



EMBEDDING OUTREACH SERVICES MANAGER IN YOUR OUTREACH

KIRSTEN HENAGIN, ADULT SERVICES MANAGER

PRESENTATION OVERVIEW

Our Outreach Services

Past & Current Procedures

Outreach Services Manager
 Setup & Demo



OUR OUTREACH SERVICES



DAYCARE DELIVERY

Monthly delivery to daycare sites and centers



SENIOR DELIVERY

Monthly delivery to senior living facilities

Only service using Outreach Services Manager



OFFSITE PROGRAMS

Daycare storytime
Offsite book clubs
Pop-up library events
Little Red Reading Bus
route



PROMOTIONAL

Tabling & Presentations

PAST PROCEDURES

Procedures

- Paper binder per site
- Visited all sites on different days and times of day
- Staff selected materials haphazardly
- Staff brought ~40 items a visit

Challenges

- Heavily manual process
- Paper-based
- Siloed information
- Not tailored to patron
- Lost patron's special requests
- Hit or miss patron satisfaction

CURRENT PROCEDURES

Current

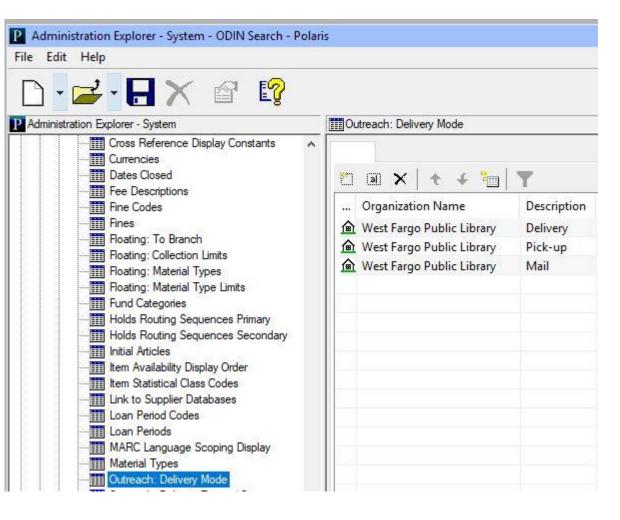
- Centralized visit days
- Each patron completes an intake form with preferences
- Preferences managed in ORS
- Patrons can request items and provide feedback on items

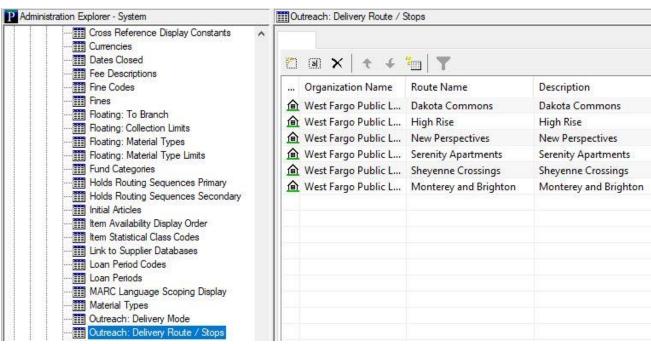
Achievements

- Modernized process
- Reduced paper use
- Tailored to individual patron

Challenges

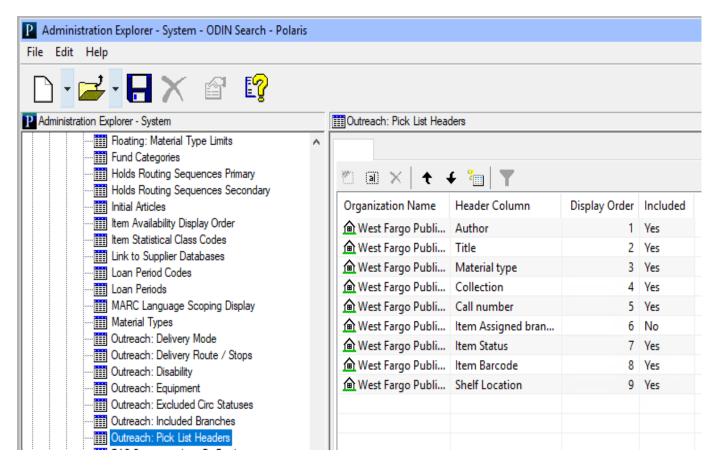
- A few Polaris bugs
 - Search / generated lists
 - Notes
- Learning curve of new process





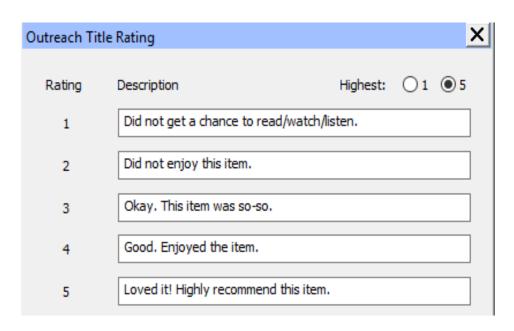
- Outreach Delivery Mode (Left)
- Outreach Delivery Route & Stops (Above)

File Edit Help



D - 2 - 1 X @ 19 P Administration Explorer - System **Outreach:** Excluded Circ Statuses Cross Reference Display Constants Currencies Dates Closed * a × + + * T Fee Descriptions Organization Name Circulation Status Excluded Fine Codes Fines Mest Fargo Public Library Available No Floating: To Branch Mest Fargo Public Library Bindery Yes Floating: Collection Limits Mest Fargo Public Library Claim Missing Parts No Floating: Material Types Mest Fargo Public Library Claim Never Had Floating: Material Type Limits Fund Categories Mest Fargo Public Library Claim Returned Yes Holds Routing Sequences Primary Mest Fargo Public Library EContent External Loan Holds Routing Sequences Secondary Mest Fargo Public Library In-Process Initial Articles Mest Fargo Public Library In-Repair Yes Item Availability Display Order Mest Fargo Public Library In-Transit Yes tem Statistical Class Codes Link to Supplier Databases Mest Fargo Public Library Loaned Loan Period Codes Mest Fargo Public Library Lost Yes Loan Periods Mest Fargo Public Library Missing Yes MARC Language Scoping Display Mest Fargo Public Library On Hold Yes Material Types Mest Fargo Public Library On-Order Outreach: Delivery Mode Outreach: Delivery Route / Stops Mest Fargo Public Library Out-ILL No Outreach: Disability Mest Fargo Public Library Returned-ILL No Outreach: Equipment Mest Fargo Public Library Routed Outreach: Excluded Circ Statuses Mest Fargo Public Library Transferred Outreach: Included Branches Mest Fargo Public Library Unavailable Yes Outreach: Pick List Headers PAC Community Limit By Display Mest Fargo Public Library Withdrawn Ves

- Outreach Pick List Headers (Above)
- Outreach Excluded Circ Statuses (Right)



- Patron Profile
- Processing Items for One Patron
- Processing Items for Multiple Patrons
- Reader Ratings
- Reporting

REPORTING OPTIONS

| ame | Туре | Date Modified |
|--|--------|-------------------|
| All ORS Patrons | Report | 4/12/2022 7:51 AM |
| Item Circulation Statistics for ORS | Report | 4/12/2022 7:51 AM |
| ORS Rated titles | Report | 4/12/2022 7:51 AM |
| ORS Rated titles by patron | Report | 4/12/2022 7:51 AM |
| ORS titles not rated | Report | 4/12/2022 7:51 AM |
| Outreach Service Pick List by Date of Next Service | Report | 4/12/2022 7:51 AM |
| Outreach Service Pick List by Delivery Mode | Report | 4/12/2022 7:51 AM |
| Outreach Service Pick List by Route | Report | 4/12/2022 7:51 AM |
| Patron Circulation Statistics for ORS | Report | 4/12/2022 7:51 AM |

QUESTIONS?



Kirsten Henagin
Adult Services Manager
Kirsten.Henagin@westfargond.gov
701-515-5207