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

POLARIS OUTREACH SERVICES MANAGER (ORS)

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

POLARIS OUTREACH SERVICES MANAGER (ORS)

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

POLARIS OUTREACH SERVICES MANAGER (ORS)

POLARIS OUTREACH SERVICES MANAGER (ORS)

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

REPORTING OPTIONS

Available Reports:

Name	Type	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?

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