

Mobile Media Services Priorities and Guidelines

Mission statement

The Franklin County Public Library's Mobile Media Services (Bookmobile and Library Express) deliver library services to persons who are not served or who are underserved by traditional branches because of physical, economic, social, geographic or other barriers. Mobile Media Services provides library materials and services to people of all ages.

The Bookmobile and Library Express are committed to serving as an effective extension of the Franklin County Public Library by providing library materials and timely personal services to communities, neighborhoods and individuals.

The Bookmobile is committed to promoting early childhood literacy development by providing services and age appropriate materials to daycare providers and elementary schools. The Franklin County Library also believes that school media centers are essential for supporting the curriculum needs of a school; the bookmobile will not be used to supplant those efforts. The Bookmobile provides complementary services to schools and will target schools in areas where there are economic, geographic, or other barriers to student access to the traditional library.

The Bookmobile is a branch of the Franklin County Public Library system and you can use it similarly to a fixed branch. Materials borrowed from the Bookmobile can be returned on the subsequent visit. Materials borrowed from the Bookmobile can be returned to it or any of the other branches. Likewise, materials borrowed from other branches can be returned to the Bookmobile. You can also renew materials on the Bookmobile or request specific titles that you can pick up at the next visit to your stop. The Bookmobile does not carry cash or

accept riders. The Bookmobile is a wireless hot spot and provides internet service during its stops.

Bookmobile Service priorities

- Outlying communities with limited access to an established library.
- Senior/Care/Youth facilities.
- Community Events.
- Provide information to people of all ages and abilities for their recreation, education and lifelong learning
- Introduce non-users to library collections and services
- Conveniently provide popular materials in a variety of formats that will increase library use and encourage a lifelong desire to read
- Support mini-branches and pre-school outreach
- Increase visibility of the library and the Friends of the Library by generating a positive image throughout the entire community

Guidelines

Stops range from 30 to 180 minutes depending on usage and need. The schedule will be arranged to provide optimum and visible service to the largest number of residents as efficiently as possible.

Criteria to establish, modify, or discontinue bookmobile stops

Due to limited staffing, operating hours, and budget constraints, the bookmobile cannot visit all areas of potential need. The following criteria are typically used to select bookmobile stops.

- Bookmobile stops must be within the Franklin County Library service area.
- The stop should reflect the mission of Franklin County Public Library Mobile Media Services
- Potential stops will be evaluated and selected according to their service priority.

- Sufficient staff and resources must be available to add a stop.
- The stop must provide ample room to maneuver and park the bookmobile on a level, solid parking area.
- The stop must provide maximum accessibility and safety for customers and staff; and sufficient parking area for patrons.
- Population density and proximity of other library facilities or stops will be considered in establishing or continuing bookmobile stops.
- Maximum efficiency of bookmobile routes and travel time throughout the area served will be considered in adding new stops.
- Easily integrate into the existing schedule.
- The stop can be advertised and promoted by the Library
- Preference is given to visible locations that are community centers and/or provide other community services.
- The Bookmobile schedule will be adapted to respond to usage of service including circulation, door count, reference questions, and other library services.
- Stops are evaluated in an ongoing basis. The library reserves the right to cancel/change/move a stop at any point if it feels the arrangement is not the best use of library resources in order to allow service to other areas.

Library Express

The Library Express service seeks to provide library materials to Franklin County Residents who are unable to visit the library according to the criteria below.

Library Express delivery includes the selection of materials by library staff and delivery of those materials by library employees.

Eligibility

If you live in Franklin County and are restricted to your home temporarily or permanently because of illness, disability, or related issues, you may use the Franklin County Library Express service.

- To receive services, you must be a homebound resident of Franklin County and unable to visit the library due to physical disability or chronic illness.
- Residents are to be considered homebound if they have a condition (due to illness or injury) that restricts their ability to leave their place of residence, except with the aid of a supportive device such as crutches, canes, wheelchairs, and walkers, the use of special transportation, the assistance of another person or if leaving home is medically contraindicated. In most circumstances, if a resident drives he/she would not be considered homebound.
- You'll also need a library card in good standing to receive services. If you do not currently have a library card, we can sign you up for one.
- Library materials are delivered once a month, at present based on a seasonal schedule.
- There is no charge to participate, if eligible. Because we schedule pick-up of materials, there are no overdue fines. However, you are responsible for the care of library materials and for ensuring they are available at the scheduled pickup time and location. If you lose or damage materials, you will be charged the cost of the item.