

Pembroke Public Library



Policy Type:	Operational	Policy Number:	OP-19
Policy Title:	Extension Services	Initial Policy Approval Date:	May 17, 2018
Motion #	23:26	Last Review/Revision Date:	September 21, 2023
		Year Of Next Review:	2027

Purpose:

This policy details the Extension Service program provided by Pembroke Public Library.

Definitions:

Extension Service program – the selection and delivery of Library materials to eligible residents of the City of Pembroke and the Township of Laurentian Valley who, for reasons of restricted vision or mobility, or short or long-term injury or illness, are unable to use the regular Library facilities.

Membership & Use:

1. Patrons wishing to enroll in the Extension Service program must complete an application form and selection form (See form *PPL - OPE - FOR - 17 Application for Extension Services*).
2. Patrons registered with Pembroke Public Library's Extension Program through a partnership with local retirement residence will have their representative from the retirement residence sign each patron's Extension Services application form.
3. A representative from the retirement residence will act as a liaison between the residence and the Library.
4. The Library staff responsible for Extension Services will then contact the patron to verify application information and initiate the service.

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5. Upon registration, a special Library account will be created for the patron and his/her Library card will be kept on file at the Library.

Borrowing:

1. Materials are selected by Library staff based on the patron's personal reading profile. See Appendix 2.
2. Patrons are able to borrow all Library materials that are designated as circulating.
3. Materials will be delivered to patrons on a regular or predetermined basis.
4. To renew Library materials, patrons must notify the Library.
5. Renewals may not always be possible. If this is the case, the material must be returned on the original due date.
6. Materials are to be returned on the date of the next delivery, unless a renewal request has been made and approved.
7. To suspend the Extension Services for any reason, patrons must inform the Library.

Late Fees:

1. Extension patrons do not accrue fines for material returned late.
2. In the event that items are lost or not returned after 90 days, Extension Services may be halted and/or terminated.
3. Bill letters for unreturned items may be presented to the patron.
4. Fees for billed materials will be waived upon return of the items.
5. The residence representative will be responsible for locating items not returned after 90 days.
6. The representative is responsible for maintaining communication with Pembroke Public Library's appointed Extension Service coordinator(s).

Delivery:

1. Staff members or volunteers will deliver materials on a regular basis.

Extension Services (Continued)

2. Extension Services volunteers are guided by the *Volunteer Program (VOL-01)* policy.

Extension Services (Continued)

Appendix A:
Application for Extension Services Program

Surname	First Name	Initial
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Address	Postal Code	Telephone #
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Date (YYYY/MM/DD)	Email (optional)
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Family member/friend who may be contacted if we are unable to reach you:

Name	Relationship	Telephone #
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Signature of Borrower/Caregiver

☐ I have read and agree to the terms and conditions for the Extension Services program.

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Appendix B:
Library Material Selection Form

Please check off the types of GENRES that you enjoy:

GENRE	✓	GENRE	✓
Romance		Non-Fiction	
Mystery		Science Fiction	
Gentle Reads		Suspense/Thriller	
Historical Fiction		Western	
Mysteries		OTHER:	
Christian Fiction			

Favourite Authors:

The Library has several MAGAZINES available. Please check any that you would be interested in receiving:

TITLE	✓
Good Times	
People	
Prevention	
Reader's Digest (Large Print)	
OTHER (specify type):	

Extension Services (Continued)

Please check off the TYPE of library item you are interested in receiving.
Then, in the QUANTITY column, please specify how many of these items you would like to receive:

TYPE OF LIBRARY MATERIAL	✓	QUANTITY
Regular Print Books		
Large Print Books		
Paperback Books		
Hardcover Books		
Magazines		
Audiobooks (on CD)		
DVDs		
Blu-Rays		
Music CDs		
No Preference		

Please indicate any of your DISLIKES:
