

Policy Type: **Operational**

Policy Number: **O-13**

Policy Title: **Outreach Policy**

Policy Reviewed: November 2021

Effective: January 2022 - December 2024

1. PURPOSE

1.1 The Windsor Public Library Outreach Policy is intended to provide guidelines for the provision of library outreach services. Library outreach provides information, invites public discussion, encourages curiosity and creativity, plus promotes the Windsor Public Library beyond the library walls.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act, R.S.O.1990, C.P44* as amended 2019, CH14, Sched.12, provides governance and management of public library services in Windsor, and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 The Windsor Public Library Board endorses the *CLA Statement on Intellectual Freedom* and takes no position on the views, ideas or opinions expressed.

2.3 The Outreach Policy reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

Windsor Public Library Mission Statement “The mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain.”

Windsor Public Library Values Statement - Lifelong Learning and Literacy “We believe the passion for reading and learning should be shared.”

2.4 This policy applies to all employees, volunteers and agents.

3. DEFINITIONS

Outreach - defined as the act of promoting the Windsor Public Library and extending public library resources and services to a wider segment of the community outside of the library. Mobile units such as bookmobiles and e-bikes are used to deliver outreach services to the community. The mission of the Windsor Public Library mobile unit is to “enrich the community by delivering information, technology, resources and services to Windsor residents where they live, work and play”.

Digital Outreach - online activities, presentations or events promoting Windsor Public Library services and resources or platforms other than those operated by Windsor Public Library, i.e. virtual class visits.

4. GUIDELINES

4.1 The Windsor Public Library Board considers outreach to be an integral part of its mission and strategic priorities. Library outreach extends the Windsor Public Library into the community and provides an alternate location for people to learn and obtain information.

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4.2 The Windsor Public Library will:

- a) Make available resources and services through community outreach;
- b) Select outreach locations based on the interest and need of the neighbourhood or event;
- c) Offer outreach for children, young adults, adults, special needs customers, seniors and families;
- d) Use outreach to promote interest in, and the joy of, reading and lifelong learning;
- e) Make outreach available free of charge except for fundraising events to benefit the library;
- f) Make outreach open to all, based on a first come, first served basis;
- g) Make available a process for customer feedback and expressions of opinions / concerns about outreach;
- h) Participate in cooperative outreach with other agencies, organizations, institutions or individuals.