_

- ☐ Converter/battery charger
- ☐ Inverter/Isolator
- ☐ No C.D.L. (Commercial Driver's License)
- ☐ Air suspension
- ☐ Vehicle Length restrictions
- ☐ Side window(s) at desk
- ☐ Desks across front (seats swivel to desks)
- ☐ Rear desk
- ☐ People counter(s) at entrance(s)
- ☐ Awning
- ☐ Bulletin boards
- ☐ Refrigerator
- ☐ Microwave
- ☐ Coffeemaker
- ☐ Provisions for file folders
- ☐ 1 drawer
- ☐ 2 drawers
- ☐ Legal
- ☐ Letter
- ☐ Audio:
  - ☐ AM/FM/Stereo
  - ☐ AM/FM/Stereo/Cassette
  - ☐ CD Player
  - ☐ PA System
  - ☐ Intercom System

#### **Exterior Compartments:**

- ☐ Generator
- ☐ Batteries
- ☐ Shoreline
- ☐ 25' standard
- ☐ Other: \_\_\_\_\_
- ☐ Storage (describe): \_\_\_\_\_
- ☐ Compartment with 4' table with 4 folding chairs

#### **Air Conditioning & Heat:**

- ☐ Cab air conditioning
- ☐ Roof-mounted A/Cs
- ☐ Under-mounted, ducted system (height restrictions)
- ☐ Wall-mounted thermostats – A/C
- ☐ Heat – electric
- ☐ Heat – propane
- ☐ Heat – hot water
- ☐ Wall-mounted thermostats - Heat

#### **Aesthetics:**

- ☐ Carpeting
- ☐ Commercial Vinyl flooring
- ☐ Simple graphics
- ☐ Full-wrap "traveling billboard" graphics
- ☐ Moderate (somewhere between simple & wild)
- ☐ Advertising "card yarder" on side exterior
- ☐ Window covering:
  - ☐ Miniblinds
  - ☐ Shades

**BOOKMOBILE SPECIFICATION CHECKLIST – Page 2****Computers:**

- ☐ Staff computers (indicate qty.): \_\_\_\_\_
- ☐ Patron computers (indicate qty.): \_\_\_\_\_
- ☐ Permanent patron computer station(s) – sit-down, standard desk height
- ☐ Permanent patron computer station(s) – stand-up, counter height
- ☐ Removable patron computer station(s) – adjustable height
- ☐ Each workstation to be equipped with:
  - ☐ Pull-out keyboard tray
  - ☐ Pencil drawer
  - ☐ Chair with securements
  - ☐ Stool with securements
  - ☐ Permanent stool (base-mounted in floor)
  - ☐ Printer mounted above
  - ☐ Networking to central printer
  - ☐ Networking to central server
- ☐ “Down-under” desk with tinted, see-thru top and pull-out keyboard
- ☐ Using Laptop computers
- ☐ Back-up requirements:
  - ☐ Back-up of entire system for \_\_\_\_\_ minutes
  - ☐ Back-up of each computer individually
  - ☐ Back-up just enough to turn off all computers
  - ☐ Power surge protection only
- ☐ Each computer workstation to be equipped with:
  - ☐ Quad electrical outlet below desk(grommet)
  - ☐ Cellular antenna and wiring
  - ☐ Hardwired for telephone hookup
  - ☐ Hardwired for data line
  - ☐ Hardwired for fax line

**Lighting:**

- ☐ Fluorescent ceiling lights (run off generator/shoreline)
- ☐ 12-volt fluorescent ceiling lights (run off battery)
- ☐ Porch lights
- ☐ Graphics lighting
- ☐ Skylight(s)

**Safety Items:**

- ☐ Fire extinguisher(s)
- ☐ Triangle reflector kit
- ☐ Backing alarm
- ☐ Backing camera and monitor
- ☐ First aid kit
- ☐ Transpec roof hatch/vent/emergency escape
- ☐ Power roof hatch/vent/emergency escape
- ☐ Non-power roof hatch/vent/emergency escape
- ☐ First aid kit
- ☐ Alarm System

**Shelving:**

- ☐ Luan Plywood or laminated hardwood
- ☐ Solid hardwoods
- ☐ Aluminum Shelving
- ☐ 5” paperback shelving
- ☐ 7”
- ☐ 9” oversized
- ☐ 11” double oversized
- ☐ Magazines
- ☐ Hanging Bag Rods

**Generator:**

- ☐ Onan
- ☐ Kohler
- ☐ Other: \_\_\_\_\_
- ☐ Onan Quiet Diesel
- ☐ Slide-out tray

**Delivery/Inspection of Bookmobile:**

- ☐ Training at library
- ☐ Video required
- ☐ Pick-up & training at vendor plant
- ☐ Inspection visit to plant
- ☐ Indicate number of staff required to visit: \_\_\_\_\_
- ☐ Indicate number of visits required: \_\_\_\_\_
- ☐ Staff will visit at library’s expense – do not include

**Warranty:**

- ☐ Extended warranties

## BOOKMOBILE SPECIFICATION CHECKLIST – Page 3

The following list began at GABC 2003 in Columbus after Saturday morning “Vendor Panel”  
*This list will “evolve” with the help of all bookmobilers.*

### Items to make sure you have in your bookmobile specs:

*These items are usually taken for granted – until you don’t get one!*

1. Rounded corners on desks
2. Handrails on both sides of interior stepwell, as well as on outside by door (sometimes you need one on the door diagonally across lower window)
3. Latches that prevent drawers/cabinets opening during transit, sometimes called “marine” latches
4. Generator that is easily removable for major overhauls (if slide-outs are not used)
5. References of libraries who have the same model
6. Note: 28 ft chassis with 11 ft wheelbase has been known to demonstrate much motion, as compared to longer chassis with longer wheelbase. Do not recommend air seat with short wheelbase model. There is a trade-off for the great maneuverability. Check vendor references before selecting the 28 ft model.
7. Vents in the generator doors
8. Vents in computer cabinet or “hub” doors – and possibly a fan that comes on automatically when the temperature rises, to protect the equipment
9. Touch-up paint
10. Left-over fabric or carpeting (you can have the carpet pieces bound, or you can use the extra fabric years later if a seat or cushion wears out). But don’t expect there always to be extra. If the vendor orders properly, there shouldn’t be much, if any.
11. Labeled keys
12. Doors keyed alike (unless you like huge clumps of keys)
13. Porch light (if you plan to operate at night)
14. Patron computer station (wiring, at least, if you think you’ll ever have patrons going online)
15. Bulletin boards wherever possible
16. Speakers for the radio – at least one in the driver’s area, and spaced throughout bookmobile
17. Locking storage inside for staff valuables/necessities
18. Deluxe gauge package inside the bookmobile for the generator (shows oil, temperature, battery(ies), hourmeter, preheat/start/stop)
19. To be continued...

Originated by Tena Wilson, Updated October 9, 2003

Last Update: April, 2006





***Taking the Library to Where the People Are (by Andrew Venable - CPL)***

*Presentation by Andrew Venable, Director, Cleveland Public Library*



- CPL has *valued the people* it serves since starting the *open-shelf system* in 1890. (*Open Shelves and Open Minds*, 1972, History of CPL by C. H. Cramer)
- Opened its *first Neighborhood Branch* in 1892, growing to 36, now 28 *Neighborhood Branches*, it began an operational philosophy of supporting outreach/extension services into the Cleveland *community*.
- *Outreach* at the Main Library prompted a *Drive-Up Service Window* to be installed in 1965.
- Extending CPL *beyond* its library buildings began with the *first Mobile Library* in 1926. *Funding* and *operational philosophy* caused mobile library service to cease in 1986, *after 60 years of bookmobile service*.
- A change in Leadership with CPL's 16<sup>th</sup> *Director* in 130 years in 1999, prompted a new VISION that focused on the need to "*take the library to the people*" and to increase CPL'S *visibility* in our community.
- Our STAFF TEAM visited the Mobile Library Operations of *Memphis Shelby County Library* on August 16, 2000, developed a Request For Proposal (RFP), advertised for competitive bids, awarded the contract to *Matthews Specialty Vehicles* of Greensboro, NC, and hired a mobile services staff. The mobile library *arrived* on October 30, 2001.
- The *acquisition* of this *bookmobile* was made possible by special funds from the *Judd Service to Shut-Ins/Cleveland Foundation* (\$199,374); thereby, *giving priority* for library service to Cleveland's Shut-In citizens.
- Our *mobile library* is a 32-foot long, 12 feet-1 inch in height, 8 feet wide, colorful bus, connected to the Internet via two computer terminals in addition to staff computers, an electronic message board, wheel-chair lift, awning, rotating collection, puppet theater; and, staffed by three *library ambassadors*.

- On November 9, 2001, *The Plain Dealer* newspaper announced: “Big blue bus ready to book it on road”. “If you can’t come to the library, the library will come to you”. “It’s convenient, it’s portable and it’s tied to the whole system”.
- We launched “*The People’s University on Wheels*” during a grand community-wide dedication ceremony on November 16, 2001, beginning with 23 stops a month. Award-winning *children’s author*, *Patricia McKissack*, participated in the dedication and the Director led everyone in the singing of a revised version of the Willie Nelson Classic, “*On the Road Again*”.
- Our Mobile Library is currently staffed by 3 full-time *library ambassadors* (1 Manager MLS, and 2 Library Assistants) and two part-time ambassadors (1 Page and 1 Clerk).
- The mobile library *visits each site* at the same time every three (3) weeks.
- Library *materials* are checked out for three (3) weeks and may be returned to the mobile library or to any library facility.
- Library *Use* for 2006 shows these *monthly averages*:
  - 778 People On Board
  - 26 New Library Card Applications
  - 712 Reference questions in person
  - 602 Directional questions in person
  - 169 Reference & Directional questions via telephone
  - 52 Stops
  - 1,090 Requests filled
  - 3,958 Items circulated (14% increase over 2005)
  - 66% of Stops serve Seniors and/or Persons with Disabilities
- “The People’s University on Wheels” was *on exhibit*, October 2-5, 2002, at *The Great American Bookmobile & Outreach Services Conference* in Worthington, Ohio.
- During our ALA conference this week, “*The People’s University on Wheels*”, has been *selected* to be open to *Members of Congress* and their staffs on *Capitol Hill* from 10 AM to 5 PM. on *Tuesday*.
- We celebrated the *5<sup>th</sup> Anniversary* of “The People’s University on Wheels” on *November 2, 2006*.
- “The People’s University on Wheels” provides *access* to the *worldwide information* that *people* and *organizations* need in a *timely, convenient* and *equitable* manner.
- CPL will launch “*On the Road to Reading*”, a library service for *early childhood and pediatric facilities* this Fall. Our *mobile unit* for this new library service is being funded by an LSTA grant awarded in 2006.

***The Rest of the Story: Bringing the Library to the Underserved (by Bill Ptacek – KCLS)***

Presentation by Bill Ptacek, Director, King County Library System, King County, Washington  
ALA 2007 Washington, D.C.

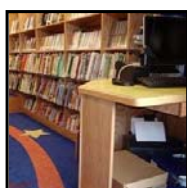


## Overview

- The King County Library System:
  - Circulated more than 19.1 million items in 2006, making it one of the highest circulating libraries in the U.S.
  - Serves about 1.2 million residents
  - Has 43 libraries, a Traveling Library Center, a mobile TechLab and two ABC Express children's bookmobiles.
  - Offers a collection of more than 3.6 million items
- King County is the 12<sup>th</sup> largest county in the U.S. and has a diverse geographic and demographic make-up.

## ABC Express

- Service to childcares began in 2004 and was expanded to low-income housing communities in December 2005.
- Average monthly circulation has increased more than 200% since 2005 (from 1,300 items to 4,100 year-to-date).
- Serves 24 housing communities and goes out on 26 childcare runs each reaching more than 60 individual childcare facilities.
- Housing communities accounted for 8,300 checkouts in 2006.



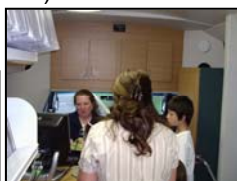
## Other Benefits of ABC

- ABC Express vehicles appear at community and System-wide library events such as groundbreakings.
- Job shadowing on ABC runs is a popular training opportunity for new and increasingly diverse staff.
- Provides staff with a chance to use their skills from prior jobs in childcare or working with at-risk youth.
- Staff also have opportunities for more advanced training in reader's advisory and child development.



## KCLS Mobile Services

- Total Yearly Circulation:
  - 2005: 140,000
  - 2006: 190,000
  - 2007: 75,000 (YTD)
- Full Time Staff:
  - ABC Express: 4
  - TechLab: 1
  - Traveling Library Center: 10



## The TechLab

- A 35-foot, wheelchair accessible, motor home with eight laptop workstations connected to the internet.
- Service, which began in 2000, provides basic computer instruction:
  - About 130 patrons per month
  - An average of 20 classes monthly
- Serves seniors, young adults, low-income populations, ESL, new immigrants and displaced homemakers.



## The Future of the TechLab

- Possible future expanded use could include:

- Hold classes for workplaces with ESL employees (i.e. Pagliacci Pizza and Fat Burger)
- Greater integration with KCLS' traditional ESL services
- Class offerings when the libraries are closed for renovation or rebuilding
- Identifying other underserved groups who may benefit



## The Traveling Library Center

### Homebound Services

- Monthly Circulation: 5,000
- # of Homebound Patrons: 650
- Visits in 2006: 5,220
- Monthly Homebound Runs: 30
- About 100 active volunteers from 22 of our 43 community libraries to provide one third of KCLS' homebound service.



## The Traveling Library Center

### Community Centers

- Monthly Circulation: 6,400
- Visits in 2006: 1,800
- Serves more than 3,800 patrons in nursing homes, retirement communities and assisted living communities





## ***Marketing Your Bookmobile: Writing a Marketing Plan (by Tena Wilson – CPL)***

Compiled by Tena Wilson – Permission given by author of "Blueprint..." to use material

*What to do when someone says...*

**Write a Marketing Plan for  
your Outreach Services or  
Bookmobile**



American Library  
Association:  
Chicago 2006

**Bookmobiles need to market?!**



### **Step 1: Evaluate your Strategic Plan**



- ☑ Is it **current** or **collecting dust**? Is it ready to use in marketing?
- ☑ Are you getting adequate **Return On Investment (ROI)**?
- ☑ Is staff, the board, the taxpayer getting the **results** you expected/projected?
- ☑ Identify **quick fixes** for your current strategic plan, if needed.
- ☑ Learn how **other libraries** have used their strategic plan in marketing areas such as customer service and visibility.



### **Why Libraries Need a Strategic Plan**

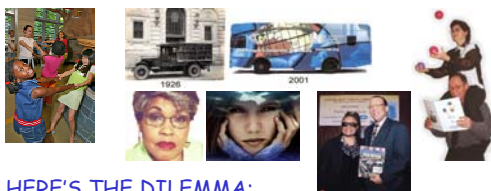
- ☑ Fighting **threats** to library standards & budgets
- ☑ Allocating scarce **dollars, space & people**
- ☑ Advocating for more **dollars, staff, space & hours**
- ☑ Establishing **branding** & positioning strategies
- ☑ Recruiting top-quality board members



### **"Strategic Plan" vs "Marketing Plan"**



- |                                 |                           |
|---------------------------------|---------------------------|
| ○ Comes first: "blueprint"      | ○ Companion to SP         |
| ○ Identifies <i>ends</i>        | ○ Deals with <i>means</i> |
| ○ Launches marketing activities | ○ "Outreach"              |



### HERE'S THE DILEMMA:

When all services and programs are equally important, all are of the highest priority or *equal*.

Marketing planning puts a different spin on equality...

**SELECT and FOCUS**

### Is your Strategic Plan "Good Enough"?



**VISION** - the difference the library seeks to make in the lives of those it serves

**VALUES** - the unchanging norms that define how staff and customers behave towards each other



**MISSION STATEMENT** - the library's purpose and who is benefited

**GOALS & OBJECTIVES** - actions that will help achieve the library's vision

### Step 2: Discover TRENDS

*"Paying attention to trends not only provides insight into how tomorrow will be, it can also wake us up to an existing condition of which we are not yet aware."*

Darlene Weingand, Future-Driven Library Marketing



**USE the data!  
Draw conclusions!**

INSTITUTE AN **ANNUAL OBSERVATION PERIOD**

- ☞ What is going on in my community? What is different from one year ago? Five years ago?
- ☞ What is going on in the library profession, in terms of management practices? In terms of technology?
- ☞ How will these changes impact my bookmobile service? What impact do these changes have on the types of services my library can offer?

**Dakota tribal wisdom  
says that when you're on  
a dead horse the best  
strategy is to dismount.**

Presented at PLA 2006 by Karen Hyman  
From Gary Hamel, Leading the Revolution, 2000.

### Of course there are other strategies

- You can change riders.
- You can get a committee to study the dead horse.
- You can benchmark how other companies ride dead horses.
- You can declare that it's cheaper to feed a dead horse.
- You can harness several dead horses together.



But after you're tried all of these things, you're still going to have to dismount.

## Step 3: Develop the Marketing Plan

- Marketing is more than promotion
- Marketing facilitates an exchange of something of value for something needed
- Marketing Mix: Product, Place, Price, Promotion (last step)
- Types of Marketing Plans: **Separate** (each product/service), **Annual or Existing** (updated annually for existing product/service), **New Product/Service**



## The Structure of the Marketing Plan

Section	Purpose
TABLE OF CONTENTS	Allows several members of a review board to get to their section of interest quickly.
EXECUTIVE SUMMARY	Synopsis of the entire plan for quick management skimming.
- Introduction	Presents an explanation of the details of the product/service.
- Target Market Description	Describes the target market in detail
- Current Market Situation	Analyzes where and how the product/service is currently being obtained (place); the price being paid; the competitive alternatives; the product/service's current position in the customer's mind; and relevant background information.
- Opportunity and Issue Analysis	Summarizes the main opportunities and threats for the product/service, the strengths and weaknesses of the library, and issues facing the product/service that the plan must deal with.

- Marketing Goals & Objectives: States precisely the G/O in terms of measurable changes in variables such as awareness, usage, and funding, along with the time needed to achieve them.
- Marketing Strategies: Presents the board marketing approach to be used to meet the plan's G/O and how budget decisions will be made to support the strategies.
- Marketing Tactics/Action Plan: Answers what will be done, who will do it, when will it be done, and how much it will cost in terms of the product, price, place, partnerships, and promotion
- Implementation and Controls: Outlines the controls to be applied to monitor the plan's progress, facilitating the monitoring of tactics to determine if they are being implemented on schedule and within budget.
- Summary: Summarizes the advantages the product/service has over the competitive alternatives and why the plan will succeed
- Appendixes: All supporting information.

Source: Adapted from W.A. Cohen, *The Marketing Plan*, 2d ed. (New York: John Wiley, 1998); and P. Kotler, *Marketing Management: Analysis, Planning and Control* (Englewood Cliffs, NJ: Prentice-Hall, 1984).

## Quick-start TIPS

1. Determine the purpose of plan & how much detail you need
2. Share the work. Assemble a team. Assign sections.
3. Have team members meet occasionally for brainstorming sessions to supplement data with assumptions and to develop strategies & tactics.
4. Execute your plan.
5. Meet periodically to monitor plan implementation, make adjustments, and capture "lessons learned" for the next planning cycle.

## Step 4: Introduction: Identify our product/service

Benefits of our products/services

Characteristics of our products/services

Resources needed to deliver the service (library resources; partnerships)

Identify "service families" in the "service mix"

Identify life cycle for services (think big -- look at the overall market!)



## Step 5: Identify our Target Markets

Selecting the target market (a defined customer group)

Large target market = mass marketing

Small piece of market = market segmentation

1. Form a marketing committee (outreach staff + others!)
2. Review strategic plan on groups you serve. Choose target market(s).
3. Make assumptions, educated guesses - document it.
4. Review the service benefits - compare to target market's needs & wants. Document needed changes.

## Step 6: Assess current Marketing Situation: Audit

The MARKETING AUDIT (*from customer's point of view!*)

What is your service's competition?

How is your service branded and positioned?

How does your service fit into the market?

How is your customer service rated by your customers?

Are there barriers to using your products/services?

What are the atmospherics associated with your services?

What are your customers willing to pay?

Are your customers aware of your services?

## Step 7: Set Goals & Objectives with Supporting Strategies

- ☑ The art of focusing your resources -- staff, materials, budget -- to attain your goals and objectives
- ☑ How to set goals & create objectives
- ☑ Leaders - Challengers - Followers - Nichers
- ☑ List your goals, objectives, strategies (worksheet 10)

## Step 8: Promotional Techniques



Assessment, Goals, Objectives, and Strategies

Assess various promotional techniques, including PR activities

Discuss setting promotional G/O

Develop promotional strategies and tactics (campaigns)



If the circus is coming to town and you paint a sign saying "Circus Coming to the Fairground Saturday," that's ADVERTISING.

If you put the sign on the back of an elephant and walk him into town, that's PROMOTION.

If the elephant walks through the mayor's flowerbed, that's PUBLICITY.

And if you get the mayor to laugh about it, that's PUBLIC RELATIONS.

Lisa Wolfe, Library Public Relations, Promotion and Communications



### Marketing

Advertising  
Brochures  
Celebrity Endorsements  
Contests  
Direct Mail  
Exhibits  
Open Houses  
Posters  
Telemarketing  
Trade Fairs  
Videos

### Public Relations

Anniversary Celebrations  
Annual Reports  
News  
Newsletters  
Public Service Announcements  
Public Speaking  
Signage  
Talk Shows

## Step 9: Implement your Strategies: Tactics, Budget, Controls

*Sooner or later all thinking and planning has to degenerate into work.*  
Peter Drucker

Develop marketing tactics

Determine marketing budgets

Implementing the marketing plan



## Summary & Evaluation



Summarize the marketing plan - state why it will succeed

Evaluation of the marketing plan - evaluate your actions as you go along, keeping track of both outputs and outcomes

What were we trying to accomplish?  
In what time frame?  
With what resources? To include money, staff, volunteers?  
Did we meet our goals?  
What went well?  
What needs changing?  
What lessons did we learn?

## Marketing...it's a new game now!



### GOOD PLAN

- ☺ Helps you **begin with the end in mind**
- ☺ Serves as a **blueprint to reach the desired end**, with each participant's contribution clearly delineated
- ☺ Helps you determine **how to secure and use resources**
- ☺ Helps you **avoid problems and capitalize on opportunities**

## YOU will market your library in many ways...



PROGRAMS



WEB SITES



BRANDING



BOOKMOBILES



...market with a PLAN!

## Begin to gather "ammunition" to show the value of outreach!

- 📌 Testimonials - Letters from patrons and library supporters

*Bookmobile patrons are fierce loyalists*

- 📌 Circulation

- 📌 Mission of Library Supported

- 📌 Compare the cost per circ / overhead

- 📌 Survey the community - *Give 'em what they want!*

## If you market it, they will come!



Book Boat



Books by Camel

How do YOU market your  
mobile services?

Homework assignment:

Email to Tena Wilson @  
librariantena@aol.com



Link:

<http://jupiter.clarion.edu/~csrl/bib17.htm>

Marketing Bibliography from Center for the Study of Rural Librarianship  
Department of Library Science  
Clarion University of Pennsylvania  
Updated February 2003

Link:

<http://library.clarion.edu/Bookmobile/03MarketingYourBookmobileService.pdf>

Meadows, Jan. "[Marketing Your Bookmobile Service](#)." *Bookmobile and Outreach Services* 2, no. 1 (1999): 2-6.

Link:

<http://library.clarion.edu/Bookmobile/03ReachingTargetPopulations.pdf>

Clark, Sarah. "[Reaching Target Populations](#)." *Bookmobile and Outreach Services* 6, no. 2 (2003): 17-20.



[somersecountypalibraries.org/bookmobile1.htm](http://somersecountypalibraries.org/bookmobile1.htm)

## Marketing Your Bookmobile: Effective Measurement (by Tena Wilson – CPL)

Presented by Tena Wilson at ALA 2006

● ● ● **YOU** will market your library in many ways...



PROGRAMS



WEB SITES




BOOKMOBILES





BRANDING

● ● ● **BOOKMOBILES**

How Effective Are They in MARKETING the Library?



● ● ● **How Do You Know?**  
Measuring the Effectiveness of Bookmobiles

- Mission of Library Supported  
*"If your library's mission is to serve ALL the people...equally, a bookmobile is the most efficient way..."*  
ALA Office for Literacy & Outreach Services
- Testimonials – Letters from patrons  
*Bookmobile patrons are fierce loyalists and library supporters.*

● ● ● **Effective Marketing?**

- Compare the cost per circulation  
*"Branch on Wheels" often LESS to operate than Branch*

Vermont Library	Total Circulation	Total Expenditures for Circulation	Cost per Circulation
<b>Bookmobile</b>	<b>4,016</b>	<b>\$23,750</b>	<b>\$5.91</b>
Grafton Public Library	4,556	\$31,800	\$6.98
Westford Free Library	5,025	\$20,618	\$4.10

● ● ● **Is it Effective? Just Ask!**

**SURVEY  
QUESTIONNAIRE  
INTERVIEW**




● ● ● **"Have you seen the bookmobile?"**

**TRAVELING BILLBOARD**

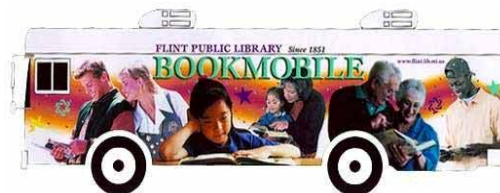




- “How many times have you visited the bookmobile in the last year?”



- “Do you think the graphics on the bookmobile identify it as part of the library?”



- “Did you know the bookmobile has a wheelchair lift?”



- “Have you ever checked your email or surfed the web on the bookmobile?”



- “Do you know who the bookmobile serves?”



- All ages? Children?  
Seniors? Amish? Schools?



- Does the *image* of the bookmobile convey its *mission*?

- Mobile Library
- Kidmobile
- Training Wheels
- Reading Rover
- Wonder Wagon
- Storymobile
- Mobile Learning Center or Resource Center
- Olds-mobile
- Cybermobile, Mobile Computer Lab or Cinemobile
- InfoBUS
- People's University on Wheels




- “Have you ever seen the bookmobile at a community event?”





● ● ● | “Did you know the bookmobile offers....”

- Books?
- DVDs/Videos?
- CDs?
- MP3s?
- Puzzles?
- Toys?
- Reserves?
- Reference?
- InterLibrary Loan?



*“How many have you checked out in the last 2 months?”*

● ● ● | Collect data, Analyze, & Report

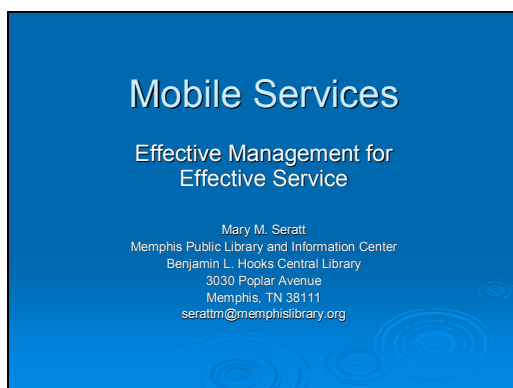



Happy 101<sup>th</sup> Birthday, Bookmobiles!!!  
1905-2006

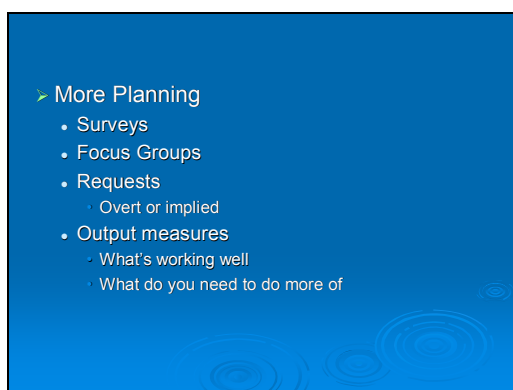
*If you market effectively...they will continue to come!*



***Mobile Services: Effective Management for Effective Service (by Mary Seratt – BHCL)***  
 Presented by Mary Seratt at ALA 2006



In order to realize your vision for your new bookmobile, we have to go back to the planning stage, which has, of course, been carefully executed and based on the following: An analysis of your community, including predicted growth patterns for the area and for the library system, and an effort to uncover your underserved or unserved areas or populations. These may be hard to find, since you may not exactly want to find them. We've often got to step outside our personal comfort levels to meet the needs of all the potential customers of our libraries. A good, thorough Community Analysis tells you who lives where in your service area, what their neighborhoods are like, what resources are available to them. Memphis Public Library's includes details from a formal "ride around", Annual Events, Business Services, Clubs, Organizations, and Neighborhood Associations, civic amenities like parks and recreational facilities, as well as major attractions. We also look for places of worship, educational facilities, and what transportation is available- public or private. Your library's mission/ vision statement should be considered. Ours is "the library is in the business of satisfying the customers' need to know." You've got one that is something similar-- think about it and what it means to the services that you provide or should provide. You've also probably gone through some incarnation of role/ goal setting or planning for results. Use the information that was developed in those committees and meetings!



Other ways to decide on the service that you are going to provide are through the use of surveys, focus groups, collected requests or inquiries from customers, and from examining the data that you already collect through your statistics counts and other output measures. Who is in your community? Who is coming in to the library? Who is NOT coming in? Where are they? What do the folks you talk to want from their library? What do people who complain about the library say?

- Yet more planning
  - With staff
  - With outside entities
    - Daycares
    - Senior facilities
    - Social service agencies
    - Medical service agencies
    - Schools (more about this later)

On what staff talents and inclinations can you draw? What does staff know about the community or the requested services? Will you even be able to pry someone out of their comfort zone to go on the road? You are going to have to get them engaged in the planning process if you are going to engage them in the implementation of any project. Nothing helps deliver success more than a feeling of ownership and engagement. No one likes to have a project foisted on them.

And what about the service you plan to deliver. Are you sure that the target audience wants it? You've surveyed, you've focused, and you've got a general idea. Now ask them for their opinion. Present them with a proposal of what you plan to do. What will work for their site, with their staffing levels, with their customers/ clients? Then go back and address the issues they brought up. People will use a service more if they have had a say in developing it.

- The big question...
    - Why should this service be provided by a "mobile unit?"
- \* (Why does she say mobile unit instead of bookmobile?)

I don't want to offend any dyed in the wool book-mobile road warriors, but you really have to decide if the service you have decided to provide can be best delivered via mobile unit. Have your reasons ready so you can answer the questions that will be asked. Bad answers are: "Because we always have." "I like to get out of the building." "It's cheap." Better answers are: "We have a tradition of providing service to our customers who find it difficult to come to a regular branch." "Our research has shown that this service will be the most effective way to meet the needs of our customers."

Now about "mobile unit"- which I admit I can't say too many times without thinking about Frank Zappa's kid, Moon Unit...

MPLIC has three distinct mobile services, and none is a traditional bookmobile. **InfoBus** is the one that comes closest to offering traditional bookmobile service, but JobLINC and Training Wheels are still oddities.

InfoBus is our service to immigrant communities, with flexible foreign language and ESL collections. **JobLINC** is a mobile service whose primary mission is to provide assistance to customers who are searching for employment. **Training Wheels** is a mobile training unit that provides on site training in literacy and other early childhood issues to day care providers during the work day. JobLINC and Training Wheels are library services, but not bookmobiles. If we referred to only our "bookmobiles," we'd be missing 2/3 of our services. They are library services, and they are mobile.

## This far into the present-

- Some givens:
  - This is the best possible way to deliver service to certain populations.
  - This mobile service has comparable policies and procedures to branches for all customers.
  - Funding is adequate to provide this comparable service.

1- How do you know this is the best way? You've paid attention to your community analysis!

2- You are part of the same library system as your bricks and mortar libraries. Your mobile unit customers should get no less excellent customer service than those who walk into a branch. They may actually get more or better service, but if policy variations are necessary for that to happen with the mobile service, maybe those variations are necessary for all library locations.

3- Mobile units may not cost as much upfront as bricks and mortar points of service, but they certainly aren't cheap. Staff costs are most likely the same, and there are parallels between in situ HVAC and fuel and generator costs. The willingness to provide ongoing, adequate funding is in some ways a measure of your system's commitment to bookmobiles/ mobile services. You don't want them having second thoughts the first time your generator needs a major overhaul (and it will.)

## Now we're committed (or ought to be!)

- Moderate speed ahead!
- Make contacts- get a support group!
- Work out the brass tacks...

Don't be in a rush- take it easy- allow time to communicate and for that communication to be processed by staff- and by you.

Use the entire Mobile Services Resource Guide- read it and use it!

Also, find out who your local support group is. It might be other city employees that use mobile units- like the blood bank, mobile health (mammography) units, Art Museum, etc. See if there is training or information that you can share.

## Brass Tacks

- Scheduling
- Stops
- Collection Development

Scheduling, stops, and collection development are dealt with elsewhere in the overall handbook, but I especially want to emphasize that the collection on your mobile unit should be in no less wonderful shape than any of your other locations. That means inclusion in the materials budget, a regular acquisitions schedule, regular weeding for condition, currency, and use, and a normal de-acquisition process-- just like at a branch. The bookmobile is no place for your discards, unless your governing body allows you to sell them!

## Good Management is Good Management

- Participatory Management<sup>1</sup>
  - Positive attitude
  - Keep communication lines open
  - Demonstrate trust
  - Show patience

**Positive attitude-** helps you to be more productive and makes other want to work more closely with you. Draw on the strengths of the team if you get stumped. There's a solution to most challenges (even calling problems "challenges" implies that they can be dealt with. Keep that glass half full!

**Communication-** you've got to talk and you've got to listen. My friend Judy Card, who is an officer in CLENE, maintains that a person has to hear a message at least 5 times before "it takes" and they understand the new information you're trying to give them. I think she's right- or at least thinking that she's right helps me when I wonder if everyone I supervise is on another planet. Impart important information more than once and in more than one way. Listen carefully and ask for clarification. Don't be afraid to ask someone to explain what they meant by a comment. Don't be afraid to ask if they understand what you are saying- and to tell it back to you in their own words. Don't assume, ask. Then...

**Demonstrate trust-** Your team can use their individual points of view and creativity for more than lovely bulletin boards and displays. Trust them that they will be observant and offer positive ideas for perfecting your service. But don't wait for perfection! It's never going to come. Sometimes getting things to "pretty good" is what you will need to start-- then you can tweak your service.

**Patience-** There will be glitches and disappointments. If you are patient in finding the solution, you will gain credibility with your team. If you move quickly to impatience, staff is less likely to want to participate in your project. Be patient, and re-communicate when necessary.

## More on Managing

- Believe in the service that you are offering
  - Understand its place in the library system
- Be a liaison to Administration for your service
  - Understand the needs of the service and its staff members
- Be proactive in your decision to provide the best possible service

Why would you manage a project that you couldn't stand behind 100%, or defend to the county commission 100%? Believe in library service. Believe in mobile service. (Now clap your hands and repeat, "I do believe in fairies...") Have a passion for your mission or do something else. If you think your service is integral, and can articulate why, you will be able to help your library system justify this "frill." (And this frill just might be your job!) Be willing to go to bat for your mobile service. Know what your staff needs (decompression time?, permission to wear more casual clothing?) and do what you can to see that you can offer it.

Actively seek out ways to improve and communicate improvement plans to Administration. Don't wait for them to tell you what you need to be doing better. Figure it out and offer a plan or an idea.

## Staff Considerations

- Responsibilities
- Qualifications
- Training

Be very clear on what staff responsibilities are. Written job descriptions should be in at least as much depth as any other system job description. Reader's advisory, conducting reference interviews, ready reference, technical assistance, collection development, PLUS safe driving, lifting, emergency procedures, leaping tall buildings with a single bound are all part of mobile services staff duties. Sometimes we feel like Ginger Rogers-- doing everything Fred Astaire does, but backwards and in heels! Obviously, only the most qualified persons should be permitted to work on bookmobiles! Seriously, qualifications should be matched to job descriptions. Your driver might not have to have an MLS, but many of ours do. It depends on the type of service you are offering. I've seen very nice job descriptions for bookmobilers that required only one year of library experience. That may be enough if that person has a very firm idea about public libraries and their essential place in our society. (But I want a fanatic.)

The same training opportunities that are offered for in-situ librarians should be offered for mobile service librarians. Mobile Service library staff will also make valuable contributions to system-wide committees, and bring a wider perspective, perhaps, than someone who is trapped at the same location day after day.

## Supervision

- Onsite
- Ongoing
- On the Record

Supervisors must make onsite visits, at each phase of bookmobile operation, from the garage, to service stops, back to the agency.

The visits must be ongoing- and it would be great if the supervisor could be called upon to substitute once in a while. Yes, they should learn to drive if their staff has to drive.

All protocol for the service should be written and accessible to all staff. They should be the same or equivalent as those for a stationery branch.

## Evaluation

- Consistent and ongoing
- Standards similar to other departments
  - Quality of service
    - Reader's Advisory
    - Reference
    - Technology Assistance
    - Programming
  - Quality of collection

The information on the slide says it all- evaluation must be consistent and ongoing, and according to the same standards that are applied to other library services, departments and collections.

I said there'd be more on this later...

➤ About school visits

- Pro
  - Bookmobiles can supplement school libraries
  - Parents can't bring kids to the library- school stops are easier
  - Love those circulation statistics!
- Con
  - Frequently different budgeting entities
  - May actually undermine provision of good school library/ media center services

Many bookmobilers enjoy the service to schools that they are able to provide. We rarely hear or read about a school library that has all the resources it needs to meet the educational and recreational reading needs of its students. The opposite is much more commonplace. In some areas, school children are unable to come to a branch library at all because of limited transportation options or distance.

Seeing a child get excited about books can boost your whole week! These are the reasons that many use to defend their bookmobile service to schools.

On the other hand, although we all love the high circulation and use statistics that school visits can bring, in most places library funding is not intended to underwrite or supplement school budgets. If the schools need good libraries, then the citizens and the school board need to commit to providing them- and not on the back of the public library. One of the "old" library public service roles used to be "formal education support." We still maintain collections that supplement, not supplant school library collections. School libraries need to be recognized as necessary parts of formal education, and not a frill. As cold as it may sound, that realization might not come as soon as it could if we are intent on plugging the gap.

### Resources

"Managing People At Work", July 2006, editor Mike Clark-Madison,  
[mpawsubs@mcmurry.com](mailto:mpawsubs@mcmurry.com)

National Bookmobile Guidelines, 1999, 2004. John Philip  
<mailto:john30phi@aol.com>  
<mailto:vavrek@mail.clarion.edu>

Community Analysis Report, updated 2002, Memphis/Shelby County  
 Public Library and Information Center

## BOOKMOBILE Q&As – NEEDS UPDATING

*Compiled from ABOS Listserve – Volunteers needed to update the information – Contact ABOS*

- Q: I have been asked by my director to estimate the life expectancy of our bookmobile. Does anyone have any ideas on how to go about this? Thanks for your help.
- A: Life Expectancy of a Bookmobile If they are maintained properly, 25 years is not unheard of. I have 2 that are nearing the 20-year mark and run very well.
- A: Of course it is really important to realize that if the bookmobile is going to last 20+ years, the generator will need replaced once or twice (12K will cost about \$10000 to replace) and there will be increasing body and mechanical costs as well. After about 8 years, you'll need to budget or have a fund to handle these repairs.
- A: On Friday at the bookmobile roundup in northern Illinois, the speaker (a bookmobile consultant) cited an average useful life of 12 years for bookmobiles. I believe that was including all varieties. In the past I have heard bookmobile vendors saying 20 years, the last couple of years they seem to be down to 15.
- As for yours... what kind is it, how old is it now, what is its condition now, how much work would you be willing to put into keeping it running rather than replacing it (e.g. rebuilt engine, new generator)... all these would come into play.
- A: We have 8 trailers that serve as full-sized bookmobiles. They are towed by Ford 350 super duty trucks. The oldest trailer in the group was built in 1957 and is now 46 years old. Our youngest trailer was built in 1972 and is 31 years old. All trailer are equipped with furnace, AC, 220 line. They are cabled to run one computer online with a wireless connection. They are maintained regularly and have a inspection twice a year to make sure they comply with the safety standards of the state. We have a mostly suburban district. We change trucks as needed and rarely miss a day on the road. MA
- A: Below is a chart created by my husband Russ Topping, As most of you know, he was a bookmobile consultant and truck expert (he died in Feb 2002). His chart shows all the types of bookmobiles with estimated lifespan, maintenance costs, cost-effectiveness, price, type of library service they are good for etc. The prices have not been updated recently, but the RELATIVE prices are still useful.

*I retyped this chart so I could send it as email without making it an enclosure -- which people often can't open-- but you never know how the paragraphing etc. is going to translate in email so I hope it's intelligible! -Carol Hole (wife of the late Russ Topping)*



## ***Bookmobile Types Comparison Chart (by Russ Topping – Bookmobile Consultant)***

### NOTES on USING THIS CHART:

- A. Chassis:  
A bookmobile is made by putting a truck body on some type of standard truck chassis and then adding shelves, A/C, generator, desks, etc. to make it into a library. The chassis you start with largely determines the characteristics of the bookmobile. This chart lists the 10 most common types of chassis that are converted to bookmobiles: these types do not change much over the years. If you don't recognize chassis types, any truck dealer can help you determine what type your bookmobile is.
- B. Retail Prices:  
Prices on this chart were last updated some years ago, but they are still a good guide to estimating the RELATIVE cost of each type of bookmobile. (The same is true for Average Cost per Book Carried.) To estimate current bookmobile prices, get a price from a library which recently bought a bookmobile. Be sure you know exactly what type of chassis that bookmobile was built on. Using that price to estimate relative prices of other types should give you a good ballpark figure.
- C. Durability:  
Durability of trucks varies widely depending on the purpose they are built for. Chassis' for commercial use such as stepvans (UPS-type trucks), tractor trailers and city buses are built for very long lifespans, because commercial trucking firms insist on it. For instance, some city buses are built to go a million miles - but the price of that durability is high. Chassis built for private citizens (such as motorhomes, RVs and vans) don't last long, but cost less. Small commercial vehicles like step vans often combine excellent durability (some UPS trucks are 30 years old) with reasonable price.

## **THE TEN TYPES OF BOOKMOBILE CHASSIS**

### **1. VAN CONVERSION**

(Pop-top Van). Van with top cut out and ceiling height raised. This type of vehicle is usually used as a camper, but can be converted into a bookmobile.

OVERALL OUTSIDE LENGTH: 20 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 9 feet  
 MAXIMUM BOOK CAPACITY: 800  
 FLOOR HEIGHT FROM GROUND IN INCHES: 24" - 30"  
 ACCESSIBILITY: Good (fairly low floor)  
 INTERIOR HEADROOM: Poor - 6ft. Air conditioners protrude from ceiling.  
 AVERAGE DURABILITY IN YEARS: 10 - 15  
 ESTIMATED PRICE: \$30,000  
 AVERAGE MAINTENANCE COSTS: Low  
 AVERAGE COST PER BOOK CARRIED: \$37  
 GENERAL COST-EFFECTIVENESS: Medium  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Poor  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
     Deposit collections delivery  
     Interlibrary delivery  
     Homebound delivery

### **2. CUTAWAY VAN**

Truck made by cutting off body behind driver's seat of a regular van and building a truck body box on the exposed chassis. Usually used as a delivery truck.

OVERALL OUTSIDE LENGTH: 19 - 21 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 15 - 17 feet

MAXIMUM BOOK CAPACITY: 2,000  
 FLOOR HEIGHT FROM GROUND IN INCHES: 30"  
 ACCESSIBILITY: Medium (fairly low floor)  
 INTERIOR HEADROOM: Poor - 6ft. Air conditioners protrude from ceiling.  
 AVERAGE DURABILITY IN YEARS: 10 - 15  
 ESTIMATED PRICE: \$35,000 - \$40,000  
 AVERAGE MAINTENANCE COSTS: Medium  
 AVERAGE COST PER BOOK CARRIED: approx \$20 if converted to bookmobile  
 GENERAL COST-EFFECTIVENESS: Good  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Fair  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
     Rural Bookmobile  
     Deposit collection delivery  
     Interlibrary delivery  
     Homebound delivery

### 3. CUTAWAY RV

(Recreational Vehicle). Created by cutting away a van body behind the driver's seat and building a camper body on the back. Some RV firms convert these into bookmobiles.

OVERALL OUTSIDE LENGTH: 19 - 21 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 15 - 17 feet  
 MAXIMUM BOOK CAPACITY: 2,000  
 FLOOR HEIGHT FROM GROUND IN INCHES: 30"  
 ACCESSIBILITY: Medium (fairly low floor)  
 INTERIOR HEADROOM: Poor - 6ft. Air conditioners protrude from ceiling.  
 AVERAGE DURABILITY IN YEARS: 8 - 10  
 ESTIMATED PRICE: \$40,000 - \$50,000  
 AVERAGE MAINTENANCE COSTS: Medium  
 AVERAGE COST PER BOOK CARRIED: approx \$20 if converted to bookmobile  
 GENERAL COST-EFFECTIVENESS: Poor  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Fair  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
     Rural Bookmobile  
     Deposit collection delivery  
     Interlibrary delivery  
     Homebound delivery

### 4. MODULAR

(Cab separate from body.) Standard all-one-piece (no trailer) medium size commercial highway truck with a wall between cab and body.

OVERALL OUTSIDE LENGTH: 26 - 40 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 18 - 32 feet  
 MAXIMUM BOOK CAPACITY: 3,600 - 6,000  
 FLOOR HEIGHT FROM GROUND IN INCHES: 28" - 40"  
 ACCESSIBILITY: Good to Poor (depending on height of floor)  
 INTERIOR HEADROOM: Excellent - up to 8 feet  
 AVERAGE DURABILITY IN YEARS: 20+  
 ESTIMATED PRICE: \$20,000 - \$100,000  
 AVERAGE MAINTENANCE COSTS: Low  
 AVERAGE COST PER BOOK CARRIED: \$16- \$18  
 GENERAL COST-EFFECTIVENESS: Good  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Good  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
     Rural Bookmobile - especially for high-mileage service.

### 5. RV - MOTORHOME CONVERSION

Some manufacturers of Motor homes (RVs) also convert their RV chassis and body into bookmobiles.

OVERALL OUTSIDE LENGTH: 30 - 35 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 25 - 30 feet  
 MAXIMUM BOOK CAPACITY: 3,000  
 FLOOR HEIGHT FROM GROUND IN INCHES: 32" - 36"  
 ACCESSIBILITY: Medium. Steps often flimsy, wobbly and steep.  
 INTERIOR HEADROOM: Poor - 6ft. Air conditioners protrude from ceiling.  
 AVERAGE DURABILITY IN YEARS: 8 - 10  
 ESTIMATED PRICE: \$65,000 - \$75,000  
 AVERAGE MAINTENANCE COSTS: High  
 AVERAGE COST PER BOOK CARRIED: \$22 - \$25

GENERAL COST-EFFECTIVENESS: Poor  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Poor  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
 Learning Vehicle (program where patrons will sit, not stand up)  
 Bookmobile

## **6. TRANSIT STYLE – BUS CHASSIS**

(Flat front type, like city bus). Some schoolbus firms also convert their standard chassis and body into bookmobiles.

OVERALL OUTSIDE LENGTH: 28 - 40 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 20 - 32 feet  
 MAXIMUM BOOK CAPACITY: 2,500 - 3,500  
 FLOOR HEIGHT FROM GROUND IN INCHES: 36" - 45"  
 ACCESSIBILITY: Poor. High floor, several steep steps  
 INTERIOR HEADROOM: Poor - 6ft. Air conditioners protrude from ceiling.  
 AVERAGE DURABILITY IN YEARS: 15 - 20  
 ESTIMATED PRICE: \$70,000 - \$150,000  
 AVERAGE MAINTENANCE COSTS: Medium  
 AVERAGE COST PER BOOK CARRIED: \$28 - \$43  
 GENERAL COST-EFFECTIVENESS: Poor  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Poor  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
 Learning Vehicle (program where patrons will sit, not stand up)  
 Bookmobile

## **7. SCHOOLBUS "cowl nose"**

(Hood protrudes). Some schoolbus firms also convert their standard chassis and body into bookmobiles.

OVERALL OUTSIDE LENGTH: 28 - 40 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 22 - 34 feet  
 MAXIMUM BOOK CAPACITY: 3,000 - 4,000  
 FLOOR HEIGHT FROM GROUND IN INCHES: 40" - 45"  
 ACCESSIBILITY: Poor. High floor, several steep steps  
 INTERIOR HEADROOM: Poor - 6ft. Air conditioners protrude from ceiling.  
 AVERAGE DURABILITY IN YEARS: 15 - 20  
 ESTIMATED PRICE: \$75,000 - \$90,000  
 AVERAGE MAINTENANCE COSTS: Low (long nose makes access easier for mechanics, which lowers labor costs.)  
 AVERAGE COST PER BOOK CARRIED: \$21 - \$25  
 GENERAL COST-EFFECTIVENESS: Medium  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Poor  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
 Learning Vehicle (program where patrons will sit, not stand up)

## Bookmobile

**8. STEPVAN**

"UPS" type truck with aluminum body on commercial chassis. Usually used for delivery.  
Several firms build bookmobiles on these chassis.

OVERALL OUTSIDE LENGTH: 19 - 31 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 16 - 30 feet  
 MAXIMUM BOOK CAPACITY: 2,000 - 4,000  
 FLOOR HEIGHT FROM GROUND IN INCHES: 26" - 36" (24" with air bags to lower the rear axle)  
 ACCESSIBILITY: Excellent to medium  
 INTERIOR HEADROOM: Medium to Good. 6 feet to 7 feet 1". No protrusions from ceiling.  
 AVERAGE DURABILITY IN YEARS: 20+

ESTIMATED PRICE: \$40,000 - \$60,000  
 AVERAGE MAINTENANCE COSTS: Low  
 AVERAGE COST PER BOOK CARRIED: \$15 - \$20  
 GENERAL COST-EFFECTIVENESS: Excellent  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Excellent  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
 Bookmobile - all types: rural, urban, suburban, elderly, children.  
 Deposit collection delivery  
 Interlibrary delivery  
 Homebound Delivery  
 Programming  
 Learning Vehicle (literacy-mobile, cybermobile, etc.)

**9. TRANSIT BUS**

(Like city bus). No bookmobile firm is currently using this chassis but they are available.

OVERALL OUTSIDE LENGTH: 30 - 45 feet  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 26 - 36 feet  
 MAXIMUM BOOK CAPACITY: 5,000 to 7,000  
 FLOOR HEIGHT FROM GROUND IN INCHES: 24" - 32" (can be much lower if handicapped-accessible bus chassis is used, but they are very expensive).  
 ACCESSIBILITY: Excellent to medium (depending on floor height)  
 INTERIOR HEADROOM: Medium : 6 feet 6 inches - 7 feet  
 AVERAGE DURABILITY IN YEARS: 20+  
 ESTIMATED PRICE: \$120,000 - \$140,000  
 AVERAGE MAINTENANCE COSTS: Low  
 AVERAGE COST PER BOOK CARRIED: \$20 - \$24  
 GENERAL COST-EFFECTIVENESS: Good  
 SUITABILITY FOR GENERAL LIBRARY SERVICE: Good  
 KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:  
 Bookmobile - all types: rural, urban, suburban, elderly, children.  
 Programming  
 Learning Vehicle

**10. TRACTOR-TRAILER**

Bookmobilers usually use a lightweight trailer and tractor to make the type of small tractor-trailer that truckers call a "hotshot" -- but some libraries do use standard highway semis. Size of tractor depends on length of trailer, from 1-ton pickup to a semi tractor. With careful choice of tractor and use of aluminum trailer, it is possible to keep a "hotshot's" GVWR (Gross Vehicle Weight Rating) below 26,001 lbs. so that the driver is not required to have a commercial drivers license.

OVERALL OUTSIDE LENGTH: 38 - 65 feet.  
 INSIDE LENGTH AVAILABLE FOR LIBRARY USE: 30 - 53 feet  
 MAXIMUM BOOK CAPACITY: 6,000 - 10,500

FLOOR HEIGHT FROM GROUND IN INCHES: 12" - 40" (Can have lowest floor of any type - down to 6".)

ACCESSIBILITY: Excellent to poor, depending on trailer floor height.

INTERIOR HEADROOM: 8+ feet

AVERAGE DURABILITY IN YEARS: 30+ (trailer). Can replace tractor separately after 10-15 years.

ESTIMATED PRICE: \$89,000 - \$150,000

AVERAGE MAINTENANCE COSTS: Low

AVERAGE COST PER BOOK CARRIED: \$13 - \$14 (most books carried for the price of the vehicle, of any type.)

GENERAL COST-EFFECTIVENESS: Excellent

SUITABILITY FOR GENERAL LIBRARY SERVICE: Excellent

KINDS OF SERVICE THIS TYPE OF TRUCK IS BEST SUITED FOR:

- Bookmobile - all types: rural, urban, suburban, elderly, children.
- Programming
- Learning Vehicle
- Exhibits And displays

Q: I would like some current examples of cooperative bookmobile services across counties, across states or between public libraries and schools that can be included in a paper. Can anyone help me with this?

The above information is very out of date. One or more volunteers is needed to update and present the "available models" information.

***Service Delivery Questionnaire (by Suzanne Beattie – MLIS Student)***

Questionnaire developed and written and shared by MLIS Student:  
Suzanne Beattie, San Jose State University  
[suzannebeattie@gmail.com](mailto:suzannebeattie@gmail.com)

Suzanne is graduating in December of 2006. She is fluent in Spanish, French and German. She wishes to focus her career on mobile services, literacy and outreach. This "Service Delivery Questionnaire," her contribution to this handbook, is very much appreciated.

This questionnaire has been created to help us get an idea about how bookmobiles in urban areas are run. How is service delivered? How are they staffed? Who makes decisions? Who does the scheduling? Collection development? etc.

**Staff**

Q1. How many employees does your bookmobile service have? \_\_\_\_\_

Q2. Please list their jobs titles.

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Q3. Is it possible to obtain job descriptions? Are these on website?

Q4. What are the minimum qualifications for the jobs on the Bookmobile?

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Q5. Of these employees, how many have an MLIS degree? \_\_\_\_\_

Q6. Who oversees the bookmobile service? \_\_\_\_\_

Q7. How often does this person ride the Bookmobile to deliver service?

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**Break down of duties**

Q8. Among this Bookmobile staff, who is in charge of the following activities?

Activity	Staff Title
Driving	
Scheduling stops	
Arranging for repairs/maintenance	



Patron registration	
Circulation	
Shelving	
Reference work	
<b>Collection development</b>	
Selection/Acquisitions	
Weeding	
Budgeting	
Reviewing gift materials	
<b>Personnel work</b>	
Scheduling employees?	
Hiring/Firing?	
<b>Miscellaneous</b>	
Monthly reports	
Special programming?	
Outreach activities?	
Grant writing?	

### **Stops**

Q9. What criteria do you use to establish a new bookmobile stop?

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Q10. How often do you add new stops?

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Q11. How do you determine low use?

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Q12. What are your criteria to maintain a stop?

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### **Homebound Services**

Q13. Do you provide homebound services?

- a. Yes
- b. No

Q14. If yes, how do you establish service?

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Q15. How is this service delivered?

- a. volunteers
- b. library van
- c. library bookmobile
- d. other \_\_\_\_\_

### **Visiting**

Q16. How would I arrange to observe your Bookmobile services?

Return completed questionnaire to: Satia Orange, ALA - OLOS
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## *Tornado & Severe Weather Procedures (by Tim Oster – KPL)*



### **Tornado and Severe Weather Procedures Storm Do's and Don'ts on the Bookmobile**

Our Bookmobile & Outreach Librarian, Therese O'Halloran, brought your listserv question to my attention. I am in the rather odd position of having been a meteorologist with the National Weather Service for 20 years before switching careers and becoming a reference librarian. Here are the general guidelines I provided to our Bookmobile staff here at Kenosha when we were updating our severe weather procedures.

The primary rule is that you absolutely do not want to be caught inside the Bookmobile when a tornado is approaching. If you ever saw a video of a moderate tornado striking some vehicles you would know why. Vans and pickup trucks can be hurled hundreds of feet through the air. A bookmobile would not fare much better. So you need to determine ahead of time where you can go to find appropriate shelter in the case of a tornado warning. Check around near each of your stops for a nearby location that can provide shelter. It may be a school, a government building, an apartment complex or a store. You also need to be conscious of what hours the shelter building is open. In rural areas even government buildings may have limited hours. And then you should also have a list of locations along the route where you can stop if necessary while on the road between stops. All of this should be done as part of your preparedness plan and the list kept handy for times of need.

Severe thunderstorms without tornadoes can still pack a wallop with gusts over 100 mph sometimes observed. So once again you will probably want to evacuate the bookmobile in the case of a severe thunderstorm warning if high winds are expected. The problem is being able to differentiate between storms with very high winds and those without. If you have time you will want to park the vehicle with the cab facing into the highest winds – which will usually be the direction from which the storm is approaching. Being aimed into the wind will cut down the chances of the vehicle being blown onto its side.

The most common question that pops up is - can you or should you try to drive away from the tornado? The simple answer is - no! Under absolutely ideal conditions where the tornado is easily visible and you have an unencumbered route into an area where it is sunny and clearly behind the storm you could possibly get away with it. But more commonly in attempting to run you may encounter very heavy rain with poor visibility or maybe washed out and flooded roads, large hail, congested roadways as others also attempt to run away from the storm, roads that do not run in the proper direction and so on. Tornadoes at times develop in families and while running away from one storm you might run right into another in the group. Often high straight line winds occur in the vicinity of the tornado creating yet another hazard. The high winds or tornado may also have left debris across your escape route. All in all, running is not a good idea.

For a full discussion of this and other safety topics I recommend a look at the web site for *The Tornado Project*, a group dedicated to educating people on spotting tornadoes and tornado safety. The web address is:

<http://www.tornadoproject.com/>

They also have a great line of tornado videos that are very popular in library collections. They can be obtained through the normal ordering channels but for the uncut versions and their accompanying booklets you have to order them through the Tornado Project.

I hope this information is enough to give you a start on your own preparedness plan.

#### **Additional pointers on accessing the website:**

The web site has quite an extended discussion of what can go wrong when running and links to a couple of articles now as well - those are new additions since last I looked. The bad thing with the site is that it uses frames so I could not provide a link right to the safety info. You have to use the menu on the left and click on "tornado safety" and then go down that page to "schools" and in that discussion click on the linked phrase "you can't know what you might be driving into". In the next paragraph down is a linked phrase "his story here" with a tale of someone who tried running.

### ***Job Descriptions (compiled from ABOS Listserv)***

Our Bookmobile requires a non-CDL Class C Illinois Truck Driver's License.

Our schedule includes 58 stops over a two week period and we are out mornings, afternoons, evenings, Saturdays, and community events on occasional Sundays and holidays. We have multiple shifts of drivers and clerks.

The licensed drivers of our Bookmobile are:

Mobile Services Division Manager (MLS)

FT - (drives vehicle PT usually as a sub for someone on vacation, ill, or taking a class, or a community or special event, or a last minute run to the shop for emergency repairs. I even ran the vehicle in front of the library one morning when the library had an emergency closing!)

1 Bookmobile Driver/Clerk (Library Specialist II Level)

FT - (drives vehicle FT - oversees vehicle maintenance and assists with a minimal number of in-house projects.)

1 Bookmobile Driver/Clerk (Library Specialist II Level)

FT - (drives vehicle on a PT rotating basis - acts as second staff member of vehicle  
PT- assists with in-house functions including shelving and inventory, and Friends Used Book Sales)

1 Bookmobile Driver/Clerk (Library Specialist II Level)

FT - (drives vehicle on a PT rotating basis - acts as second staff member of vehicle  
PT- assists with in-house functions including services to seniors, the homebound, and BPH)

1 Bookmobile Driver/Clerk (Library Specialist I Level)

PT - (drives vehicle on a PT rotating basis 18 hrs. a week)

1 Bookmobile Driver/Clerk (Library Specialist I Level)

PT - (drives vehicle on a PT rotating basis 14 hrs. a week)

(Currently Open. The person vacating this position took FT work elsewhere in the library, and can be called upon to drive in an emergency.)

In addition, we have 2 PT (12-16 hrs. per week) Bookmobile Clerks that were grandfathered and do not have a license. Any new hires after 2006 will be required to get their license and drive on a rotating basis.

R. Christine Gibson

Mobile Services Division Manager

Indian Trails Public Library District

355 S. Schoenbeck Rd.

Wheeling, IL 60090-4499

Phone: 1-847-459-4100 x 222

FAX: 1-847-459-4760

TDD: 1-847-459-5721

[www.indiantrailslibrary.org](http://www.indiantrailslibrary.org)

## **USEFUL FORMS & HANDOUTS**

The following handouts represent practical tools now being used by outreach staff in various libraries. If you have a sample form, flier, guideline, job description, or policy to contribute, please contact ALA's Office for Literacy and Outreach Services at [olos@ala.org](mailto:olos@ala.org).

We hope to grow and organize this collection of tools into a useful handbook for outreach staff. Please contribute.

***New Vehicle Announcement: Sample News Release (by Jennifer Wiseman – KCLS)***

Date: January 15, 2004  
 Release Contact: Jennifer Wiseman, 425.369.3233, [jlwiseman@kcls.org](mailto:jlwiseman@kcls.org)

**Subject:** KCLS' ABC Express "On the Road to Reading" Service Grand Opening Ceremony!

**When:** Wednesday, February 18, 10am

**Location:** Learning Land Childcare Center  
 12808 SE Kent-Kangley Road, Kent

**What:** The King County Library System's new ABC Express "On the Road to Reading" service is helping provide an opportunity for toddlers and preschoolers to develop essential skills necessary for future school success. This "library on wheels" offers a wide variety of books, music and movies for children from birth to age 5. Once a month, children and their childcare providers throughout KCLS' service area can climb aboard this colorful, 26-foot van for one-on-one assistance selecting their own library materials!

Join us as we unveil our newest service, the ABC Express, at the Learning Land Childcare Center on Wednesday, February 18, 10am. Following the ribbon cutting ceremony, children will be allowed to hop on board the ABC Express to access a wide variety of materials.

The ABC Express was created in direct response to an identified community need. In a survey of childcare providers regarding library services available to them and the children in their care, forty-seven percent said they were unable to use libraries and access children's books because of transportation issues. This free service will provide this access for 50 low-income, federally funded childcare facilities and more than 2,700 children located at least four blocks from a KCLS community library.

**For more information contact:**

Jeannie Dilger-Hill, Outreach Services Manager  
 425.369.3390  
[jdilgerh@kcls.org](mailto:jdilgerh@kcls.org)

###

For more information about the King County Library System, please visit our Web site at [www.kcls.org](http://www.kcls.org).

.....  
 960 Newport Way NW, Issaquah, Washington 98027

*Reasonable accommodation for individuals with disabilities is available; please contact the library prior to the event if you require accommodation.*

***New Vehicle Announcement: Sample Letter (by Jeannie Dilger-Hill – KCLS)***

January 16, 2004

(address)

Dear (Invitee):

We cordially invite you to a ribbon cutting ceremony for the new ABC Express “library on wheels”!

The King County Library System recognizes how important it is for children to make reading an essential part of their daily lives early on. The ABC Express program was developed as a mobile way to provide literary materials to children from birth to age 5. This “library on wheels” full of books, music, and movies, will visit childcare centers throughout the King County Library System service area. Once a month, children and their childcare providers can climb aboard for one-on-one assistance selecting their own entertainment!

The Ribbon Cutting and Opening Ceremony will take place at the ***Learning Land Childcare Center located at 12808 Kent-Kangley Road, Wednesday, February 18 at 10am***. After the ribbon cutting, the ABC Express van doors will open so eager kids can hop on board to access a wide variety of reading materials.

We hope that you will come and celebrate the opening of this wonderful and exciting program that will help children develop the skills they need to be successful! **Please RSVP to Jennifer Wiseman at 425.369.3233 or [jlwiseman@kcls.org](mailto:jlwiseman@kcls.org)**. See the enclosed brochure for additional information on the ABC Express program.

Thank you for your consideration. We look forward to seeing you there!

Sincerely,

Jeannie Dilger-Hill, Outreach Services Manager  
King County Library System



***Maintenance Checklist: 3000 Mile/90-day Service (by Holmes County, OH)***

- \_\_\_ LUBE, CHASSIS, FRON WHEELS OFF GROUND
- \_\_\_ CHANGE ENGINE OIL AND FILTER
- \_\_\_ CLEAN AND/OR REPLACE AIR FILTER
- \_\_\_ CHECK AND REPLENISH BRAKE FLUID
- \_\_\_ CHECK AND REPLENISH DIFFERENTIAL LUBRICANT
- \_\_\_ INSPECT FAN BELTS—TIGHTEN / REPLACE
- \_\_\_ CHECK EXHAUST SYSTEM—TIGHTEN, INSURE NO LEAKS
- \_\_\_ PRESSURE TEST COOLANT SYSTEM & CAP FILL AS REQUIRED
- \_\_\_ CHECK ENGINE & UNDERNEATH FOR LEAKS / LOOSE ITEMS
- \_\_\_ CHECK FOR LOOSE STEERING CONNECTIONS AND TIGHTEN IF NEEDED
- \_\_\_ CHECK BRAKE PEDAL HEIGHT—ADJUST IF NEEDED
- \_\_\_ LUBE BODY DOOR HINGES, LOCKS AND RETRACTING STEPS
- \_\_\_ BATTERIES—CHECK ELECTORLYTE—CLEAN TERMINALS

**12K OR ANNUAL SERVICE CHECKLIST**

- \_\_\_ COMPLETE 3K SERVICE SCHEDULE
- \_\_\_ CHANGE DIFFERENTIAL FLUID
- \_\_\_ CHANGE TRANSMISSION FLUIDS—NEW FILTER FOR AUTOMATIC TRANSMISSION
- \_\_\_ REMOVE FRONT AND REAR WHEELS—INSPECT LININGS AND WHEEL CYLINDERS, REPAIR AS NECESSARY. NEW WHEEL SEATS.
- \_\_\_ FLUSH HYDRAULIC BRAKE SYSTEM
- \_\_\_ MINOR ENGINE TUNE-UP / NEW SPARK PLUGS, POINTS, ETC.
- \_\_\_ FLUSH COOLING SYSTEM / INSTALL NEW COOLANT
- \_\_\_ REPLACE FILTER IN AIR CONDITIONER

**TYPE OF SERVICE PERFORMED (3K OR 12K)** \_\_\_\_\_

MILEAGE \_\_\_\_\_

DATE \_\_\_\_\_

COMPANY \_\_\_\_\_

MECHANIC \_\_\_\_\_

**RETURN THIS FORM TO LIBRARY WITH VEHICLE AFTER SERVICE**

***Driver's Daily Checklist (by Holmes County, OH)***

BEFORE STARTING ENGINE	TRUCK	GENERATOR
	<input type="checkbox"/> WATER LEVEL	<input type="checkbox"/> WATER LEVEL
	<input type="checkbox"/> OIL LEVEL	<input type="checkbox"/> OIL LEVEL
	<input type="checkbox"/> FUEL LEVEL	<input type="checkbox"/> FUEL LEVEL
START ENGINE	<input type="checkbox"/> ABNORMAL NOISE	<input type="checkbox"/> ABNORMAL NOISE
	<input type="checkbox"/> AMMETER CHARGE RATE	<input type="checkbox"/> AMMETER CHARGE RATE
	<input type="checkbox"/> OIL PRESSURE	<input type="checkbox"/> OIL PRESSURE
	<input type="checkbox"/> TEMPERATURE	<input type="checkbox"/> TEMPERATURE
WALK AROUND	<input type="checkbox"/> TIRE PRESSURE/CONDITION	
	<input type="checkbox"/> BODY DENTS/SCRAPES	
	<input type="checkbox"/> LIGHTS AND REFLECTORS	
	<input type="checkbox"/> TURN SIGNALS	
	<input type="checkbox"/> COMPARTMENT DOORS LOCKED	
DRIVER'S SEAT	<input type="checkbox"/> CLUTCH CLEARANCE	
	<input type="checkbox"/> HORN	
	<input type="checkbox"/> WINDSHIELD WIPERS	
	<input type="checkbox"/> ACCELERATOR PEDAL/BRAKE PEDAL	
	<input type="checkbox"/> MIRRORS ADJUSTED	
	<input type="checkbox"/> SEAT ADJUSTED	
	<input type="checkbox"/> PARKING BRAKE	
	<input type="checkbox"/> BACKUP WARNING	
	<input type="checkbox"/> BLEED AIR VALVE ON ELF	
INTERIOR OF BUS	<input type="checkbox"/> AIR CONDITIONING/HEAT WORKING	
	<input type="checkbox"/> SIDE DOORS SECURED	
	<input type="checkbox"/> LOOSE BOOKS/EQUIPMENT SECURED	
	<input type="checkbox"/> AUXILIARY STEPS RAISED	

REPORT ABNORMALITIES TO SUPERVISOR

\_\_\_\_\_  
DRIVER\_\_\_\_\_  
DATE

DRIVER'S COMMENTS:

***Generator Service Form (by Holmes County, OH)*****100 HOUR GENERATOR SERVICE**

- \_\_\_ SERVICE AIR CONDITIONER
- \_\_\_ CLEAN EXTERNAL SURFACE/CHECK FOR LEAKS
- \_\_\_ CHANGE LUBE OIL
- \_\_\_ BATTERY ELECTROLYTE, CLEAN TERMINALS
- \_\_\_ FAN BELT—CHECK CONDITION, TIGHTEN IF NEEDED

**200 HOUR GENERATOR SERVICE**

- \_\_\_ SERVICE SPARKPLUGS—CLEAN OR REPLACE
- \_\_\_ CHANGE OIL FILTER
- \_\_\_ CHECK MAGNETO/IGNITION POINTS—CLEAN OR REPLACE
- \_\_\_ CHECK MOUNTING BOLTS TIGHTEN AS NEEDED
- \_\_\_ EXHAUST SYSTEM—CHECK FOR TIGHTNESS AND LEAKS

**500 HOURS/ANNUAL GENERATOR SERVICE**

- \_\_\_ FLUSH COOLANT SYSTEM, ESPECIALLY ANY HEATERS IN BOOKMOBILE BODY.  
REFILL WITH ALL-SEASON COOLANT
- \_\_\_ INSPECT BRUSHES—REPLACE IF WORN
- \_\_\_ CHANGE PRIMARY AND SECONDARY FUEL FILTERS
- \_\_\_ REMOVE CYLINDER HEAD(S)—CLEAN CARBON
- \_\_\_ ADJUST VALVE CLEARANCE
- \_\_\_ CHECK LOW OIL PRESSURE AND OVERHEAT SHUTDOWN SYSTEM

**TYPE OF SERVICE PERFORMED (100 HOUR, 200 HOUR, 500 HOUR)**\_\_\_\_\_

---

DATE \_\_\_\_\_ MILEAGE \_\_\_\_\_

COMPANY \_\_\_\_\_

MECHANIC \_\_\_\_\_

*Parochial School Service Request Form (by Holmes County, OH)*

HOLMES COUNTY DISTRICT PUBLIC LIBRARY  
 BOOKMOBILE DEPARTMENT  
 REQUEST FOR SERVICE FORM  
 2006-2007 SCHOOL YEAR  
 PAROCHIAL SCHOOL

SCHOOL NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

TOWNSHIP \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

TEACHER'S NAME(S) \_\_\_\_\_

## SCHOOL BOARD CONTACT PERSON AND ADDRESS

\_\_\_\_\_

\_\_\_\_\_

DESCRIBE A LOCATION OF A SAFE STOP SITE AT THE SCHOOL THAT GIVES  
 PARKING FOR A 35 FOOT LONG BOOKMOBILE THAT IS ABOUT 10 FEET  
 WIDE AND 12 FEET HIGH

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

GRADE LEVELS WITHIN BUILDING \_\_\_\_\_

NUMBER OF CLASSROOMS IN BUILDING \_\_\_\_\_

NUMBER OF STUDENTS IN BUILDING \_\_\_\_\_

## NUMBER OF CLASSROOMS PER GRADE

K \_\_\_\_\_ 1<sup>ST</sup> \_\_\_\_\_ 2<sup>ND</sup> \_\_\_\_\_ 3<sup>RD</sup> \_\_\_\_\_ 4<sup>TH</sup> \_\_\_\_\_ 5<sup>TH</sup> \_\_\_\_\_ 6<sup>TH</sup> \_\_\_\_\_ 7<sup>TH</sup> \_\_\_\_\_ 8<sup>TH</sup> \_\_\_\_\_

WILL THE TEACHER COME OUT OR STUDENTS TO SELECT  
 MATERIALS? \_\_\_\_\_

SCHOOL HOLIDAYS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

MEANS OF NOTIFICATION OF SCHOOL IN AN EMERGENCY \_\_\_\_\_  
\_\_\_\_\_

DOES YOUR SCHOOL HAVE PHYSICALLY DISABLED STUDENTS  
(WHEELCHAIR LIFT REQUIRES 8' OF CLEARANCE) \_\_\_\_\_

IS THERE ANY OTHER PERTINENT INFORMATION YOU CAN PROVIDE TO  
HELP US SERVE YOU BETTER \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Also, please call us at 330-674-5972 ext. 212 with names and grades of teachers wishing  
classroom crates (25 items on requested grade level).*

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*If you need more library card applications, please contact us at the above number.*

***Public School Service Request Form (by Holmes County, OH)***

HOLMES COUNTY DISTRICT PUBLIC LIBRARY  
 BOOKMOBILE DEPARTMENT  
 REQUEST FOR SERVICE FORM  
 2006-2007 SCHOOL YEAR

SCHOOL NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

PRINCIPAL \_\_\_\_\_

ALTERNATIVE MEANS OF CONTACT \_\_\_\_\_

DESCRIBE A LOCATION OF A SAFE STOP SITE AT SCHOOL WITH ACCESS TO  
 EITHER A \_\_\_ 110 OR \_\_\_ 220 OUTLET \_\_\_\_\_

\_\_\_\_\_ (WE REQUIRE A  
 SPACE OF ABOUT 40 FEET TO GET THE BOOKMOBILE IN AND OUT)

IS THE OUTLET 15 AMP \_\_\_ 20 AMP \_\_\_ 30 AMP \_\_\_

GRADE LEVELS WITHIN BUILDING \_\_\_\_\_

NUMBER OF CLASSROOMS IN BUILDING \_\_\_\_\_

NUMBER OF STUDENTS IN BUILDING \_\_\_\_\_

NUMBER OF CLASSROOMS PER GRADE

K \_\_\_ 1<sup>ST</sup> \_\_\_ 2<sup>ND</sup> \_\_\_ 3<sup>RD</sup> \_\_\_ 4<sup>TH</sup> \_\_\_ 5<sup>TH</sup> \_\_\_ 6<sup>TH</sup> \_\_\_ 7<sup>TH</sup> \_\_\_ 8<sup>TH</sup> \_\_\_

SCHOOL HOLIDAYS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

IN SERVICE DATES/TIMES \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

MEANS OF NOTIFICATION OF SCHOOL IN AN EMERGENCY \_\_\_\_\_

\_\_\_\_\_

DOES THE SCHOOL HAVE A MEDIA CENTER \_\_\_\_\_

DOES YOUR SCHOOL HAVE PHYSICALLY DISABLED STUDENTS  
(WHEELCHAIR LIFT REQUIRES 8' OF CLEARANCE) \_\_\_\_\_

IS THERE ANY OTHER PERTINENT INFORMATION YOU CAN PROVIDE TO  
HELP US SERVE YOU BETTER \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

*Once you receive the fall schedule, please design an order for classrooms to come out.  
The bookmobile staff needs a 15 minute break in the morning and afternoon for shelving  
and needs a 30 minute lunch break.*

*Also, please call us at 330-674-5972 ext. 212 with names and grades of teachers wishing  
classroom crates (25 items on requested grade level).*

*If you need more library card applications, please contact us at the above number.*

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***Public Stop Service Request Form (by Holmes County, OH)***

HOLMES COUNTY DISTRICT PUBLIC LIBRARY  
 BOOKMOBILE DEPARTMENT (330-764-5972 EXT. 212)  
**PUBLIC STOP REQUEST OF SERVICE**

PERSON REQUESTING STOP \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE NUMBER/VOICE MAIL \_\_\_\_\_

MEANS OF CONTACT IN AN EMERGENCY \_\_\_\_\_

TOWNSHIP \_\_\_\_\_

HOW FAR FROM THE NEAREST LIBRARY BRANCH OR MAIN  
 LIBRARY \_\_\_\_\_ HOW FAR TO THE NEAREST BOOKMOBILE STOP \_\_\_\_\_

**DESCRIPTION OF A SAFE OFF THE ROAD STOP SITE:**


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GIVE DIRECTIONS TO THE POTENTIAL SITE USING STATE ROUTE 39 IN  
 MILLERSBURG AS A STARTING POINT \_\_\_\_\_

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*PLEASE FILL OUT AND MAIL TO:**CLAUDIA ZIMMERMAN**HOLMES COUNTY DISTRICT PUBLIC LIBRARY**3102 GLEN DRIVE**MILLERSBURG, OHIO 44654***SEE REVERSE SIDE FOR PETITION OF AT LEAST 10 USERS**





***Bookmobile Schedule Press Release (by Cullman County, AL)***

*DATE: February 6, 2006*

*FOR MORE INFORMATION, CONTACT: Jeremy Weissend at the Main Library, (tel:) 734-1068*

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## **Cullman County Public Library Bookmobile Schedule Winter/Spring 2006 February, March, April**

### **1st and 3rd Monday**

Feb. 6, Mar. 6, 20, Apr. 3, 17

3:00-4:00 Fairview Elementary

4:00-5:00 Parkside Elementary

### **2nd and 4th Monday**

Feb. 13, 27, Mar. 13, 27, Apr. 10

9:00-9:30 Todd's Friends Daycare

9:40-10:45 Woodland Village Health Care & Woodland Haus

11:00-11:45 Morningside Assisted Living

12:00-12:45 Vinemont Christian

3:00-4:00 West Point Elementary

### **1st and 3rd Tuesday**

Feb. 7, 21, Mar. 7, 21, Apr. 4, 18

9:30-10:00 Fairview Senior Center

10:15-10:45 Holly Pond Senior Center

11:00-11:30 Hanceville Senior Center

11:35-12:00 Hanceville School

12:00-1:00 Lunch

1:00-1:30 Victorian Manor

3:00-4:00 Hanceville Elementary

### **2nd and 4th Tuesday**

Feb. 14, 28, Mar. 14, 28, Apr. 11, 25

9:00-9:30 Logan Baptist Church

9:30-10:00 Crane Hill Senior Center

10:15-10:45 Brushy Pond Senior Center

11:00-11:30 Colony Senior Center

12:00-1:00 Dodge City Senior Center

1:00-1:30 Good Hope Primary

1:30-2:00 Good Hope School

2:00-2:30 Kids Turf Day Care

3:15-4:00 Cold Springs School

### **1st and 3rd Wednesday**

9:15-10:00 Jones Chapel Senior Center

Feb. 1, 15, Mar. 1, 15, Apr. 5, 19

11:15-12:00 Center Hill Senior Center (1st wed only)

3:00-4:00 Holly Pond Elementary

#### 2nd and 4th Wednesday

Feb. 8, 22, Mar. 8, 22, Apr. 12, 26

9:00-9:30 Vinemont Elementary Community Stop

3:00-4:00 Vinemont Elementary

#### 1st and 3rd Thursday

Feb. 2, 16, Mar. 2, 16, Apr. 6, 20

10:15-11:00 West Point Senior Center

3:00-4:00 Good Hope Elementary

Closed for Holidays Monday Feb. 20th and Monday Apr. 24th

The bookmobile will not make runs during weather warnings or watches and will not make runs on the

5th Monday, Tuesday, Wednesday, or Friday of the month

#### Contact info:

Jeremy Weissend 734-1068

email [bookmobile@ccpls.com](mailto:bookmobile@ccpls.com)

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The Cullman County Public Library System (CCPLS) is a single-county public library serving 80,000 persons in North-central Alabama through a Main Library, 5 branches, and bookmobile and outreach services. Affiliated with the Alabama Public Library Service, CCPLS is the information and cultural services department of the Cullman County Commission and is a member of the Southeastern Library Network and the Mountain Lakes Library Cooperative. For more information about CCPLS, check out [www.ccpls.com](http://www.ccpls.com) on the world wide web.

Do you like to read?  
Do you have questions that need answering?  
Do you live more than five miles from your  
local library?  
If so, then you should check out the Cullman  
County Bookmobile!



The bookmobile is back in business and ready to serve!  
You can find a wide variety of literature including books  
for children, teens, adults, bestsellers, large-type books,  
and magazines!

Next Stop Crane Hill Senior Center 9:30-10:00

Dates: Nov. 22<sup>nd</sup>, Dec. 13<sup>th</sup>, 27<sup>th</sup>, Jan. 10<sup>th</sup>, 24<sup>th</sup>

For more information call 734-2720 or send email to [bookmobile@ccpls.com](mailto:bookmobile@ccpls.com)

*Bookmobile Fuel & Oil Log (by Cullman County, AL)*

MONTH \_\_\_\_\_ YEAR \_\_\_\_\_

DATE	FUEL	OIL	STOPS	NOTES:
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
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30				
31				



## BOOKMOBILE BRANCH

[illegible]

*Guidelines for Determining Bookmobile Stops (by Keely Hall – APL)*

Keely Hall  
Anaheim Public Library  
500 West Broadway  
Anaheim, CA 92805  
714-765-1880  
[KHall@anaheim.net](mailto:KHall@anaheim.net)

Guidelines are ranked by priority. All stops need to serve Anaheim residents inside the boundaries of Anaheim. The only exception is for contracted services.

1. Stops will be placed in high density, low-income neighborhoods with limited access to libraries. Preference is given to Community Development Block Grant areas and neighborhoods with Family Resource Centers.
2. Stops need to be at least one mile from any library facility. Preference will be given to parts of the City that have fewer stops to ensure equitable distribution throughout Anaheim.
3. Once neighborhoods are adequately served, stops will be established in support of public schools and programs including the Anaheim Achieves and Head Start programs. Preference will be given to Community Development Block Grant areas.
4. Stops serving seniors in clustered housing and private day care facilities will be considered.
5. Stops in neighborhoods and near schools not meeting the criteria above will be considered when higher priority needs are met.
6. Stops may be contracted on a time available basis with private agencies, schools and neighborhoods outside of Anaheim. Annual cost of a stop in Fiscal Year 2000/01 was \$16,000.

kah/bkm/stops/guidelines/5-01

***Bookmobile Patron Survey (by Chris Gibson – ITPLD)***



# Indian Trails Public Library District

## 2007 Bookmobile Patron Survey

Please help us plan Bookmobile Services to meet your needs, please take a few moments to fill-out the following survey regarding Bookmobile Services.

**1. From the list below, please indicate the reason(s) you have come to the bookmobile today. Check all that apply.**

- ☐ I have no transportation to get to the library.  
☐ The bookmobile is convenient for me.  
☐ To complete a school assignment.  
☐ To borrow books and/or other materials for myself.  
☐ To borrow books/or other materials for someone else.  
☐ To pick-up books and/or other materials which I requested.  
☐ To bring children to have them borrow books and/or other materials.  
☐ Other: \_\_\_\_\_

**2. What are the reasons that you borrow books and/or other materials from this bookmobile? Please circle all that apply.**

- ☐ For general knowledge.  
☐ For pleasure/relaxation.  
☐ To gain specific knowledge for work/career.  
☐ To meet educational requirements.  
☐ Other \_\_\_\_\_

**3. How often do you use the bookmobile at this stop?** ☐ Every time it makes a stop. ☐ Most times it makes a stop. ☐ Only occasionally.

**4. In addition to the bookmobile, within the last year, did you borrow materials or use other services of the main library?**

☐ Yes ☐ No ☐ Does not apply

**5. Do you have a computer and modem at home that you use to find information online?** ☐ Yes ☐ No

**6. Would you like to receive news about new materials, schedule changes, and library programs via e-mail?** ☐ Yes ☐ No

E-Mail address: \_\_\_\_\_

**7. I borrow the following types of materials for myself from the bookmobile:**

Children's: ☐ Books ☐ Magazines ☐ Music CD's ☐ Videos/DVD's ☐ Puzzles ☐ Books on Cassette/CD ☐ Play-Away Books  
 Adults's: ☐ Books ☐ Magazines ☐ Music CD's ☐ Videos/DVD's ☐ Books on Cassette/CD ☐ Play-Away Books ☐ Large Print Materials

**8. I borrow the following types of materials for other family members from the bookmobile**

Children's: ☐ Books ☐ Magazines ☐ Music CD's ☐ Videos/DVD's ☐ Puzzles ☐ Books on Cassette/CD ☐ Play-Away Books  
 Adults's: ☐ Books ☐ Magazines ☐ Music CD's ☐ Videos/DVD's ☐ Books on Cassette/CD ☐ Play-Away Books ☐ Large Print Materials

**9. The language spoken at home is:** ☐ English ☐ Spanish ☐ Russian ☐ Polish ☐ Other (list language) \_\_\_\_\_

**10. Please rate the service you receive:** ☐ Excellent ☐ Above Average ☐ Average ☐ Needs Improvement

**11. My age grouping is** ☐ Youth (under 13) ☐ Teen (13-19) ☐ Adult (20-65) ☐ Senior (over 65)

**12. Please indicate your gender.** ☐ Male ☐ Female

**13. Comments** \_\_\_\_\_

Bookmobile Stop: \_\_\_\_\_ Date: \_\_\_\_\_

**Optional Information:**

Name \_\_\_\_\_ Phone \_\_\_\_\_ ☐ Home ☐ Cell ☐ Work  
 Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Please return the survey in-person to the Bookmobile Staff, or mail it to Chris Gibson, Mobile Services Division Manager, Indian Trails Public Library District, 355 S. Schoenbeck Road, Wheeling, IL 60090. You may also take the Bookmobile Survey at [www.indiantrailslibrary.org](http://www.indiantrailslibrary.org).

*Suggestions for “Ribbon Cuttings” for New Bookmobile (by Helga Spotts – CCPL)*

We had an open house about a month after we received our two new vehicles. We parked on the sidewalk outside the Main Library for an afternoon and then had a ribbon cutting ceremony by our board of trustees.

Although this isn't related to an introduction, my husband gave me the idea of having a tailgate party at either our major stops or stops that we wanted more attention at. I haven't implemented this yet--seems like there's always an emergency or some sort of chaos going on here. Anyway, when I talked to PR about the tailgating idea, they said that we would have to have it catered (!) to avoid any liability. (Probably hot dogs, buns, condiments and soda or punch) This actually makes more sense since I don't think the administration would want us carting around a mini grill or something like that.

Also had an idea to have our children's bookmobile parked outside the main library on a Saturday that OSU is on TV and then we could have the screen in our meeting room project the game and people could see the bookmobile their children use and then go in and catch the game or pick up some refreshments. This idea I'll shelve for a while--we actually made it to a lot of schools this year on parent-teacher night and passed out card applications, made a presentation, and also handed out schedules and card wallets from Janway.

Helga Spotts

Bookmobile Supervisor

Clark County Public Library

Springfield, Ohio

hspotts@ccpl.lib.oh.us <<mailto:hspotts@ccpl.lib.oh.us>>

***Sample Script for New Borrowers (by Keely Hall - APL)***

Hi! Welcome to the Bookmobile.

This is your new library card. It can be used at all \_\_\_\_\_ libraries.

Please read the back of your card and sign it. (If it is a child make sure to tell them to have a parent sign the card by next week). I am going to take a minute to explain three important things about your card.

- ❖ You may checkout 5 to 10 items at a time.
- ❖ Let the library know immediately if your card is lost, stolen, or misplaced. (*Point to this statement on the back of the library card.*) because, you are responsible for everything checked out on your card even if you were not the person using it. (*Point to this statement on the back of the library card.*)
- ❖ Renew your items before their due date to avoid overdue charges. (*Point to renewal phone number on the back of the card.*)

This brochure has more details about renewals and the privileges you have with your library card. Please be sure to read it and let staff know if you have any questions. Thank you for coming in today. If you'd like to choose your items to check out, you can do that now.

Hi! Welcome to the \_\_\_\_\_ Public Library.

This is your new library card. It can be used at all \_\_\_\_\_ libraries. (*Give them the map.*) Please read the back of your card and sign it. I am going to take a minute to explain three important things about your card.

- ❖ During the first month you can check out up to 5 items at a time. After the first month, you will be able to check out more.
- ❖ Let the library know immediately if your card is lost, stolen, or misplaced. (*Point to this statement on the back of the library card.*) because, you are responsible for everything checked out on your card even if you were not the person using it. (*Point to this statement on the back of the library card.*)
- ❖ Most items can be renewed twice. Renew your items before their due date to avoid overdue charges. (*Point to renewal phone number on the back of the card.*)

This brochure has more details about renewals and the privileges you have with your library card. Please be sure to read it and let staff know if you have any questions. Thank you for coming in today. If you'd like to choose 5 items to check out, you can do that now.

Submitted by Keely Hall, Anaheim Public Library, [KHall@anaheim.net](mailto:KHall@anaheim.net)

*Bookmobile Request Log Sample (by Keely Hall – APL)*

<b>Bookmobile Request Log - Series</b>				
Series Title	Author	Call #	# of Requests	Last Request
Artemis Fowl	Colfer	J C	1	10/3/2006
A-Z Mysteries	Roy	J R	1	6/7/2006
Bartimaeus Trilogy	Stroud	J S	2	10/12/2006
Blues Clues	Various Authors	n/a	1	2/7/2007
Boxcar Children	Warner	n/a	1	8/28/2006
Captain Underpants	Pilkey	J P	5	1/26/2007
Charlie Bone	Nimmo	J N	1	5/12/2006
Cheetah Girls	Gregory	J G	4	1/24/2007
Chicken Soup for the Soul	Canfield	158.12	5	1/4/2007
Chronicles of Narnia	Lewis	J L	1	11/16/2006
Cirque du Freak	Shan	YA S	4	10/23/2006
Dear America	Various Authors	n/a	1	8/4/2006
Eragon	Paolini	J P	4	1/24/2007
Fairly Odd Parents	Various Authors	J F	3	1/25/2007
Flat Stanley	Brown	J B	2	5/19/2006
Ghostville Elementary	Jones	J D	2	2/7/2007
Hank Zipper	Winkler	J W	1	9/20/2006
Hannah Montana	Various Authors	J H	5	1/25/2007
Hardy Boys	Dixon	J D	2	
Harry Potter	Rowling	J R	3	11/14/2006
Indian in the Cupboard	Reid-Banks	J B	1	1/10/2007
Junie B. Jones	Park	J P	1	6/14/2006
Lord of the Rings	Tolkien	YA T	4	1/18/2007
Magic School Bus	Various Authors	Various	1	
Magic Tree House	Osbourne	J O	5	1/5/2007
Mary Kate and Ashley	Various Authors	J O	1	5/16/2006
Mostly Ghostly	Stein	J S	1	1/26/2007
My Weird School	Gutman	J G	1	5/16/2006
Nate the Great	Sharmat	J S	1	6/14/2006
Pets-to-the-Rescue	Clements	J E Cle	1	1/29/2007
Pokemon	Various Authors	J P	1	1/9/2007
Princess Diaries	Cabot	YA C	1	4/11/2006
Ricky Ricotta	Pilkey	J P	2	11/17/2006
Rowan Hood	Springer	n/a	1	8/28/2006
Saga of Darren Shan	Shan	YA S	1	6/5/2006
Series of Unfortunate Events	Snicket	J S	3	2/7/2007
Sisterhood of the Traveling Pants	Brashares	J B	1	6/15/2006
Song of the Lioness	Pierce	J F P	2	8/28/2006
Spiderwick	Diterliz	J F T	3	1/11/2007

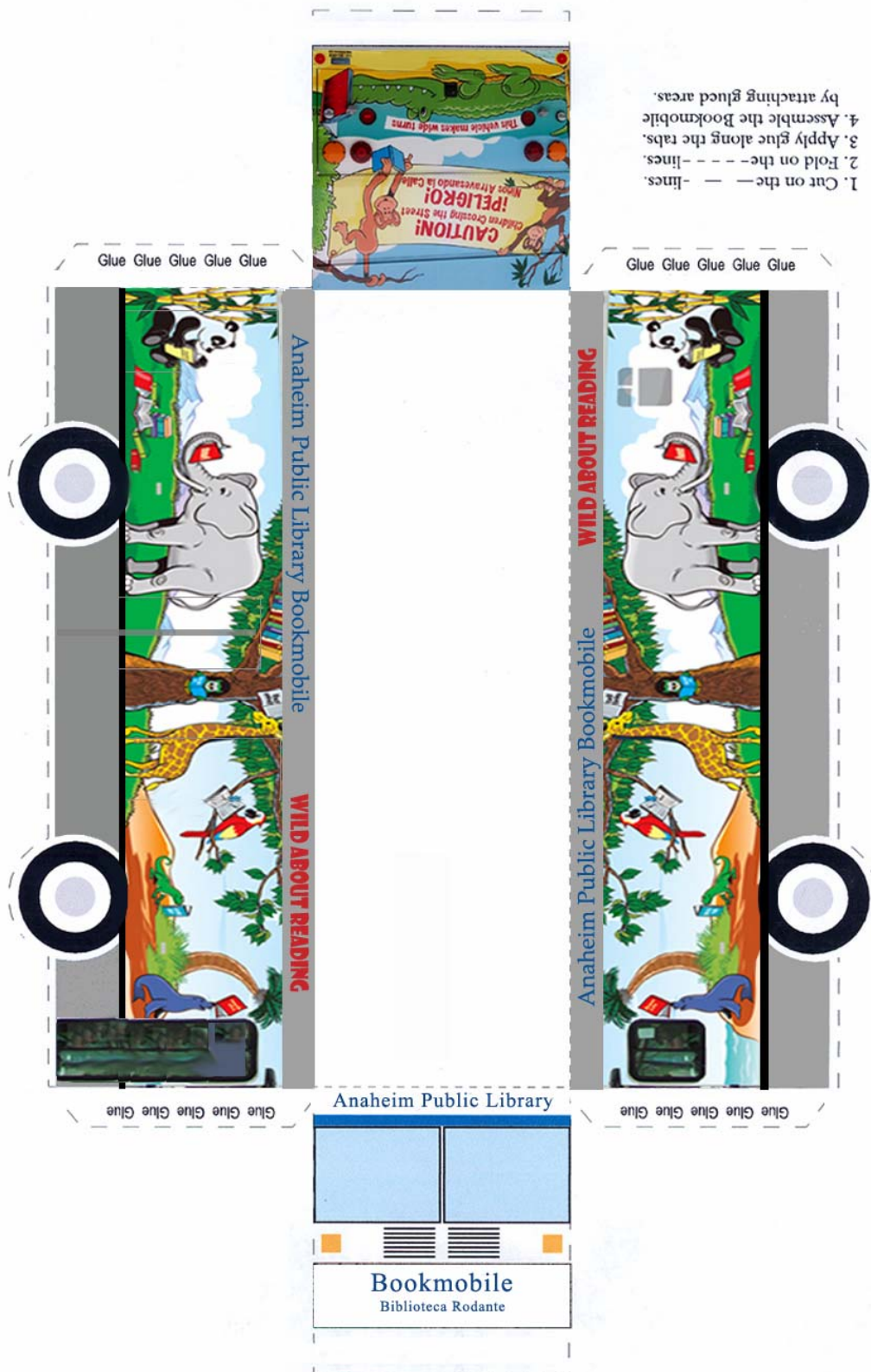
Spongebob	Various Authors	J S	4	1/25/2007
Stories to Solve	George	n/a	1	8/11/2006
Super Diaper Baby	Pilkey	J P	3	1/25/2007
That's So Raven	Various Authors	J R	1	11/9/2006
School Story, The (Landry News)	Clements	J C	2	11/20/2006
Totally Haunted Kids	Nash	J N	1	4/6/2006
Unicorn Chronicles	Coville	J C	1	8/3/2006
Wayside School	Sachar	J S	3	11/3/2006
Where's Waldo	Handford	J F HANDFORD	3	1/23/2007
You Be The Jury	Miller	J M	3	1/10/2007

Submitted by Keely Hall, Anaheim Public Library, [khall@anaheim.net](mailto:khall@anaheim.net)



*Bookmobile Cutout Giveaway (by Anaheim Public Library)*

# Build Your Own Bookmobile!



*Door Hanger Giveaway (by Anaheim Public Library)*

## VISIT THE BOOKMOBILE

Bring this to the Bookmobile for a surprise

**WE HAVE...**

- \* **BOOKS FOR YOUR REPORTS**
- \* **BOOKS TO READ FOR FUN**
- \* **VIDEOS**
- \* **CASSETTES**
- \* **MAGAZINES**

**WE ARE IN YOUR NEIGHBORHOOD**

## VISITEN LA BIBLIOTECA RODANTE

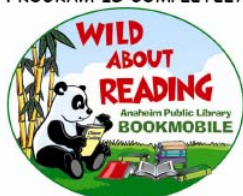
Traiga este cupón y reciba una sorpresa

**TENEMOS...**

- \* **LIBROS PARA REPORTES**
- \* **LIBROS DE DIVERSIÓN**
- \* **LIBROS EN ESPAÑOL**
- \* **REVISTAS**
- \* **PELÍCULAS**

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ESTE PROGRAMA ES COMPLETAMENTE GRATIS!**



**PARA MÁS INFORMACIÓN LLAMENOS  
(714)765-1738**

***“Hot” Topics (as suggested by ALA New Orleans bookmobile session attendees)***

Staffing the mobile unit:

- Techniques for motivating bookmobile staff to maintain energy and quality services
- Training outreach staff

Buying a New Vehicle – What’s out there?

Using a Consultant – Budgeting issues

Maintenance – Preventative and Otherwise

Technology in a mobile environment

Mobile success stories – What’s working out there?!

Variety in bookmobile services

- Preschool services

Mobile Marketing – Names, looks, media ideas

Justifying Library Services – Cost per circ Bookmobile versus Branch

And More....

Legal and safety issues specific to bookmobiles, i.e. people falling off the vehicle, photographing incidents or accidents, heat related issues, how to handle drivers who have a string of small accidents...I have heard so many conflicting ideas about how to handle situations like these. It seems that each library, their attorneys, and sometimes risk managers have such contrary positions. Would it be possible to bring in a speaker who could address these issues?

## **ALA ANNUAL BOOKMOBILE PROGRAMS**

### ***2006 Annual Program***

Prepared for:  
 American Library Association Annual Conference  
**“Our New Bookmobile Has Arrived! What Do We Do Now?”**  
 Sunday, June 26, 2006

### **Presenters for ALA 2006 New Orleans Conference Session**

Mary Seratt, Youth Services Coordinator  
 Memphis Public Library

[serattm@memphislibrary.org](mailto:serattm@memphislibrary.org)

Mary developed “Training Wheels,” an innovative mobile service targeted to day care providers.

John Paul Myrick, County Librarian/CEO  
 Cullman County Public Library

[myrickj@ccpls.com](mailto:myrickj@ccpls.com)

John Paul has a 32+ year long love affair with bookmobiles, from using them as a child to operating mobile services to designing new units. He reinstituted bookmobile services for his library after a 13 year hiatus, and designed the “Raising Readers” mobile van service for HeadStart providers.

Michael Swendrowski, Consultant  
 Specialty Vehicle Services, LLC (“SVS”)

[mwendrowski@vehiclesuccess.com](mailto:mwendrowski@vehiclesuccess.com)

Michael is a nationally recognized, 22 year veteran of the specialty vehicle industry with special interest in bookmobiles. He founded SVS to provide professional consultation and technical services to clients worldwide, and has provided high-value services for 15 different library systems since 2002.

♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦ ♦

## 2007 Annual Program

Join the ALA's Office for Literary & Outreach Services and the ALA Subcommittee on Bookmobiles in celebrating...

### **“Mobile Outreach: Access at its Best”**

#### **Bookmobile Program**

ALA Annual Conference – Washington, D.C.

Sunday, June 24, 2007

10:30 a.m. – 1:30 p.m.

Washington Convention Center

#### **Who's Who?**

#### **Speakers for General Session and Practical Workshops**

##### **“Taking the Public Library to the People”**

*Andrew Venable, Director, Cleveland Public Library, Cleveland, OH*

[Andrew.Venable@cpl.org](mailto:Andrew.Venable@cpl.org)

**Andrew A. Venable, Jr.** has been Director for Cleveland Public Library, “The People’s University,” since June 4, 1999. Prior to his current position, Andrew was Deputy Director for Cleveland Public Library; Deputy Director for the District of Columbia Public Library (Washington, DC); Regional Director of Library Services for the Indiana Vocational Technical College Northwest Region (Gary, IN); Director for the Gary Public Library; Director for the East Cleveland Public Library; and, served Cleveland Public Library as Assistant Director of Personnel, Business Manager & Clerk-Treasurer, and Head of Branches/Outreach Services.

He received the MLS degree in 1978 from Case Western Reserve University, the BS degree in Business Administration from Virginia State University in 1968, and completed the Program for Senior Executives in State and Local Government at Harvard University’s John F. Kennedy School of Government in 2001.

Andrew is an active member of the American Library Association, Urban Libraries Council, Ohio Library Council, and Cleveland Area Member Library System. He was elected an ALA Councilor-at-Large for three years on May 5, 1999. Andrew has served as a Trustee for CAMLS, INCOLSA and Indiana Adult Literacy Coalition; Chair for ALA’s 1999 Herbert & Virginia White Award Committee, 1999 Nominating Committee, and 1997 Lippincott Award Committee. Andrew is very proud to have been named *Librarian of the Year for 2001* by The Ohio Library Council.

Locally, Andrew is a member of The City Club of Cleveland; United Way Services Leadership Circle; Friends of Cleveland Public Library; Cleveland Municipal School District Standards Leadership Committee; Trustee for University Circle, Inc.; WVIZ/PBS ideastream; Retired and Senior Volunteer Program of Greater Cleveland, Inc. (RSVP); and Cleveland Council on World Affairs.

##### **“The Rest of the Story: Bringing the Library to the Underserved”**

*Bill Ptacek, Director, King County Library System, Issaquah, WA*

**Bill Ptacek** became the Director of the King County Library System (KCLS) in 1989. He began his 30+ year career at the Chicago Public Library and worked as the Director of the Idaho Falls and Louisville Free public libraries before coming to the King County Library System, currently the second busiest library system in the United States. Bill has been involved in a number of community activities including more than five years of service on the KCTS Public Television Advisory Board, Chair of the King County Board of Developmental Disabilities, member of the King County Governance Commission and President of the Bellevue Rotary Club 2002-2003. Bill is currently an Assistant Governor for Rotary District 5030.

You may not know that Bill was the 2000 recipient of the Charles Robinson Award from the Public Library Association, which recognizes a public library director for implementation of innovative change.

### **“Race2Read: Get on the fast track to building community partnerships”**

*Diane Ambrose, Director, Beaver County Library System, Monaca, PA  
Member, OLOS Subcommittee on Bookmobiles*

**Diane Ambrose** has been the Director of the Beaver County Library System since 1988. Since 2000, she has also been Administrator of a Joint-Use Library with Community College of Beaver County. She is a member of ALA, PLA, and has served as President of the Pennsylvania Library Association. She is a founding member of the Association of Pennsylvania Public Library Systems. Prior to her position in Beaver County, Diane began her career working on the Carnegie Library of Pittsburgh city and county Bookmobiles. She went on to become a District Consultant for sixty public libraries and then returned to head the Bookmobile Department.

Diane has been actively involved with mobile outreach for many years and recently won a "Best Practice" award from the Pennsylvania Library Association. If you are around her for any amount of time, you will quickly learn that she is a Director with a heart for bookmobiles.

### **“Innovative Mobile Library Services: What, when, where, why, how, and who cares?”**

*Mary Seratt, Senior Manager, Memphis Public Library, Memphis, TN  
Member, OLOS Subcommittee on Bookmobiles*

**Mary Seratt**, Youth Services Coordinator and Senior Manager for Memphis Public Library and Information Center, began her career in teaching, working for the State of Tennessee and later Shelby County schools. At the University of Memphis, she taught classes in early childhood education curriculum development and directed the College of Education's Lipman Early Childhood School and Research Institute. While there, she participated in developing "Training Wheels" a unique mobile service to day care centers which made its debut in 1995. She has since helped develop and design MPL's "InfoBus", another non-traditional mobile service. She has implemented other brick and mortar based services, such as Paws for Reading, with the Reading Education Assistance Dogs, and "Read to Erase Your Fines," with the Foster Grandparent Program of Porter Leath, but her heart remains on the road. She is a Fulbright Senior Specialist, and has conducted workshops on developmentally appropriate practice, early literacy, and dialogic reading in Ladakh, India in the western Himalayas.

### **“Marketing, Merchandising and Merchantry: Identifying the Connecting the Bookmobile Customer with Your Product”**

*Susan Hill Pieper, Director, Paulding Co. Carnegie Library, Paulding, OH*

**Susan Hill Pieper** has been the Director of the Paulding County Carnegie Library since 1997. Her library career began on the bookmobile at the Huntsville-Madison County Public Library in Alabama, with "stops" along the way in Clarion Pennsylvania and the Northwest Library District in Bowling Green, Ohio. She is actively involved in numerous professional organizations, including ALA Council-at-Large, PLA, Association of Rural and Small Libraries, and Ohio Library Council.

Susan is a leader in her community of Paulding, Ohio, having served as Chair of the Paulding County 4-H Advisory Council, Chair of Paulding County United Way, Trustee-at-Large of the Ohio Western Horse Association, and President of the Paulding High School Band Boosters.

Mrs. Pieper is a Statewide and National workshop presenter and Keynote Speaker. Her article, "A View from the Right," published in *American Libraries*, was the basis of her speech at the Public Library Association National Conference in Boston, Massachusetts, March 2006. Some of her many speeches and presentations may be viewed on her website: [www.pauldingcountylibrary.org](http://www.pauldingcountylibrary.org).

### **“Collection Management: Buy, Beg or Borrow”**

*Mary Anne Marjamaa, Manager Outreach Services, St. Louis Co. Library, St. Louis, MO  
Treasurer, Association of Bookmobile and Outreach Services  
Member, OLOS Subcommittee on Bookmobiles*

**Mary Anne Marjamaa** has worked for the St Louis Country Library (SLCL) since 1991. Her first job in the library was as a library assistant on a bookmobile. In 1998 she finished her MLS degree from the University of Missouri and became the manager of the department. She selects, recommends and purchases materials for all the bookmobiles in department. SLCL has the largest fleet of bookmobiles in the country, with 6 full-sized units and 4 vans, and serves a very diverse population from preschools to seniors.

### **“Risk Management: Are you at risk in the mobile environment?”**

*Fitzroy Smith, Director, Office of Risk Management, George Washington University*

**Fitzroy Smith** is the Director of Risk Management & Insurance for The George Washington University. In this role he oversees the operations of the Office of Risk Management, including Property and Liability Insurance procurement, Environmental Health & Safety issues, management of the Self-Insurance Fund – general liability, workers compensation, auto liability and medical malpractice. He also represents GW on the board of Genesis Limited, which is a Bermuda based captive-insurance company that is jointly owned by GW and 15 other universities.

Prior to joining GW, he served as the Risk Manager for Arlington County Virginia and the Director of Property & Liability Services for Local Government Insurance Trust (LGIT) which is a “pooling” arrangement that provides insurance and risk management services exclusively to Maryland local governments.

Mr. Smith is a graduate of St. John’s University (College of Insurance) Queens NY and Florida State University. He resides in Waldorf Maryland with his wife Kimberly and three daughters Jada, Taylor and Kennedy.

### **“You + the Perfect Bookmobile = True Love Always”**

*Tena Wilson, Branch Manager, Cleveland Public Library, Cleveland, OH*

*Chair, OLOS Subcommittee on Bookmobiles; Chair, ABOS Exhibits Committee*

[twilson@cpl.org](mailto:twilson@cpl.org)

**Tena Wilson** is a new librarian at the Cleveland Public Library, where she is privileged to have served as Branch Manager for the Collinwood Branch since October of 2006. Tena received the MLIS degree from Kent State University in 2006. She began her library career at the Stark County District Library as Young Adult Library Assistant in 2005. At Cleveland State University, she continues towards an M.P.A.

Unwilling to deny her bookmobile roots, Tena serves as Chair of the ALA Subcommittee on Bookmobiles and the ABOS Exhibits Committee. She is also a member of ALA, PLA and the Ohio Library Council.

Before entering the “library world,” Tena designed and sold bookmobiles and other types of specialty vehicles for almost 15 years. Making the vendor-to-librarian transition has been very gratifying for her.

## ***2008 Annual Program***

Join the ALA's Office for Literary & Outreach Services and the ALA Subcommittee on Bookmobiles in celebrating...

# **“Mobile Libraries: Driving Library Services Into the Future” Bookmobile Program**

ALA Annual Conference – Anaheim, California

Sunday, June 29, 2008

10:30 a.m. – 1:30 p.m.

Location: XXXXXXXXXXXX

## **Program Schedule & Featured Luncheon Speaker: Masha Hamilton**

### GENERAL SESSION:

#### **“Modern Community Partnering/Marketing”**

*Janice Ridgeway, Head of Branches & Outreach Services, Cleveland Public Library, Cleveland, OH*

### ROUNDTABLES:

#### **“Planning a Contemporary Mobile Service”**

*Terry Sterling, Librarian Supervisor, Fresno County Library, Fresno, CA*

#### **“Maintaining a Modern Mobile Library”**

*Michael Swendrowski, President, Specialty Vehicle Services, LLC.*

#### **“Staffing for Prosperity”**

*Kathleen Mayo, Outreach Services Manager, Lee County Library System, Ft Myers, FL*

#### **“Collection Management”**

*Jody Olivieri, Homer Township Public Library, Homer Glen, IL*

#### **“Mobile Service Options”**

*Theresa Gemmer, Outreach Librarian, Everett Public Library, Everett, WA*

#### **“Marketing to your Target Communities”**

*Tena Wilson & Kacie Armstrong & Ali Boyd, Cleveland Public Library, Cleveland, OH*

### LUNCHEON:

#### **Lunch with Masha Hamilton**

*Author of “The Camel Bookmobile” – Published by HarperCollins*



## **ADDITIONAL INFORMATION**

Full handbook in electronic format may be found at: <http://ala.org/ala/olos>

For questions on this document or other resources on bookmobiles, contact:  
[olos@ala.org](mailto:olos@ala.org)

**APPENDIX I: OUTREACH TRAINING MANUAL (BY  
WELD LIBRARY DISTRICT)**

Outreach Manual

Information for Training

Explanation of Policies and Procedures

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The Weld Library District Outreach  
embraces the mission and vision of the Weld Library District.

***Mission Statement***

To provide free access to information, materials, and services to all residents of the District to stimulate ideas, advance knowledge, and enhance the quality of life.

## ***A Vision***

### **Our Patrons:**

- Are treated with dignity, respect, and consideration.
- Receive an exceptional level of customer service from the moment they walk in the door until they leave.
- Select from a diverse variety of library materials that reflect the communities' interests and values.
- Have access to up-to-date technology and receive assistance in using that technology.
- Can take advantage of learning opportunities to increase their skill and knowledge of technology.
- Enjoy a variety of quality programming for all ages.
- Have a positive library experience every time they visit one of our facilities.

### **Our Facilities and Equipment:**

- Are modern, clean, and well maintained.
- Are open and available to all people regardless of age, gender, sexual orientation, or physical limitations.

### **Our Staff:**

- Is enthusiastic about libraries, reading, and literacy.
- Is knowledgeable in their areas of expertise.
- Insists on going the extra mile to meet the needs of the customer.
- Continually looks for ways to provide better service to customers.
- Seeks solutions to problems in a positive, productive manner.
- Works as a team to provide an exceptional level of service to the customer.
- Is comfortable with technology and able to confidently assist customers with computer technology.
- Continues to learn and grow professionally as they take advantage of classes, workshops, and seminars offered by the Weld Library District, State/National Library Associations, and other agencies.
- Is proud to be employed by the Weld Library District

### **Our Community:**

- Benefits from the cooperative ventures developed by the Weld Library District and other local agencies, which support reading, education, and literacy.
- Enjoys the talents and abilities of Weld Library staff that represent the Library District at a variety of community-related activities.
- Is aware and appreciates the programs and services offered by the Weld Library District.
- Supports the Weld Library District through the Weld Library District Foundation.
- Feels enriched by the presence of the Weld Library District in their community.

### ***Outreach Roles and Services***

Outreach committed to serving as an effective extension of the Weld Library District by providing library materials and timely personal services to communities, neighborhoods, and individuals. Outreach operates in cooperation with other Branch and Member libraries in the Weld Library District service area.

Outreach provides popular materials in various formats and reading readiness material for children. Outreach provides complementary services to schools, day cares, preschools, assisted living centers and senior centers in areas where there are economic, geographic, or other barriers to access to Branch and Member libraries. It promotes and encourages future library use among its patrons.

The Outreach department is designed to meet the needs of all age groups and interests. These traveling libraries carry a wide variety of popular fiction and nonfiction, large print copies, and videos. The Outreach staff provides reference services, reserves titles, and facilitates Interlibrary Loan requests. We currently run a biweekly schedule year round. We travel approximately 10,000 miles per year to visit 50 to 70 different locations. These locations include rural communities without libraries, schools with limited libraries and/or limited access to public libraries, city neighborhoods, housing complexes, residential centers, day care centers and resource centers. In addition to running two Bookmobiles, deposit stations are located throughout senior centers and recreation centers in the Weld Library District service area.

Bookmobile service to Weld County residents expanded through the addition of a second bookmobile in 2000. The Bookmobiles serve as traveling neighborhood libraries with an emphasis on services and materials for children and senior citizens. A popular children's paperback collection has been established to allow a greater number of materials to be carried on the Bookmobile.

The Bookmobile carries collections of 4,000 to 5,000 books and non-print materials. Our emphasis is on fiction materials for both children and adults, with smaller non-fiction collections.

Outreach service to senior centers and community centers is provided through deposit collections located at centers outside the city limits of Greeley. The Bookmobile staff administers a rotating collection of materials.

The Outreach department participates in community events to provide a presence throughout the county.

Computer technology is a service on the Bookmobile. Patrons and staff have access to the District's on-line catalog and circulation system, as well as the Internet and other databases. Reference service to Bookmobile patrons is greatly enhanced through this computer technology.

***Emergency Procedures*****Weld Library District Bookmobile****Emergency Numbers**

Bookmobile Department	970-506-8640
Bookmobile Manager – Rita Kadavy	970-352-2120 (home)
	970-396-0384 (cell)
New Bookmobile Cell	970-302-8684
Old Bookmobile Cell	970-381-0351
Emergency	911
First Class Auto	970-330-9038
Road Information	970-356-7420
Weather	970-352-8080
Weld Library District	970-506-8550
Director - Janine Reid	970-506-8563

**STAFF ILLNESS**

Rita Kadavy (Bookmobile Manager) home 970-352-2120 or cell 970-396-0384

If a staff person is ill for the day, please call Rita and let her know so that she can get a replacement librarian. Please call before 6:30 a.m. if possible. If a staff person gets ill during the day, send the person home. Please contact the Bookmobile Manager if additional help is needed.

**ADVERSE WEATHER**

It is up to the driver to decide whether or not to cancel stops due to snow, ice, or other driving conditions. Listen to the radio and weather radio for updates. Always take the safety of the driver and passengers into consideration.

If the driver decides to cancel stops:

- 1) Call the Bookmobile Department (970-506-8640) to report the cancellation. Ask the Bookmobile Manager to notify all public service desks, so customers that inquire can be updated as to the status of the Bookmobile stop.
- 2) Contact the Bookmobile stops to let them know that the stops have been cancelled due to weather conditions.
- 3) Drive safely and carefully back to the library. Let the Bookmobile Manager know what stops have been cancelled so that it can be recorded for statistical purposes.

**AUTOMOBILE ACCIDENTS**

Treat an auto accident just like you would in your own vehicle. Be sure to get the other driver's name, vehicle registration, and insurance information. Our insurance card is kept in the overhead compartment in a folder above the driver seat.

If anyone is injured, call 911. Report this information to the Bookmobile Manager. If stops need to be cancelled, follow the procedure above under "Adverse Weather."



## FIRE

Get patrons off the vehicle immediately. Fire extinguishers are located in the front of the vehicle. If possible, use the extinguisher to put out the fire. If this isn't possible, get off the vehicle, and use a phone to call 911.

## TORNADO

In the event of a tornado, do not remain in the vehicle. If there is time, lock the vehicle. Seek shelter in a nearby building or house. If there is no shelter around, get into a ditch or under the vehicle.

## VANDALISM/THEFT

Greeley Police Department 970-353-6123

Weld County Sheriff 970-635-4015

In a case of vandalism or theft, call the police.

When in doubt, call 911. They will dispatch the proper authorities.

If there is doubt about whether or not to report an incident to the police, call the Bookmobile Manager or the District Director and have them make the judgment.

## VEHICLE BREAKDOWN

First Class (970-330-9038)

If the vehicle breaks down for any reason, call First Class. They will decide whether or not the vehicle needs to be towed immediately or if a maintenance person will be sent out.

If Bookmobile stops need to be cancelled, please follow the "Adverse Weather" procedure.

If the vehicle is alongside a road or blocking traffic and can't be moved, it should be towed. A staff member or the maintenance personnel will give staff a ride back to the library.

As in all cases use your best judgment when dealing with emergency situations.

Branch Library	Centennial Park Library	Lincoln Park Library	Carbon
Valley Library Bookmobile Services			
1939-61st Ave.	2227 23rd Ave.	919 7th St. Suite A	320
Maple St. #B	2227 23rd. Ave.		
Greeley, CO	Greeley, CO	Greeley, CO	Frederick, CO
Greeley, CO			
80634-7940	80634-6632	80631-3909	80530-7003
80634-6632			
970-506-8500	970-506-8600	970-506-8460	303-833-3510
970-506-8640			



Weld Library District

## INCIDENT REPORT

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Person Reporting

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Date & Time of Incident

### Section I

Describe incident

### Section II

Names, addresses of individuals involved

Names, addresses of witnesses

License numbers, year, make of vehicle

### Section III

Exact Location

Emergency personnel called . \_\_\_\_ Yes \_\_\_\_ No      Time  
called \_\_\_\_\_ a.m./p.m.

Name of responding  
officer \_\_\_\_\_

Signature of person making this  
report \_\_\_\_\_

(For specific policies, see the Weld Library District Personnel Manual)  
Weld Library District Bookmobile

## ***Opening Procedures***

### **Security System Procedure – Centennial Park**

Enter the building through the Employee Lounge Door entrance or through garage door area.

#### **TO DISARM THE SYSTEM**

If the system is activated, the red ALARMED button will be lit.

You have 30 seconds to disarm the system.

Enter the Code Number XXXX

If there is an error in your number, re-enter the number.

The alarm light will go off. The ready light does not have to come on.

If you need to call 1st Security, the number is: 1-800-443-8865

1st Security will ask for a verbal code which is WLD01. The 0 is Zero.

If you forget the number is it on the District Phone number list posted on the Bulletin Board. The code is at the bottom of the page of the middle column.

Check at the circulation front desk on the Bookmobile shelf to gather all books that are being returned to the Bookmobile Department.

Check the messages on the phone to make sure that we receive messages that may affect our schedule for the day.

### ***Preparation for Stop***

#### **Driver**

Check shelves on Bookmobile for completeness. If books need to be added, books can be pulled from shelves inside.

Stamp due date cards.

Check supplies on the Bookmobile (patron registration cards, library cards, bookmarks, etc.).

Complete the vehicle checklist for the day (oil, tires, etc.).

#### **Librarian**

Check request shelves to make sure all books on request have been put on the Bookmobile for patrons at designated stop.

Download information to laptops.

### ***At Stop***

#### **Check Out**

Make sure the laptop is in the check out mode.

Scan the patron's library card and make sure the card matches the patron.

Scan the book's barcode.

Place a date due card in the pocket.

#### **Check In**

Make sure the laptop is in the check in mode.

Scan the book's barcode. Information on last patron and item title will appear.

Remove the date due card from the book.

If no transit screen appears, return the item to appropriate shelf. If items are sent into transit, return them to the appropriate library bin in the mailroom. If the item goes to Centennial Park, take it to the front desk and place on the return cart.

### ***Conclusion of Stop***

Enter new patron information before uploading the laptops.

Transfer data from laptops to Horizon data base (CKI first and CKO second).

Process data (refer to page \_\_\_\_ for the transfer of data and processing).

Print exception report (holds, transits, address checks, etc.) and resolve as soon as possible.

Clear all downloaded information from laptops and shut down.

Place laptops back in their cases and return to storage space.

If laptops have worked remotely via satellite, the only step is to shut the laptops down, place them back in their cases return to storage space.

Reload the Bookmobile with materials as needed.

### *Closing Procedures*

The last person out of the building sets the building alarm.

#### TO ARM THE SYSTEM

The READY Light has to be lit to activate the system.

If the light is not on

Use the <> buttons to scroll the zones to identify the open door(s). Close any open doors.

If the open door is the roof hatch. Leave a note on the alarm saying Roof Hatch and do not activate the alarm.

When the READY light is on. Press and hold the AWAY button. Keypad will beep when the system is activated. It takes 3 seconds.

There is a two-minute delay from the time the system is armed to allow time to exit.

When you leave the building, the tone will go for a while.

EMERGENCY BUTTONS – PRESS BOTH BUTTONS FOR THREE SECONDS, the Fire Department and Police Departments will be called.

Remember that NO staff person should leave or enter the building alone after dark. It is also best that staff is never alone in the building with the exception of custodial personnel who should be sure all outside doors are securely locked.

***Procedures for starting the laptops***

- Take laptop out of case.
- Insert Verizon wireless card on the left side of the laptop.
- Put laptop on docking station.
- Turn computer on.
- Click on VZAccess Manager Icon. Verizon wireless should start on it's self, if it does not click on connect button in the upper left hand corner of the Verizon box.
- Once the Verizon box in the lower right hand corner comes up saying connected, minimize the VZAccess screen.
- Click on Remote Desktop.
- Click on connect.
- The Horizon screen will come on.
- Enter password.

***Shut down procedures***

- Exit out of Horizon.
- Click on VZAccess.
- Click on the disconnect button in the upper left hand corner.
- Wait for Verizon to disconnect, box will come up in bottom right hand corner.
- X out of VZAccess, right hand corner.
- Shut down computer.
- Take out Verizon wireless card.
- Put computer in case.

## ***PC Reliance***

### Check-in and/or Check-out

Choose File-Upload to Server – Click yes to continue with the upload process.

In most cases, the check-in laptop files should be uploaded first.

The Data Transfer Progress dialog box will appear.

If the upload was successful, it should display 0 errors when finished.

If upload was not successful, it will display # of errors. Tech Support should be called for assistance.

Once you have uploaded the transactions from each laptop to the server, you must process the transactions. You can process transactions from any terminal.

From the Horizon side menu, click on Circulation-Off-line Circulation Control Menu-Off-line Circ.

Upload Utility.

Highlight Reliance-enter and Process-enter.

A screen will appear with the number of processed check-ins and check-outs and the transaction numbers of exceptions. A note should be made of the exception transaction numbers.

To view the exception list, click on Off-line Circ Exception Report, enter the date and transaction numbers you wish to print. Once the report has come up, it can be sorted and printed.

If the upload process was successful (with no errors), click Yes. The files will be cleared.

If the upload process was unsuccessful (with errors), click No. The files will not be cleared.

If a problem should arise, call Tech Support at 506-8576

Once the laptop files have been uploaded, processed, and files cleared, the laptops can be shutdown and stored.



## ***Outreach Procedures***

### **Outreach/Bookmobile Holds**

The Outreach staff can place an item on “Bookmobile Hold” when a patron requests items on specific subjects. These items are pulled from either the Bookmobile or Centennial Park shelves. Items from other libraries should be placed on hold for a specific patron. Once you have the items in hand, the status of the items must be changed from “Checked in” to “Bkmh”. To do this, click on “Administration” and “Item Group Editor-Status Only”. Enter the barcode of the item. Click on “Edit” on the bottom of the screen. The status should then be changed to “Bkmh”. The items are then placed on the appropriate shelf for that stop. These items will remain on “Bookmobile Hold” until they are either checked out to the patron or they are checked in.

### **Books on Hold**

When hold materials are checked in, a message will appear on the screen indicating the library that has requested the item. Write down the requesting library on the yellow hold slip. If the item is for a bookmobile patron, include the patron name on the hold slip, the stop the item is to go to, and place a colored slip of paper into the pocket. This indicates that the item will need to be sent to another library when it is returned. Items for bookmobile patrons should be given to the librarian for that stop. Items going to other libraries should be placed in the appropriate library bin in the mailroom. If the item goes to Centennial Park, take it to the front desk and place on the return cart.

To extend the hold date for an item that is on hold for a bookmobile patron you need to access the patron’s checkout screen. Click on “Borrower” and “Requests” at the top of the screen. This will give you a list of items the patron has on hold. Highlight all items that have a date in the “Hld Exp” column that is before the next schedule stop for that patron. Click on “Edit” at the bottom of the screen. Enter the date of the patron’s next scheduled stop. If more than one item has been highlighted, it will ask you if you want to change a batch. You will need to answer “yes” and enter the new date. Place the item on the appropriate shelf for the stop.

### **Interlibrary Loan Requests**

Items that cannot be found in our database are called Interlibrary Loans. If a patron has such a request, fill out the Interlibrary Loan Request Form and send it to the Interlibrary Loan Department. They will make every effort to find the item for the patron. Once the item is found, the Interlibrary Loan Department will check it out to the patron and send it to the Bookmobile Department for delivery. These items are checked out for two weeks and must be returned on time. When Interlibrary Loan items are returned, they should be checked in and returned to the Interlibrary Loan Department.

### **Limits on Holds**

A limit of 5 reserves is allowed per library card. Library staff may override and place additional holds if necessary.

### **Limits on Checkouts**

If a patron currently has items 120 days or more overdue or lost items, the patron cannot check out additional materials.

#### Claims Returned Items

If a patron feels they have returned an item still showing overdue, please check the shelves to see if the item has been returned. If not, renew the item and encourage the person to continue to look for the item and assure him/her that we will do the same. If the patron indicates that they returned the item at another location or if the item is owned by another location, call that location and ask them to search their shelves. Renew the item at least twice before placing the item on "Missing" status.

#### Damaged Items

When an item is returned damaged, it should not be checked in. Return the damaged book to the Bookmobile Manager along with the patron's name and barcode. She will access the appropriate fee, generate a bill, and give the item barcode to Collection Development for discard. Once the patron has paid for the damaged item, it can be returned to the patron if they so wish.

#### Lost Item Payments

When a patron pays for a lost book, the money should be given to the Bookmobile Manager. She will mark the account paid and send a receipt. Please include the patron's name, barcode, title of the item, and cost of the item with the collected funds.

#### Material Repair

When checking in items, check for tears, loose bindings, missing pages, etc. When items are in need of repair, they should be changed to "Mending" status and placed on the designated shelf in the Technical Processing. To do this, click on "Administration" and "Item Group Editor-Status Only". Enter the barcode of the item. Click on "Edit" on the bottom of the screen. The status should then be changed to "Me". Any items that are no longer in the system should also be placed on the designated shelf. These items will then be handled by the Collection Development Department.

#### Reminder Notices

The Outreach Manager will oversee the preparation and mailing of notices on overdue library materials. This will be done on an as needed basis.

#### Returned Reminder Notices

When notices are returned due to address changes, the patron's record needs to be updated. In the Checkout screen bring up the patron's record. Click on "Borrower" and "Edit Borrower" at the top of the screen. Delete the first line in the address space and replace it with "XXX". "Save" and "Close" the patron's record. Click on "Blocks" and "Add Note" at the top of the patron's screen. Choose "Address Corrected Needed" and under "Comment" type in the old street address and city, a request for a new address, and your initials. This block will then appear on the patron's record the next time their record is accessed.

When the correct address has been obtained, replace the “XXX” with the correct address. In the Checkout screen bring up the patron’s record. Click on “Borrower” and “Edit Borrower” at the top of the screen. Enter the correct address. “Save” and “Close” the patron’s record. The “Address Corrected Needed” block should also be deleted. Highlight the block to be deleted on the patron’s record. Click on “Detail” at the bottom of the screen. Click on “Delete” on the bottom of the screen. You will be asked if you really want to delete this message, and you will answer “Yes”.

### ***Shelving Instructions***

Please note that with regard to the shelving instructions below, all books need to be opened in order to make sure that the book belongs to Bookmobile and to ensure that the date due card has been pulled from the item. If the item does not belong to Bookmobile, please check it back in and route it to the appropriate library if needed.

#### **Easy Fiction - Blue**

Easy fiction is shelved alphabetically by author's last name, first name.

#### **Juvenile Fiction - Red or Green**

Juvenile fiction red and green labeled books are shelved separately alphabetically by author's last name, first name.

#### **Easy and Juvenile Non-fiction**

Juvenile non-fiction is shelved first by the Dewey decimal number, then by author (last name then first name) and then by title.

Easy non-fiction is shelved first by Dewey decimal number, then by author (last name then first name) and then by title.

#### **Beginning Readers**

Beginning readers are shelved alphabetically by author's last name, first name on a special shelf after the easy fiction books with a blue alphabet sticker and an orange sticker on the spine that says "easy reader."

#### **Easy Readers**

Easy Readers are shelved alphabetically by author's last name, first name on a special shelf after the beginning reader books with a yellow alphabet sticker on the spine

#### **Spanish Books**

All Spanish materials are shelved along the west wall.

#### **Award Books**

Newbery books are shelved with the juvenile fiction and juvenile non-fiction with Newbery stickers on the spine.

Caldecott books are shelved with the easy fiction and easy non-fiction with Caldecott stickers on the spine.

#### **Holiday Books**

Holiday books are shelved with regular fiction and nonfiction. These books are pulled and distributed to the Outreach stops when it is close to a particular holiday.

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### ***Guidelines for Outreach/Bookmobile Collection***

The Bookmobile/Outreach vehicle will carry popular fiction and nonfiction materials. Juvenile fiction paperback books will be purchased if possible.  
Create a collection that is varied and responsive to patrons' needs.  
Providing the best possible collection for patrons

#### **Popular Materials**

Paperback books if possible (J fiction) / 4 copies of each

Popular non-fiction materials (500, 600, 700, popular biographies) / 2 copies each

Popular Easy Fiction Materials

#### **Weeding**

Weeding is an essential element that ensures the materials are useful and accessible. Print collection is limited by the space available to house it, and the collections should change over time to reflect changes in the community and the library's goals. Weeding is a periodic or continual evaluation of resources intended to remove items that are no longer useful from the collection. Weeding also finds gaps in the collection so that new purchases can be made creates space for those materials.

The CREW method: Continuous Review, Evaluation and Weeding will be used as a resource for weeding the collection.

The Weld Library District Outreach/Bookmobile has a combination of a separate children's collection and an integrated adult collection.

#### **Separate Children's Collection**

This children's collection is bought with budget money that is set aside for children's books. The Outreach branch houses a separate children's collection that requires space to house as materials are rotated on and off the vehicles. A separate children's collection allows the Outreach to stay current with popular children's books. With limited shelving space, the staff needs to weed consistently to keep the collection fresh.

Collection Development makes selections based on criteria that are set up for the Outreach Branch.

#### **Requirements For A Separate Collection**

1. A librarian who knows the Outreach/bookmobile collection and patronage and has time allotted to select materials.
2. A budget to purchase materials, in order to provide a well-rounded collection and respond to patron needs.
3. Technical support for acquisitions and processing of materials.
4. Access to the main library collection for any requests that cannot be filled from the Bookmobile collection.
5. Adequate space to house a wide variety of materials not currently located on the mobile units.

### Integrate Adult Collection

The integrated adult collection is one that is borrowed from the other branch libraries. These materials are borrowed for a period of a few months and then returned to the library for a fresh collection. An integrated collection requires the cooperation of branch libraries and Bookmobile staff.

Outreach staff will select material to meet patron's needs from the branch library collection.

With the integrated adult collection, holds for new materials are included with holds for all branches, so that Outreach patrons have the same waiting time as any other patron. Staff will borrow items from a branch or member library to fill specific patron requests. This helps reinforce the attitude that Outreach patrons are treated the same as main library patrons.

An integrated system allows the Outreach collection to change and be fresh each month. Borrowing from other branch libraries gives unlimited resources to draw upon. This lets the patrons have an endless supply of fresh stock for bookmobile shelves, deep and broad, from the large collections, selected by the Collection Development Department.

The Outreach staff uses a rapid-updating function to rotate items from the Branch libraries to the Bookmobile and back.

Popular Adult books have been put on a standing order list to ensure that Outreach receives current titles in a timely manner.

### Requirements For an Integrated Collection

1. A librarian who knows the Outreach collection and patronage and has time allotted to select and rotate materials from the main library collection.
2. Easy access to the main collection supplying the Bookmobile.
3. A computer system that easily allows a change of agency or location.
4. Access to the main library collection for any requests that cannot be filled from the Outreach collection.
5. Collection development librarians who are fully aware of the collection needs and incorporate them in their selections.

### ***Guidelines for Stops***

The Outreach schedule should be designed to place the mobile units where convenience, location and time will enhance use by patrons. It should reflect the role chosen for the Outreach service.

Outreach operates three schedules per year. New stops will be established at the beginning of one of these periods. New stops cannot be added during a scheduling period. Stops will be terminated at the end of one of these periods.

Winter/Spring: January 1 – May 31

Summer: June 1 – August 31

Fall: September 1 – December 31

### **Establishing Stops**

In adding a new stop, the following considerations will be made:

The stop must be within the Weld Library District's service area.

The stop will be evaluated as to how it reflects the mission of the Weld Library District.

Stops will be evaluated as to their priority level.

Sufficient staff and resources must be available to add the stop.

The stop must "fit" into the schedule geographically. Some stops may not be added if a nearby stop already exists.

There should be ample room to maneuver and park the Outreach vehicles while providing maximum accessibility to customers.

The stop should provide a sufficient level of safety as to not put staff and resources in jeopardy.

Stop placement should allow cellular equipment and other independent electronic equipment to operate consistently.

The stop must be able to be advertised/promoted by the library.

### **Evaluating Stops**

The following criteria may be used to evaluate current stops:

The stop must provide consistent usage of services.

The stop must show a good participation level (how many customers access the service).

The stop must provide the consistent return of library materials (in good condition).

The proximity to other stops, traditional library service, and deposit collections must be considered.

### **Terminating Stops**

Stops failing to meet the above guidelines may be in jeopardy of being dropped from the schedule. Contact will be made to notify the stop as to why it has been terminated and when the termination will go into effect.

***Timeline***

Winter/Spring:	January 1 – May 31
Summer:	June 1 – August 31
Fall:	September 1 – December 31

**August**

Contact stops and send them a packet containing the following:

Cover letter

Teacher information sheet

Schedule for class sign-up times

Posters to display

Registration cards for new patrons

Information needed from schools including the following:

School calendar

List of teachers and students in each class

Completed new patron registration cards (if possible)



### ***Weld Library District***

The Weld Library District was established in 1986 to improve library service to Weld County residents through the sharing of books, staff, and tax revenue. The District serves all residents of Weld County and covers a geographic area of almost 4,000 square miles. The Weld Library District is comprised of four autonomous member libraries in Ault, Eaton, Ft. Lupton, and Hudson; two contractual libraries in Johnstown and Platteville; and a branch library system that includes branch libraries in Greeley and Frederick, Bookmobile services, and book deposit collections placed throughout the county. The member libraries, contractual libraries, and the branch library system are each governed by their own separate board of trustees.

### ***Weld Library District General Policies***

In conducting its programs, the Library will maintain non-partisanship and objectivity to support the individuality of the citizens and will provide its service in an atmosphere of warmth and welcome. The Weld Library District will seek to understand the information needs and wants of all citizens and use every practical means to satisfy them in accordance with guidelines stated in the Library Bill of Rights and the Freedom to Read and Freedom to View statements of the American Library Association.

### ***Government of the Weld Library District***

The Library District derives its authority from the Current Colorado Library Law, Sections 24-90-101-107 et.seq.

The Library Board of Trustees is a vital link between the library district and the citizens of Weld County.

### ***Affiliation with Other Library Agencies***

The Library recognizes the importance of the Colorado State Library as a coordinating agency among libraries in the state and region and endorses the multi-type library system concept. The Weld Library District will, when appropriate, cooperate with all types of libraries to make the best use of public monies and provide optimum service.

### ***American Library Association Code of Ethics***

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decisionmaking. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We recognize and respect intellectual property rights.
5. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council June 28, 1995

### ***Library Bill of Rights***

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries, which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.

Amended February 2, 1961, and January 23, 1980, inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

### ***Confidentiality Statement***

The Board of Weld Library District recognizes that all members of the public are entitled to unrestricted private use of the informational resources of the Library. It is the responsibility of the library, its staff and the volunteers working on its behalf to make every reasonable effort to see that information about the patrons and their library activities and choices remain confidential. This will allow people to make full and effective use of library resources without being constrained by others potentially learning of their usage.

Therefore, the Board of the Weld Library District has endorsed the following guidelines concerning the disclosure of information about library patrons of any age.

No information regarding or including:

1. A patron's name (or whether an individual is a registered borrower or has been a patron)
2. A patron's address
3. A patron's telephone number, fax number, or e-mail address
4. A patron's borrowing record and its contents
5. The number or character of questions asked by a patron
6. The frequency or content of a patron's lawful visits to the library
7. The information supplied to a patron
8. The library's circulation records and their contents

will not be released without presentation of a court order or subpoena unless the cardholder provides written consent to library personnel (CRS 24-90-119). The financially responsible party for a cardholder may request and receive information concerning that record without written consent of the cardholder when the materials are at least 40 days overdue which allows for written notice to have been issued to the cardholder 30 days prior according to CRS 19-1-106 (at the point it becomes a misdemeanor). Only the number of items and the amount of the charges can be disclosed. Release of title information can only occur with written consent.

### **Confidentiality of Library Records**

The confidentiality of library patrons in Colorado is protected under the "Library Law" portion of the Colorado Revised Statutes, Privacy of User Records section, 24-90-119, which reads as follows:

1. Except as set forth in subsection (2) of this section, a publicly-supported library or library system shall not disclose any record or other information which identifies a person as having requested or obtained specific materials or service or as otherwise having used the library.
2. Records may be disclosed in the following instances:

- a. When necessary for the reasonable operation of the library;
  - b. Upon written consent of the user;
  - c. Pursuant to subpoena, upon court order, or where otherwise required by law.
3. Any library or library system official, employee, or volunteer who discloses information in violation of this section commits a class 2 petty offense and, upon conviction thereof, shall be punished by a fine of not more than three hundred dollars.

### ***The Freedom to Read***

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label “controversial” views, to distribute lists of “objectionable” books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens.

We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be “protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners

of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings. The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular with the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe, but why we believe it

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept with any expression the prejudgment of a label characterizing it or its author as subversive or dangerous

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channels by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires

of all publishers and librarians the utmost of their faculties, and deserves of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by: American Library Association  
Association of American Publishers

Subsequently Endorsed by:

American Association of University Professors  
American Booksellers Foundation for Free Expression  
American Society of Journalists and Authors  
The American Society of Newspaper Editors  
Anti-Defamation League of B'nai B'rith  
Association of American University Presses  
Center for Democracy & Technology  
The Children's Book Council  
The Electronic Frontier Foundation  
Feminists for Free Expression  
Freedom to Read Foundation  
International Reading Association  
The Media Institute  
National Coalition Against Censorship  
National PTA  
Parents, Families and Friends of Lesbians and Gays  
People for the American Way  
Student Press Law Center  
The Thomas Jefferson Center for the Protection of Free Expression



### ***Freedom to View***

The "Freedom to View," along with the freedom to speak, to hear and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.

To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.

To provide film, video, and other audiovisual materials, which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.

To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.

To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989

Endorsed by the ALA Council January 10, 1990

### ***Borrowing Privileges***

#### Loan Period

Most books and materials 3 weeks/ Outreach – 2 week checkout

Videos & DVDs 1 week

Express Books 2 weeks/no grace

Fast Forward DVDs 3 days

#### Borrowing Privileges

50 items may be checked out per patron

5 audio books

5 music items

5 videos/DVDs

Temporary patron cards expire in 90 days and are limited to 5 items. Users with an unverified address are limited to 1 item.

#### Renewals

Library items may be renewed as long as there are no requests for the materials. ...

can be made by calling the library

can be made online from your home computer

Videos/DVDs can't be renewed.

#### Requests

You may request an item that is checked out or available at another location within the District: Centennial Park Branch, Farr Regional, Lincoln Park Branch, Carbon Valley Branch, Ault, Eaton, Hudson, Johnstown, Platteville and Fort Lupton Public and School Library, Kersey and Community Health Resource Center.

#### Interlibrary Loan

[Interlibrary loan requests](#) may be made for any items not available from any of the above agencies.

#### Fines:

No fines for Bookmobile materials.

### ***Challenged Materials***

The Weld Library District actively supports and adheres to the Library Bill of Rights and abides by the laws of the State of Colorado and the U.S. Constitution concerning intellectual freedom. These laws and documents will be key factors in reconsidering materials.

Should an individual library user object to a specific item in the collection, the request should be handled in the following manner:

1. Staff will respond courteously, but make no commitment.
2. If the explanation of the selection policies does not satisfy the citizens, they shall be given the Request for Reconsideration form to complete and submit to the Library Director.
3. The Library Director and the Library Board will review the challenge and take appropriate action.
4. No citizen may reissue a complaint for the same material for three years.

## ***Circulation Policies***

### **Patron registration**

Anyone may obtain a library card. The card may be used at any one of the branches or member libraries (a list is on the front of the card itself). There are no restrictions to city, county, or state limits, as long as the person can present verification of address. Library cards are free of charge. They are entered into the patron status as a resident.

### **Verification**

A form of identification showing current address is required for a card. A driver's license, a piece of canceled mail with person's name and address, checkbook, voter registration, rent receipt, are all acceptable forms.

### **Unverified Users**

If individuals do not have a form of identification, or are temporary residents with no forwarding address, they may get a card with unverified status, which allows users to checkout one item.

### **Juvenile Cards**

Parents or legal guardians should be present when children (15 years and younger) apply for a card. The parent or legal guardian's identification then serves as proof of address for the child. If the parent or guardian cannot come with the child, an unverified card may be issued. An application for a library card may then be given to the child to take home. Once it is returned with a signature and proof of address, the card can then be changed to verified status.

### **College Students**

College students should show proof of current address.

### **Temporary Status**

Temporary cards are issued to people who will be in the area for a sort period of time and have a forwarding address. Cards are valid for 3 months, and can be renewed.

Temporary cards have a 5-item checkout limit and user can check out videos. Residents of shelters and treatment centers are given this status.

### **Homebound Status**

The Lincoln Park Branch handles homebound library service. Library staff schedules deliveries to homebound patrons, and patron cards are retained at the library.

Homebound books are checked out for a period of 4 weeks. Requests for homebound service should be referred to the Lincoln Park Branch. Applicants must show that they are homebound due to physical or other handicap, either temporarily or permanently.

### **Nonresident Status**

Users residing outside the High Plains service area should be given the nonresident status.

## Colorado Library Card Local CLC Policy

**Policy Statement:** The Weld Library District offers reciprocal borrowing privileges to non-district residents who are Colorado Libraries Collaborate! (CLC) program participants.

### Definition:

**CLC Borrower:** Anyone residing in the state of Colorado paying local taxes or fees for library service. This can be either publicly or through higher education. Residents who do not pay local taxes or fees are not eligible.

### Rules/Regulations:

CLC Borrowers must have a picture I.D., proof of address and their home library card to obtain a Weld Library District card.

Acceptable forms of picture I.D.: driver's license, passport, school I.D., or any other government-issued document showing a photo and borrower's name.

Acceptable forms for proof of address may include: driver's license, mortgage or lease agreement, or any "official" document with borrower's name and current address.

It is the CLC borrower's responsibility to be in good standing at his/her home library.

Cardholders not in good standing may not be eligible to borrow materials from the Weld Library District.

CLC borrowers will be informed about Weld Library District rules and policies and are responsible for understanding and abiding by them.

CLC borrowers are responsible for all materials checked out on their cards.

Any materials borrowed by a CLC borrower are subject to the Weld Library District's loan policies and due dates.

CLC borrowers may not request items via Interlibrary Loan (ILL).

CLC borrowers may check out 10 items at a time.

CLC borrowers may not have remote access to the databases that the Weld Library District subscribes to, per licensing agreements with the database providers. Any borrower may use the databases within the library.

Courier

There is a Weld Library District Courier that delivers books to all Member and Branch libraries on a daily basis. Books that are to be delivered to other libraries are to be placed in the bins that are located in the mailroom. Books that are delivered to the Bookmobile are put in a bin on the bottom shelf in the mailroom. Those books need to be brought to the bookmobile department and checked in.

#### WELD LIBRARY DISTRICT

#### COURIER SCHEDULE

Carlos begins at LP at 9 a.m. daily

MON	TUE	WED	THU	FRI	
LP	LP	LP	LP	LP	
CP	CP	CP	CP	CP	
FARR	FARR	FARR	FARR	FARR	
CP	CP	CP	CP	CP	
CHRL		CHRL			
LP	LP	LP	LP	LP	
EAT	EAT	EAT	EAT	EAT	
AUL	AUL	AUL	AUL	AUL	
KER		KER			
HUD	HUD	HUD	HUD	HUD	
FTL	FTL	FTL	FTL	FTL	
CVL	CVL	CVL	CVL	CVL	
ERI			ERI		
PLA	PLA	PLA	PLA	PLA	
JOH J	OH	JOH	JOH	JOH	
CP	CP	CP	CP	CP	
FARR	FARR	FARR	FARR		FARR
CP	CP	CP	CP	CP	
LP	LP	LP	LP	LP	

#### ABBREVIATIONS

LP-LINCOLN PARK BRANCH LIBRARY

CP-CENTENNIAL PARK BRANCH LIBRARY

FARR-FARR BRANCH LIBRARY

CHRL-COMMUNITY HEALTH RESOURCE LIBRARY-NCMC

EAT-EATON PUBLIC LIBRARY

AUL-NORTHERN PLAINS PUBLIC LIBRARY-AULT

KER-KERSEY PUBLIC LIBRARY

HUD-HUDSON PUBLIC LIBRARY

FTL-FORT LUPTON PUBLIC AND SCHOOL LIBRARY

CVL-CARBON VALLEY BRANCH LIBRARY

PLA-PLATTEVILLE PUBLIC LIBRARY

JOH-GLENN A. JONES PUBLIC LIBRARY-JOHNSTOWN

ERI-LORRAINE DAVID CHILDREN'S LIBRARY-ERIE

### ***Displays and Exhibits***

Displays and exhibits may be placed in the Library at the discretion of either the Director, Branch Manager, or Board of Trustees. Any display that is accepted may be requested to be removed at a later date because of space requirements or lack of interest.

Guidelines:

1. Displays should be of broad public interest.
2. Displays may not solicit funds.
3. Displays should encourage library use.
4. Displays are left at individual or organization's risk.
5. Exhibitors will check with the Public Information Coordinator concerning:  
Date for beginning and end of display;  
Subject of display;  
Phone number and address of person responsible for display;  
Waiver of liability for loss.
6. Displays must be set up during normal business hours.

The Weld Library District is not responsible for theft or damage, nor does it carry insurance to protect items loaned for display in its cases or in its exhibit area. Insurance is the sole responsibility of the lender. Individuals loaning items for exhibits at any branch of the Weld Library District must complete and sign "The Lender's Agreement." The Agreement must be signed before any loaned items are placed on exhibit. The lender will be given a copy of the signed agreement.

### **Guidelines for the Posting of Non-Library Materials and the Distribution of Non-Library Publications**

The Weld Library District's policies include statements regarding the Freedom to Read and the Freedom to View. In keeping with these statements, the library will accept materials from individuals or groups who wish to disseminate information to the library's patrons. The following statements have been prepared to provide the framework through which this process can be fulfilled.

#### **Posting of Non-Library Materials**

Single copies of notices, handbills, announcements and other materials may be posted on a first come, first served basis by designated library staff. Designated staff at each branch location are responsible for posting items on public information bulletin boards and marking items with the date of posting. A posted item will be removed no later than one month following the date on which it was posted.

#### **Distribution of Non-Library Publications**

The Library may accept and distribute non-library publications and other materials on a first come, first served, space available basis. The materials will be distributed only from tables/racks designated by the Library and in no other location in the Library. Non-library publications and materials remaining after one month may be discarded based on the timeliness of the information.

USE OF LIBRARY FACILITIES DOES NOT CONSTITUTE ENDORSEMENT  
OF THE MATERIALS OR EVENT BY THE WELD LIBRARY DISTRICT

Disposal of Books and Non-Print Materials ("Weeding")

The Weld Library District will make every effort to maintain a collection, which is relevant to the needs of the community. Removal of materials no longer useful is necessary to keep the collection current.

General Criteria for Removal

1. Physical appearance
2. Duplication
3. Dated material
4. Lack of use
5. Absence from standard lists, i.e., Public Library Catalog.

Materials removed, when in good condition, may be offered for sale to the public. Revenue from the sale of discarded materials will be used to support library projects sponsored by the Weld Library District Foundation.



### *Dress Code*

During the course of our day we are in constant contact with the public. Therefore, it is important to dress in a manner, which reflects professionalism. Not only do we feel better about our jobs, and ourselves but we portray a better image to the public.

Specifically, clothing should be clean. Here are some things to avoid while working in the public areas:

Sweats

Jeans – except for specific dates that will be identified by the Library Manager.

Currently you can wear jeans on Friday, Saturday, and Sunday, but only when wearing shirts bearing the district logo. Each employee is issued one of these shirts.

Sneakers

Bare Shoulder, back or midriff garments

Clothing can be appropriate without being expensive

It is understood that there are conditions under which you will need to wear more casual clothing. Examples might be weeding and discarding library materials, moving furniture, etc.

Always wear a smile.

### *Elements of Optimal Customer Sensitivity*

#### Maintain the Proper Customer Service Attitude

Put a smile on your face and in your voice.  
 Speak clearly and distinctly.  
 Have needed information handy.  
 Remain courteous, friendly, helpful and pleasant.

#### Respond to the Customer in a Prompt, Professional and Courteous Manner

Use a friendly greeting.  
 Identify yourself.  
 Offer to be of service.  
 Answer calls and letters promptly.

#### Establish a Mutual Interest with the Customer

Let the customer talk – emote – vent.  
 Probe for facts and information.  
 Make sure you understand the issue or concern.  
 Assist the customer in clarifying the problem.  
 Assist the customer in identifying needs, results and expectations.

#### Respond Appropriately to the Customer's Concerns

Let the customer talk.  
 Probe for facts and information.  
 Restate the problem and the desired result.  
 Provide an accurate answer...avoid being evasive.  
 Use understandable explanations...don't be vague.  
 Explain delays when they occur.  
 Refer to other people in the company when necessary.  
 Restate the solution  
 Express regret that the problem occurred.

#### Close Customer Contacts Pleasantly

Thank customer for his/her time.  
 Suggest the customer call back if new needs develop, the problem persists, or new needs occur/  
 Offer to re-contact customer.

## ***Emergency Procedures***

### **CENTENNIAL PARK BRANCH**

A lead person is scheduled to be in the building at all times. Questions or concerns should be directed to the Reference desk.

THE BUILDING IS NEVER TO BE CLOSED WITHOUT: (1) The Branch Manager and/or the Director's authorization or (2) authorization from a board member.

#### **Board of Trustees**

In September of 2005 the Weld Library District Board of Trustees approved a new Board Representation/Redistricting Plan. The new plan changed the boundaries from which Board members are selected. The new redistricting plan allows for one representative from each of the following areas, and one At-large member.

#### **Lucile Arnusch, At-large**

Maria (Nomie) Ketterling, Ault, Eaton, Pierce, Nunn; N-County Line S-US34 E-CR45 W-County Line

Brian Larson, Greeley, Evans, Garden City; N-S392 S-US34 E-CR45 W-County Line  
Jacqueline Maslowe, Mead, Johnstown, Milliken; N-US34 S-C66 E-US85 W-County Line

Ray Peterson, Gilcrest, Hudson, Keenesburg, LaSalle, Lochbuie, Platteville, Fort Lupton; N-CR 52 S-County Line E- County Line W-US85

William Farnum, Erie, Frederick, Firestone; N-CO66 S-County Line E-US85 W-CR45

Ron Baker, New Raymer, Kersey, Grover; N-County Line S-CR44 E-County Line W-CR45

#### **Computer Problems**

##### **Computer Support**

IT Staff – 506-8578

If a terminal is malfunctioning, post an "Out of Order" sign and direct patrons to other terminals. If a Circulation terminal malfunctions, try managing without it. If all Circulation terminals are down, use PC reliance.

#### **Bomb Threat**

Should a bomb threat occur, follow the procedure outlined on the Weld County Bomb Threat Checklist. A checklist should be under each and every phone within the library. REMEMBER – 90% of all bomb threats are designed to disrupt daily operations and DO NOT include an actual bomb. It is the department heads responsibility to decide in an evacuation of the building is necessary during incidents with bombs.

### Chemical Spill

If the spill occurs outside of the building, staff members should be advised to either stay in the building or how to avoid the spill if it is a low-level hazard. If a dangerous spill occurs inside the building, follow evacuation routes that will minimize any and all exposure to employees or library users.

### Emergency Exit Doors

There are four emergency exits at the Centennial Park library that will sound an alarm if the doors are opened. Two of these doors are located in the children's section (East and South walls), while the other two are located in the adult section (North and West walls).

If these doors are opened, an alarm will sound and it is important that a staff member investigates. In order to reset/arm the door, one must have access to an A-1 key, which is the same key that grants access to the building from the outside. If the alarm sounds, insert the key into the door and turn it clockwise to deactivate the alarm. Once the alarm has been deactivated, please make sure that the door is latched and then proceed to activate the alarm again. To activate the alarm, keep turning the key counterclockwise until you hear a small beep. That beep will let you know that the alarm has been reactivated.

Please note that these door alarms are not connected to the police or fire department while the building is occupied. The only time that our security service monitors these doors is after the general security system is set at night.

### Fire/Smoke

During a fire, follow evacuation signs posted along all escape routes and hallways leading to the outside. Always use stairwells to escape a fire. Never use the elevator during a fire. If the alarm goes off: Use the following Fire Alarm Procedures

### Fire Alarm Procedures

When an alarm sounds, the Building Manager or Reference staff in charge will check the zone display the panel in the mailroom and attempt to reset as per posted directions. The board will show where the alarm is activated. Turn off the alarm switch and the trouble switch. Inspect the zone of the alarm for signs of fire. The staff person will immediately notify staff in each department via the I/C voice line if it is a false alarm. If this clearance is not received, staff should escort all to the nearest exit; requesting they reconvene in the parking lot of the building for verification.

If you discover a fire:

Activate the fire alarm system and immediately notify other personnel about the fire.

Notify the fire department by call 911. Be sure to include:

Name

Building name and address (Centennial Park Library, 2227-23rd Avenue)

Location of fire in the building

Confine the fire or smoke by closing doors as you leave

Evacuate the area immediately.

Upon hearing the fire alarm, the Building Manager or Reference Staff, or his/her designee, will make certain:

The fire department had been called.

Make a general announcement using the telephone triage tree stating that an emergency situation exists and all departments are notified to evacuate the building to the designated area of refuge.

Exits are clear.

The circulation lead/reference staff will meet and direct fire fighters to the fire.

Staff is assigned to make sure all people are out of the building. **DO NOT MAKE ROOM-BY-ROOM SEARCH – THIS MAY CAUSE YOU TO BE TRAPPED BY FLAME.**

Staff is assigned to direct library users and employees to remain calm and proceed to exits and then to the designated area of refuge in the parking lot.

Staff is assigned to guard entrances to the building to prevent re-entry until the all clear is given by the fire department.

### Flood

As with all weather related emergencies, tune into KUNC 91.5 or other local media for any flash flood warnings that may be issued. All employees should be directed to the nearest high ground that is safe from floodwaters

### Hostage

During hostage situations, notify law enforcement agencies immediately and evacuate all other employees and library users from the area if possible

### Shooting

Any incident related with a firearm or any other deadly weapon, employees must leave the area immediately. Evacuation routes should be as far away from the incident as possible. Notify law enforcement agencies immediately and use the panic button/personal alarms located in each department or by Administrative Assistant's/Director's offices doors.

### Tornado/Severe Weather

The Weld Library District is equipped with a weather alert radio at each branch. This radio is set to receive and automatically play local weather warnings broadcast by the national weather service.

In case of threatening weather conditions:

Monitor radio reports available via the weather alert radio or KUNC FM 91. 5 or other local media and check weather conditions visually.

**Tornado Watch:** Indicates that under the weather conditions that exist, there is a potential for tornadoes to develop. If a tornado watch is declared, continue to monitor the weather alert radio and other local media.

**Tornado Warning:** Indicates a tornado had been sighted. If the facility is in danger, the Branch manager/Reference staff or his/her designee will alert library users and staff that they may take cover in designated safe areas of the building as shown on the evacuation map. You can only advise people to exercise caution. If they choose to take another action, it is their decision.

KEEP CALM. Your reaction will greatly affect the way the patrons behave.

The front doors are to be left unlocked so that the public can take refuge. The ramp from the meeting room is considered safe and some staff can remain there. However, if the storm is severe and you feel unsafe, go to the hallway that goes to the Computer Support/Marketing office. The Administration would rather risk losing materials than lives. If time permits, post a sign at the front desk – “storm warning in effect – Go to the Adult area for Shelter.”

If damage occurs staff will:

Notify the appropriate emergency and safety agencies

Assist any injured people to safety

Prevent others from entering the building until it is determined safe to do so.

#### Winter Storm Warnings

These are issued for communities that are likely to be severely affected by heavy snow, blowing snow and/or freezing rain. Each branch is equipped with a weather alert radio. This radio is set to receive and automatically play local weather warnings broadcast by the national weather service.

In the event of severe weather warranting closure of library facilities, the Director or a Board Member will notify departments that the library is closing down and employees will be sent home. Each department will notify its employees, volunteers and library users using standard procedures to reach people in the building. If the library is not going to open in the morning, the Director or P. R. Media person will notify KUNC FM 91.5 and other local media and that message will be broadcast.

FACILITY MAINTENANCE LIST FOR CENTENNIAL PARK  
CONTACT NAMES AND PHONE NUMBERS

MAINTENANCE 1386 WORK	BOBBY ARELLANO 506-8573	CELL 302-  HOME 330- 1137
CARPET	IN HOUSE	
MATS	CINTAS (Changed every two weeks)	352-2233
ELECTRICAL	ECKSTINE ELECTRIC	785-0601
ELECTRIC CO.	EXCEL ENERGY	800-895-1999
ENTRY DOORS	A&M GLASS	352-6248
FIRE ALARM SYSTEM	API (24 hr/day)	303-799-9189
GAS COMPANY 6185	ATMOS (Emergency)	1-800-622-
HEATING/AC	TRANE FT. COLLINS	970-490-1052
LAWN CARE	SWEETS LAWN SERVICE	284-5646
PLUMBING	EXPERT MECHANICAL	303-792-5858
RECYCLING	WASTE NOT RECYCLING	834-2898
ROOFING	FRONTRANGE	353-2322
SECURITY	FIRST CLASS SECURITY SERVICE FALSE ALARM	339-2449 352-3662
	This contact handles smoke, fire, personal and armed doors, but not “noisy” alarmed doors in adult or children’s areas.	
SNOW REMOVAL 1196	ACTION SNOW REMOVAL	346-
GARY CELL	371-7539	
Clears parking lot ONLY after 2-3” of snowfall. Staff does sidewalks.		
TELEPHONE 4507	QWEST If you cannot cal out or in, call Maggie	352-

TRASH REMOVAL  
6124

BFI

352-

For other questions/concerns, check the Safety Manual for advice.



***Fees***

There Is No Charge For The Following Services:

Initial user card for the Weld Library District

Use of Internet access computers, personal computers, software, and typewriters

Check out of circulating library materials

Fees For Other Services:

Computer Disk	\$1.00/ea.
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Computer Printing (Black & White)	\$0.10/page
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(Color, if available)	\$0.25/page
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Paper	\$0.10/page
-------	-------------

Photocopies	\$0.10/page
-------------	-------------

Overdue Fees:

All items	\$0.10/per day (maximum fine of \$5.00 per item)
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Interlibrary Loan	\$1.00/per day (maximum fine of \$10.00 per item)
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Videos, Express Books	\$1.00/per day maximum fine of \$5.00)
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Up to 50 pages per ILL request will be copied free of charge, \$.10/per page black & white, \$.25/per page for color and for additional copies thereafter.

Account sent to debt collection processing	\$10.00
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Damages:

Replacement library card	\$0.50
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Audio Kit Bag	\$0.75
---------------	--------

Book Jacket	\$0.75
-------------	--------

Cassette Case (single)	\$2.50
------------------------	--------

Cassette Case (double)	\$2.60
------------------------	--------

Cassette Case (multiple)	\$3.50
--------------------------	--------

CD Case	\$1.00
---------	--------

Fees For Miscellaneous Damages

Including Minor Stains and Scribbles	\$1.00
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Missing Barcode	\$1.00
-----------------	--------

Video Case	\$1.00
------------	--------

RFID regular tag	\$0.50
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RFID media tag	\$1.00
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Lost Items:

The list price will be charged for all lost items. No refunds will be given for paid materials. Items that have been lost for more than 6 months will not be accepted.

Patrons may not check out additional materials or renew overdue materials when existing and accrued fines reach \$5.00 or when an individual has a lost

### *Gift and Donation Policy*

The Weld Library District encourages community participation by accepting gifts of money, time and talent to enhance the programs of the Library District. Donations to the Weld Library District may be tax deductible. The valuation of gifts of tangible personal property and gifts-in-kind shall be the responsibility of the donor.

Books, pamphlets, periodicals, audiovisual materials

☐ The same principles of selection applied to materials purchased by the Library District shall apply to donated library materials. The District will keep materials only if they can be of active value to the collection.

☐ The Weld Library District reserves the right to offer materials to other public libraries in the District or other publicly funded agencies, sell them at its book sale, or otherwise discard them.

Gifts and monetary donations

☐ Donors may indicate preferences for the types of materials to be purchased. However, the library staff is ultimately responsible for the selection of gift materials and will base their decisions on the guidelines set forth in the collection development policy and the mission and goals of the Weld Library District.

☐ Gift materials purchased in memory or in honor of an individual shall not be housed in special collections. However, individuals may designate gift materials to a specific branch.

☐ The Weld Library District encourages potential donors to make monetary gifts through the Weld Library District Foundation. These gifts will be used to enhance the programs and resources of the Weld Library District. (For more information about Weld Library District Foundation, contact Nancy D'Albergaria, Development Coordinator at 970-506-8565 or [ndalberg@weld.lib.co.us](mailto:ndalberg@weld.lib.co.us))

Volunteering

☐ Individuals are encouraged to donate their time and talents to the Weld Library District. (For more information about volunteer opportunities contact Jennifer Hottinger, Weld Library District Volunteer Coordinator at 506-8562 or visit the Weld Library District website at [www.weld.lib.co.us](http://www.weld.lib.co.us) and click on Volunteers.)

Revised March 15, 2004

## ***Internet Use***

### **Public Access**

The Weld Library District is pleased to offer public access to the Internet, a computer network that allows users to access information shared by other computer users worldwide.

While the Internet greatly expands access to information, it contains information that may be inaccurate, outdated, or offensive. Patron use of the Internet carries with it the responsibility to evaluate the quality of the information accessed. For more accurate and reliable online information, the Library District provides subscription databases. The library staff is available to assist users with these resources.

Parents, guardians, or caregivers, not the Weld Library District are responsible for the Internet information selected and/or accessed by their children. Parents wishing to limit their children's Internet access through the library are advised to supervise their children's Internet sessions.

Internet resources are provided equally to all library users. Computers may be used by patrons during regular library hours. Patrons should read the "Guidelines For Internet Use" at the Weld Library District web page (<http://www.weld.lib.co.us>).

Library staff cannot provide in-depth training concerning Internet computer jargon, searching, or personal computer use. However, the District offers a variety of classes for patrons who wish to register for such instruction. A schedule of classes is available on the Weld Library District web page (<http://www.mylibrary.us>).

Misuse of the Internet Access Computers will result in loss of computer privileges. Such misuse includes, but is not limited to, use of the Internet access computers to obtain, transmit, or display photographs, images, or drawings which are in violation of the Federal Protection of Children Act; violation of the Federal law prohibiting the transportation of obscene matters for sale or distribution; or violation of the Colorado law prohibiting the display of sexually explicit matters in an establishment frequented by children.

## Adult Area

Patrons can use the Internet at Lincoln Park and Carbon Valley for a maximum of one hour by signing up at the Circulation Desk. At Farr Branch and Centennial Park, patrons can use the Internet for a maximum of one hour, signing on at the computer station. At Farr, if all Internets are in use, please make reservations at the Copy Center. If you are more than five minutes late for your appointment, your reservation will be cancelled.

Maximum of two (2) users per station.

Please monitor your time and vacate the station promptly when asked to do so.

Library staff is able to provide general assistance, but will not provide in-depth help or training on Internet stations. Misuse of this service, including accessing information in violation of any federal, state or local regulation or violating the privacy of other library users, will result in loss of user privileges. Please read the “Public Access to the Internet” policy statement located on the District’s Homepage under Internet Resources.

## Children’s Area

Internet access in the children’s libraries at the Farr, Centennial and Lincoln Park Branches is limited to Yahoooligans, a child-friendly search engine that helps children narrow and defines their Internet searches. Children may also use the Internet station in the adult section of each library provided that they follow the same guidelines that apply to adults.

As with all materials in the library, any restriction of a child’s access to the Internet is the sole responsibility of the parent, guardian or caregiver. Parents are encouraged to work with their children to develop rules for the use of the Internet.

Parents and children interested in learning about the Internet may want to review the section Child Safety on the Internet located on the Weld Library District’s Homepage ([www.mylibrary.us](http://www.mylibrary.us)) under Internet Resources.

### ***Meeting Room Procedures***

When scheduling the Meeting Room, please remember the following:

No group may book the meeting room for consecutive days or have more than one open reservation at a time without the approval of a supervisor or the branch manager.

Check the meeting room calendar for availability of the meeting. (Allow at least ½ hour between meetings for set up) Write the time of the meeting, blocking time with arrows; list the name of the organization, and the name and phone number of the contact person in the calendar book. Then fill out the full “set-up” sheet while you have the contact person on the phone (i.e. room set up, beginning and ending time of the meeting, etc. and write your initials on the form in case there is a question about the set-up). File the set-up form in date order in the folder at the circulation desk

If a new group is wanting to use the meeting room, make sure that the contact person knows that he/she must fill out a meeting room policy form which will be filed in the circulation area. Also, tell the person that there is a \$35.00 deposit for the use of the meeting room.

People may not use the room for private parties or to sell anything.

If you have any questions, please ask a supervisor.

### ***Patron Rights And Responsibilities***

The Weld Library District supports the rights of all individuals to:

- ☐ Use the library without discrimination
- ☐ Receive friendly, courteous and respectful service
- ☐ Have free and equal access to information
- ☐ Have a clean, comfortable and pleasant environment
- ☐ Use the library undisturbed without threat of harm, invasion of property, or interference

The library is for everyone's enjoyment. The following guidelines for individual conduct are essential to ensure respect for all individuals who use this public facility:

To ensure a clean, comfortable and pleasant environment:

- ☐ Individuals must not deface or improperly remove library materials, equipment, furniture or buildings.
- ☐ Individuals should consume food only in authorized areas.
- ☐ Report equipment malfunctions to library personnel.

To ensure that children have a safe, productive and fun library visit:

- ☐ Parents/guardians, not library staff, are responsible for the safety and behavior of their children at all times while using the library.
- ☐ Children 8 years of age and younger should not be left unattended in any area of the library.
- ☐ At the discretion of a parent/guardian, children older than 9 may use the library, unaccompanied, for a reasonable period of time. Library appropriate behavior is expected.

To allow for the safety of all individuals:

- ☐ Sidewalks outside and passageways indoors must remain obstacle-free
- ☐ Individuals should park bicycles and/or other vehicles only in authorized areas.
- ☐ Use of skateboards, roller blades, roller-skates, or scooters are not allowed on library premises.
- ☐ Large backpacks, bedrolls, or other large bulky items block aisles and should not be brought into the library.
- ☐ Individuals should not bring animals into the library except as required by persons with disabilities.

To ensure individuals' right to use the library free of disruption, individuals must refrain from:

- ☐ Disturbing others with loud or boisterous conduct.
- ☐ Soliciting or panhandling on library premises.
- ☐ Using profanity or obscene language that is directed at another person.
- ☐ Smoking inside library facilities.
- ☐ Using alcoholic beverages or illegal drugs.

The following also guide individual behavior to ensure minimal disruption of others:

- ☐ Cell phones and pagers should be answered promptly. Individuals should speak in low tones and keep conversations brief.

☐ Individuals should abide by the Weld Library District's Acceptable Use of the Internet Policies which can be located at [www.weld.lib.co.us](http://www.weld.lib.co.us)

## ***Public Information Policy***

The following Public Information Policy has been developed to ensure that the community receives consistent and accurate information about library policies, procedures, programs and services, and to ensure that the best possible image of the Weld Library District is presented to the public.

### **Media Contact**

All contact with the media regarding the Weld Library District will be arranged through the Public Information Office. Contacts made by the media with the Weld Library District Branch System will be directed to the Public Information Office. The Carbon Valley Branch Manager will coordinate with the Weld Library District Public Information Office when contact is made in the Tri-Town area. Letters to the editor designed to speak officially for the library will not be submitted by library staff without prior review and approval of the Public Information Office.

### **Speaking Engagements**

Speaking engagements made by library staff on behalf of the library will be coordinated through the Public Information Office prior to the presentation so a professional and consistent message can be delivered.

### **Library Promotional Materials**

All library promotional and informational materials (handouts, brochures, etc.) designed to be disseminated to the public must meet standards of quality established by the Weld Library District. Library managers will be responsible to see that such promotional and informational pieces of material that are produced by or for their respective departments meet library standards of quality and are approved by the Public Information Office.

### **Emergency Situations**

In an emergency situation, official statements to the public and media will be made by the Director of the Weld Library District, the Public Information Coordinator or a Branch Manager placed in charge of the library.

If it is necessary for library staff to provide the public with information about a specific issue, library administration will inform staff what is to be said and generally provide a script or bullet points to help in answering questions.

In the event that the library has to be closed due to weather or an emergency situation, the Public Information Office will contact designated media outlets after hearing from the District Director.

### **Tours**

Tours are given to interested individuals, organizations, school groups and librarians. Assigned branch representatives may schedule tours at their own facilities. Tours provide an overview of all departments and explain what services are provided to customers from each area.

### **Reference Question/ Directional Question**



## DEFINITIONS

### Reference Transaction

An information contact, which involves the knowledge, use, recommendations, interpretation or instruction in the use of one or more information sources by a member of the library staff. The term includes information and referral services. Information sources include printed and non-printed materials, machine-readable databases (including computer-assisted instruction), catalogs and other holdings records, and through others both inside and outside the library. When a staff member uses information gained from previous use of information sources to consult again during this transaction.

### Directional Transaction

An information contact which facilitates the use of the library in which the contact occurs and which does not involve the knowledge, use any information sources other than those which describe that library, such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions include giving instruction for locating within the library, staff, library users, or physical features, etc., and giving assistance of non-bibliographic nature with machines

### EXAMPLES:

Spelling	Reference
Directions to bathroom	Directional
Census	Reference
Computer Instruction	Reference
Location of Large Print	Directional

### *Sample Situations*

#### Examples of Responses

A parent wants to know what books his/her child has checked out.

If there are no overdue items, the parent may not have access to the record unless the child had given written or oral permission. If there are overdue books, the parent may be given the number of overdue books but no titles without written or oral consent of the cardholder. If the parent has the child's card, they may access the information through the PAC terminals.

A patron wants to renew books over the phone. The caller is obviously not the cardholder.

Renew books but do not give out the titles or any other information. If a book cannot be renewed because it is on hold or has been renewed before, tell the caller that the cardholder may call back and request the titles if necessary.

Someone is checking out materials on a card that is obviously not his/hers and requests the information concerning a previous checkout.

The person having the card in his/her possession, even if not the cardholder can check out materials since the card contains the statement "I accept responsibility for all materials charged to this card and will report the loss of card immediately". However, no information about the cardholder or previous records or fines can be released.

A parent requests information on a child's record and the child is with him/her.

Ask the child if it is permissible for the parent to see the record. If yes, have the child request the information directly or remind the parent that he/she may access this information directly through the PAC terminals if he/she had the child's card. A special message note may be placed on the child's screen, stating that the cardholder/child has given their consent for us to release the information on their library card to mom or dad.

A person phones and asks us to page someone in the library.

Explain that we do not have a paging system. If the caller would like to leave his/her name and phone number, we can offer to give that information to party being located. If time permits, we can offer to look for him/her. When the party being located responds to staff person, he/she is acknowledging that he/she is using the library and giving up any privacy concerning that use at that particular time. (At discretion of supervisors, "emergencies" may be an exception to this procedure.)

6. A parent wants to get a card for child not in attendance.

Only a parent or legal guardian should get an unsigned card for an individual and take it to him/her to be signed. The patron must be entered as an unverified individual. We are trusting that person is who he/she says he/she is.

7. A teacher wants to get cards for their students to use when they take a field trip to the library.

We cannot acknowledge whether or not a child has a card. However, the teacher may be given forms for the parents to complete (patron registration forms) and return to the teacher with some form of address verification (i.e. piece of delivered mail). The children can acknowledge having a library card and therefore give up the rights to privacy as seen in #1 on this list. The teacher may also verify the student's address by checking it against school records also.

8. Someone wants to pick up a hold book for someone else.  
A person other than the patron who requested it, if the patron knows the title of the item may pick up an item on hold.

Accepted 3/94

***Telephones***

Making a call:

Lift handset and dial extension number for an inside call

or

Lift handset and dial “9” for an outside line.

Transferring calls to an extension:

Transfer button.

Enter extension number or press programmed extension # on the phones at the front desk.

Transfer button.

Transferring calls to a voice mailbox:

Press VM Transfer button.

Enter Extension of mailbox.

Placing calls on hold:

Press the Hold button.

Press page button and announce “<Person’s name>” you have a call on extension <state your extension>”. Only use Page if you don’t know where that person is located.

Picking up a call on hold from another extension:

Lift handset and press Pickup button.

Enter extension number to pick-up.

Accessing voice mail: (for those phones with extension only)

Press Voice Mail button.

Dial password followed by the # sign.

Follow the prompts to get messages or record new greeting.

Accessing your voice mail from different locations:

Press Voice Mail button.

Enter #\* at password prompt.

Enter mailbox extension followed by the # sign.

Enter password followed by the # sign and follow the prompts.

Setting up a voice mail greeting: (on the phone at that extension number)

Press Voice Mail button.

Enter your security code followed by the # sign. The default security code is 1234, using #\* to check voice mail from a remote location.

Press 2 to change your greeting.

Follow the menu options to record your greeting. You may record up to 7 messages.

When you complete your messages, have reviewed it, and are satisfied with it. Press 9 to save.

Sample voice mail message

Hello. This is \_\_\_\_\_. I (We) are not able to answer your call right now.

Please leave a message with your name and number and I (we) will respond as soon as possible. If you wish to speak to an operator now, dial 0 (zero). Thank you.

To program extension numbers in:

Press Menu button on the 12-button phone.

Push button under program.

Select extension numbers for the appropriate programmable button.

Exit to finish

### ***School Presentation***

Thank you for letting us come to \_\_\_\_\_ Elementary and explain what we do. The Bookmobile is a Branch of the Weld Library District that is housed in Greeley at the Centennial Park Branch library. The Bookmobile provides public library materials and services to area residents who would otherwise have limited access to this valuable community resource. We run a year round, biweekly schedule and travel approximately 10,000 miles per year and cover a large percent of Weld County's 4,000 square miles. The bookmobile visits rural communities, schools, city neighborhoods, housing complexes, residential center, day care centers and resource centers.

What the Bookmobile has available:

Students must have a signed registration card or library card in order to check out books. The Bookmobile staff will hand out the students' cards at the beginning of the school year. Any students not receiving a card should check with the Bookmobile staff about problems. We ask that the teacher keep the students' cards during the school year and return them to the Bookmobile at the end of the school year.

Space is limited on the Bookmobile, so we ask that you send five to six students from your class at a time.

Students may check out up to five books at a time or a lesser amount at the request of the teacher. We ask that they bring their books back before getting new ones.

Teachers can request books for their class by calling one week ahead of our scheduled stop or by providing a list of what is needed.

Packets will be provided to each school with information with phone # and email addresses. The Bookmobile staff can be reached by phone at 970 506 8640 or by e-mail at [bookmobile@weld.lib.co.us](mailto:bookmobile@weld.lib.co.us)

We are able to check student records, access the card catalog, and place holds with our enhanced satellite capability.

Ask for questions from them!

*Check List*

Stop	School Calendars		Class List		Packet		Poster	
	Called	Received	Called	Received	Mailed	Delivered	Mailed	Delivered
Briggsdale School								
Cardinal Academy								
Galeton Elementary School								
Gilcrest Elementary School								
Highland Elementary School								
Hoff Elementary School								
Lochbuie Elementary School								
Milliken Elementary School								
Pawnee School								
Pete Mirich Elementary School								
Platte Valley Elementary School								
Prairie School								

WELD LIBRARY DISTRICT  
BOOKMOBILE  
2227-23RD AVENUE  
GREELEY, CO 80634  
970 506 8640

August 16, 2004

The Bookmobile staff would like to thank you for allowing us to bring the Bookmobile to your school. We realize that our stops require special arrangements within your already busy day, and we appreciate your cooperation.

We are looking forward to the coming school year and welcome all of you to use the Bookmobile. Enclosed are materials for your school and teachers explaining our procedures and the services that are available.

By providing books to young people we hope we are building library users for the future.

Sincerely,

Rita F. Kadavy  
Bookmobile Manager





## TEACHER SHEET



The Bookmobile staff can be reached by phone at 970 506 8640 or by e-mail at [bookmobile@weld.lib.co.us](mailto:bookmobile@weld.lib.co.us)

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Space is limited on the Bookmobile, so we ask that you send five to six students from your class at a time.

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PLATTE VALLEY ELEMENTARY  
BOOKMOBILE SCHEDULE  
2007-2008

Monday -- 8:45 am – 2:45 pm

Primary Grades	Intermediate Grades
1-2-3	4-5-6

8:45		
9:15		
9:45		
10:15		
10:45		
11:15		
11:45		
12:15		
12:45		
1:15		
1:45		
2:15		

In order to accommodate your students as efficiently as possible, we ask that one primary grade (1-2-3) and one intermediate grade (4-5-6) be scheduled on the Bookmobile during each time slot. Please show the teacher's name and grade level.

Please remember that we need a half-hour lunch break if we stay at your school all day.

If for any reason you can't come to the Bookmobile during your scheduled time, please let us know as soon as we arrive at your school so that we can reschedule your class.

Space is limited on the Bookmobile, so we ask that you send five to six students from your class at a time.

Thank you for your cooperation. See you in September.