

Library services to outlying areas policy

APPROVED: Board of Supervisors

Date: January 22, 2008

Section: 8100 revised

1. The Mohave County Library District is committed to providing library services to areas of Mohave County currently not served or underserved by Branch Libraries. Library service options are established and maintained in outlying areas as citizen interest is expressed and as resources are available. The District encourages the use of District or County owned space when available. Donated space and lease space will be utilized when other options are not available.
2. Requests for library services can be made by local library Friends groups or other responsible community groups to the District Library Director, County Supervisor or Citizens' Advisory Board Library Committee members. The District Library Director will work with the community group, Supervisor, and Citizens' Advisory Committee to develop a written recommendation as regards library service needs.
3. Formation of Friends' group or other liaison group: Communities requesting library services are encouraged to organize a core group, such as Friends of the Library, to work with the District to formulate goals, plans, and expectations for library service, serve as liaison during the application process, and provide volunteer support.

With the approval of the Board of Directors, the District will provide "pre-service" consultations which may include:

- A. Assistance in preparing and submitting a written proposal for services.
 - B. Assistance in forming Friends groups and other volunteer groups to support the library.
4. Participation in the District is based on the following criteria:
 - A. Structure and governing system – Arizona's county free library districts are established under Arizona Revised Statutes, Sections 11-901 and 48-3901 through 48-3905. The County Board of Supervisors is the "Board of Directors" of the District. In 1988 the Library Board of Directors established a Citizens' Advisory Committee to recommend, support and advise the Library Board of Directors on all matters pertaining to the operation and development of Mohave County Library District, through the Library Director. Membership of the Advisory Committee is composed of two members appointed by each of the Board of Supervisors, two for each Supervisorial District, to serve the term of each Supervisor.

- B. Provision of all library service to Mohave County is established through resolution by the Mohave County Board of Supervisors sitting as the Board of Directors.
- C. All branches and other services to outlying areas are under the governing structure defined by the Arizona Revised Statutes and as adopted by the Library Board of Directors. A firm commitment by the applicants to be affiliated with and bound by the rules and procedures promulgated by the Library District is of primary consideration. The same standards, policies, and procedures are applied to other library services where they are offered in outlying areas.

5. The following criteria are set forth as guidelines for the establishment of library services to outlying areas:

A. Bookmobile: Bookmobile services are designed to provide patron access to library resources within those portions of Mohave County where convenient access to existing branch libraries is not available. Service is focused on targeted populations (i.e., youthmobiles, seniormobiles, etc.) or geographic areas beyond city and community library limits as schedule allows.

- i. Bookmobile units will be provided and maintained by the Library District. The Library District will establish the schedule for all mobile units.
- ii. Bookmobile Service Priorities: The following types of stops will be considered in the following order of importance:
 - iii. Outlying Communities: Service to communities at the far reaches of the library service area.
 - iv. Educational Facilities: Stops meant to provide supplemental library services to schools with limited media centers or collections.
 - v. Facilities/Housing for the Aged and/or Disabled: Those unable to visit the library due to physical/mental disability. Stops include adult care facilities, retirement homes, and developmental industries.
 - vi. All bookmobile services are without charge unless items borrowed are lost or damaged.
 - vii. All library collections, including books, AV material, and other items are available to bookmobile patrons on the same basis as to all other patrons, except where the bulk of items precludes delivery by vehicle. Reference material will be copied and brought to bookmobile patrons from other library locations.
 - viii. Circulation rules and procedures, including limits on number of items, and rules for getting a library card will be the same as for all other patrons.

ix. Stops will be scheduled for the convenience of patrons based on a quarterly monitoring of demographics, growth and use patterns, levels of need and public demand.

x. Patrons will be informed of stops. This will include a minimum of:

- Printed schedules arranged for the ease of patrons, not staff
- Posters at or near stops

B. Books by Mail Service: This service provides library materials to those who are physically unable to leave their homes and cannot utilize traditional or Bookmobile service. Deliveries (and pick-up) of library items incur no charge to the patron.

i. Criteria for Books by Mail Service:

- Permanent physical disabilities which prevent an individual from coming to the library. A doctor's certificate may be required.
- A temporary physical limitation or illness which prevents an individual from getting to or using the library. A doctor's certificate may be required.
- Severe mobility problems which prevent an individual from coming to the library.

ii. Material will be selected to meet individual needs.

C. Request Line: This service allows patrons, with a phone call, Internet e-mail message or a request form accessed from the MCLD Internet home page, to ask a reference question and/or to reserve a book in the collection to be picked up at a specific site or mailed through the Books by Mail service. Responses are delivered by mail, telephone, or a returned e-mail message. The initiation of a request would incur no charge to the patron.

D. Community Libraries: For those areas where a permanent physical presence is required and the preceding options will not adequately meet the local needs for library service.

Level 1: For those areas demonstrating high levels of activities, including circulation, number of patrons and attendance at routine programming. Hours of operation will be no less than 20 hours per week, with additional staff hours as needed for paperwork and planning. A regular part-time community coordinator (no less than 24 per week) is necessary to accomplish the work at this site.

Level 2: For those areas demonstrating minimal levels of activities, including circulation number of patrons and attendance at routine programming. Service hours will be no less than 15 hours per week, with additional staff hours as needed for paperwork and planning. A regular part-time coordinator (no less

than 20 hours per week) is necessary to accomplish the work at this site. All newly established community libraries shall begin services at this level.

1. Community Libraries will provide popular collection materials (both print and non-print) in conjunction with patron access to periodicals and basic reference tools. Appropriate supplies and shelving will be provided.
2. Communities can provide expanded collections, facilities, volunteers, furnishings, supplies, etc., at their own expense after coordination and approval by the District in compliance with the Donations of Money and Goods Policy, Section 9230.
3. Community Libraries will provide patrons with access to stand-alone, networked, and world-wide information technologies.
4. Community Libraries will provide patron convenience services inclusive of photocopying, printing, and word processing capabilities.
5. It is recommended that Community Libraries be housed in library-owned facilities of at least 1,000 square feet of usable space.
6. The Library District will provide library staff and necessary training for Community Library activities as outlined above.
7. Community Library hours are recommended by the District Library Director with approval of the recommendation from the Citizens' Advisory Committee. Public Service hours must be approved by May of each year for the following fiscal year; approval will be conditional on the availability of funds to support the requested hours of operation.
8. The Library District will evaluate the service levels within the communities and recommend alternative services as appropriate.

All aspects of each such proposed request for library services will be explored and considered carefully by library staff who will forward recommendations to the Citizens' Advisory Committee and the District Library Board.

Criteria for determining the best service for any one area will include the size of the community to be served, the apparent long term support within the community, and the growth prospects of the community requesting the service.