

Outreach Library Vehicle (OLIVE) Team Library Board Report

June 21, 2018

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1) Outreach Library Vehicle Team Charter

This team's purpose is to develop policies and procedures governing the use of the newly acquired Outreach Library Vehicle with the goal of expanding outreach to underserved communities and engage in proactive and formal community outreach to the citizens of McKinney.

Expected Results:

- 1) Recommendation and creation of specific policies governing the use of the outreach vehicle including guidelines for reserving and requesting visits.
- 2) Recommendation and creation of procedures guiding acceptable use of the outreach vehicle.
- 3) Recommendation and creation of a preliminary outreach vehicle travel schedule.
- 4) Recommendation of appropriate routes from libraries to outreach locations to accommodate for speed limits and traffic.
- 5) Presentation of new Outreach Vehicle policies, procedures, schedule, and routes to the Library Advisory Board for the May 2018 meeting.

This team is facilitated by Mike Smith. The team members are Marci Chen, Laura Compton, Holly Malone, and Trevor Naughton.

The Outreach Library Vehicle Team has the full support of the MCKPLS Leadership Team to do what is necessary to achieve the results outlined in this charter, with independent action using a wide variety of resources and methods guided by R.I.S.E. values and the library's Operational Vision document.

The following documents are final drafts that will evolve with the new Library Outreach Team.

2) Outreach Library Vehicle Policy

Mission statement

The McKinney Public Library System's Outreach Library Vehicle (OLIVE) extends library service to unserved or underserved people who cannot easily access traditional library facilities because of physical, social, geographic or other barriers; and engages with the broader population by having a visible library presence at city and community events.

Description of vehicle

The Outreach Library Vehicle is a low-speed, electric-powered vehicle (Polaris GEM eL XD) modified to house a mobile, pop-up library. The vehicle includes built-in shelving and storage bins for books, side panels which open to provide awnings on both sides of the vehicle, onboard WiFi to power outreach devices and technology, and additional storage area for larger items used in outreach such as tents, tables, and chairs. The following limitations apply:

- One driver and one passenger may be transported.
- Maximum vehicle speed is 25 MPH. State law prohibits the vehicle from operating on streets with a posted speed limit of more than 45 MPH. Roads with heavy traffic patterns, significant need to brake and accelerate, and roads upon which speed limits are frequently exceeded should be avoided.
- Roads with hazards such as sharp turns, uneven surfaces, moderate-to-severe inclines, and unpaved/off road driving are not appropriate for the vehicle.
- Operating the vehicle in inclement weather (rain, fog, sleet, or snow) and at night is not recommended.
- The vehicle requires frequent recharging using a standard electrical outlet. Destinations far from the home base of the vehicle and/or without access to electrical outlets may not be feasible.

Service priorities

1. Service to communities with limited access to our library facilities
2. Service to underserved populations such as seniors, long-term care facilities, youth facilities, and low-income housing or neighborhoods
3. Community events, both city-sponsored and other, which will expose new users to the services of McKinney Public Library System

Criteria to establish, modify, or discontinue outreach visits

- The Outreach Vehicle makes regular visits to certain locations to reach underserved people, as well as one-time visits to events or community gatherings.
- Individuals representing communities may request regular outreach stops or one-time events using the Request for Outreach Vehicle form. Requests should be made at least 4 weeks prior to the event.

- Stops are 30 to 180 minutes depending on usage and need. The outreach schedule will be arranged to provide optimal service to the largest number of residents as efficiently as possible.
- Outreach destinations must be within the McKinney city limits and accessible within the constraints of the Outreach Vehicle. Safety of outreach staff, volunteers, and visitors is paramount.
- The Outreach vehicle operates with two staff members at all times. Volunteers may be enlisted to assist with visits. Sufficient staff and resources must be available to add a stop.
- The stop must provide ample room to maneuver and park the Outreach Vehicle on a level, solid parking area.
- The stop must provide maximum accessibility and safety for visitors and staff, and sufficient parking areas for visitors.
- Population density and proximity of library facilities or stops will be considered in establishing or continuing bookmobile stops.
- The outreach vehicle will gather usage statistics including library cards issued, checkouts, visits, and program attendance.
- Consistent return of library materials in good condition is required.
- The outreach vehicle does not accept payments for library fines, lost or damaged material, or non-county resident fees.
- The outreach schedule will be reviewed annually. McKinney Public Library System reserves the right to discontinue stops which are not in line with the service priorities of the outreach program and which do not meet the criteria established in this policy.

Route Considerations

- Route considerations are based on staying consistent to the vehicle's service priorities, while maintaining realistic, legal, and navigable driving routes from the vehicle's home base, Roy and Helen Hall Library. Venues with an established library relationship were recommended for priority consideration due to existing lines of communication and ease of planning while trial runs were evaluated and modified when needed.

3) Proposed Initial Routes

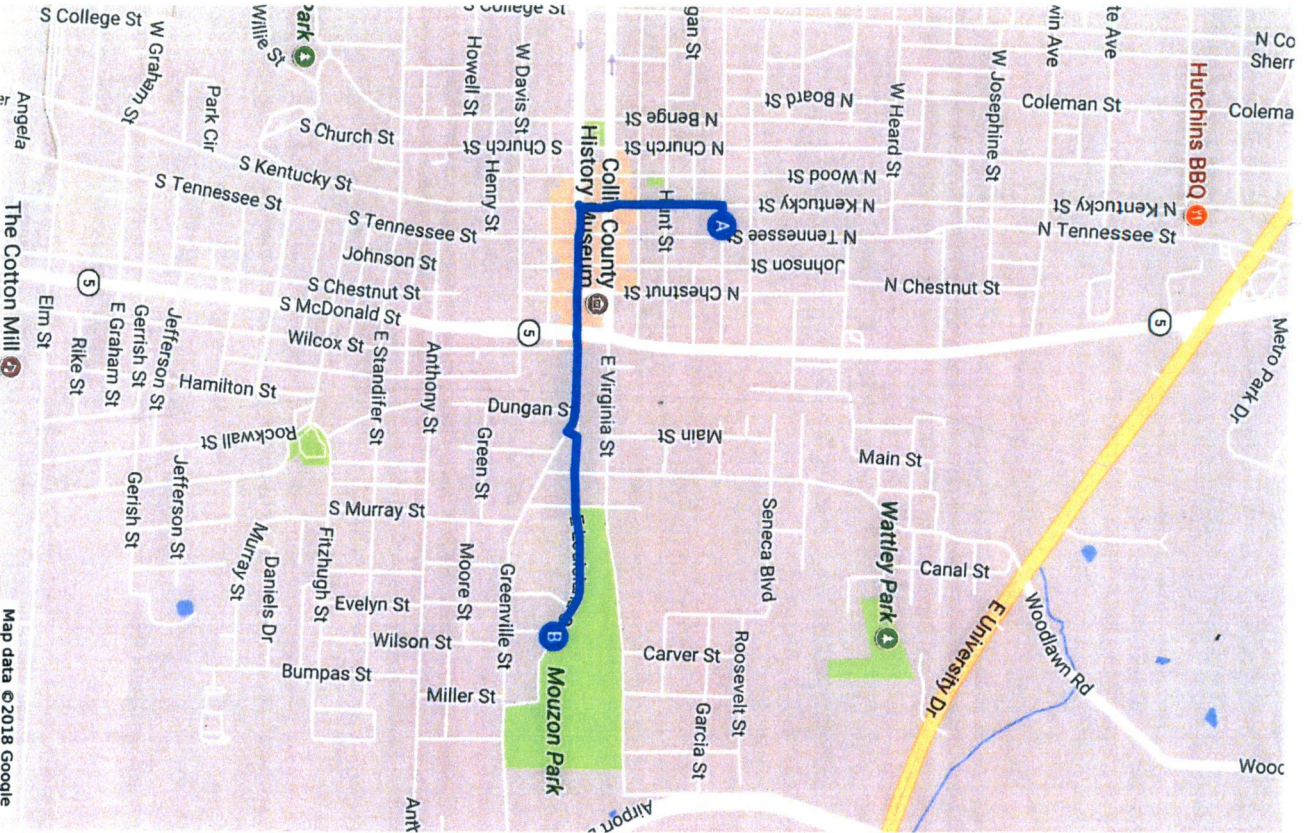
Library Outreach Vehicle Team

Hall to Old Settlers

Directions from 110 W Lamar St, McKinney, TX 75069, USA to 109 Wilson St, McKinney, TX 75069, USA

- A** 110 W Lamar St, McKinney, TX 75069, USA
- B** 109 Wilson St, McKinney, TX 75069, USA

6 minute drive
* takes driver through downtown



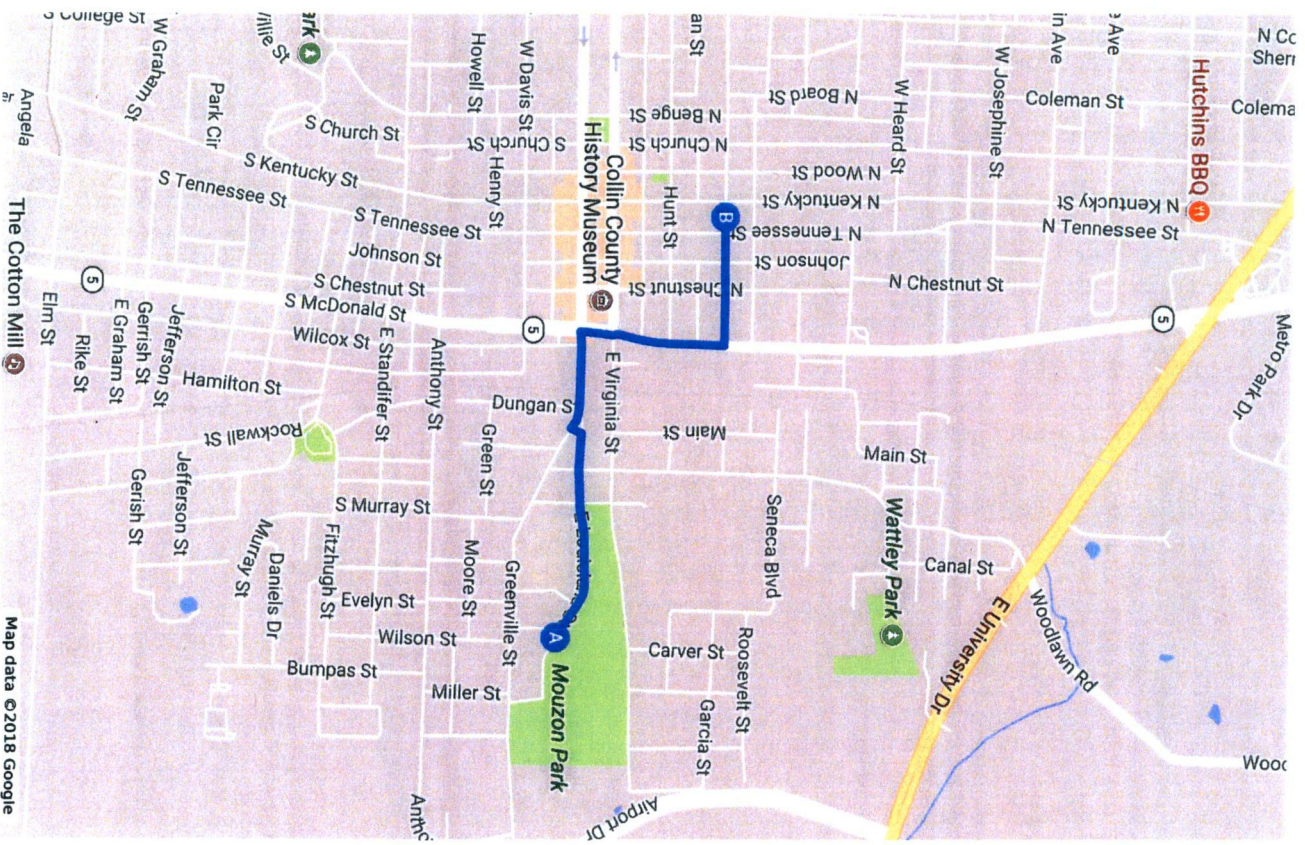
Old Settlers to Hall

Untitled layer

Directions from 1200-1298 E Louisiana St, McKinney, TX 75069, USA to 103 E Lamar St, McKinney, TX 75069, USA

- A 1200-1298 E Louisiana St, McKinney, TX 75069, USA
- B 103 E Lamar St, McKinney, TX 75069, USA

6 1/2 minutes



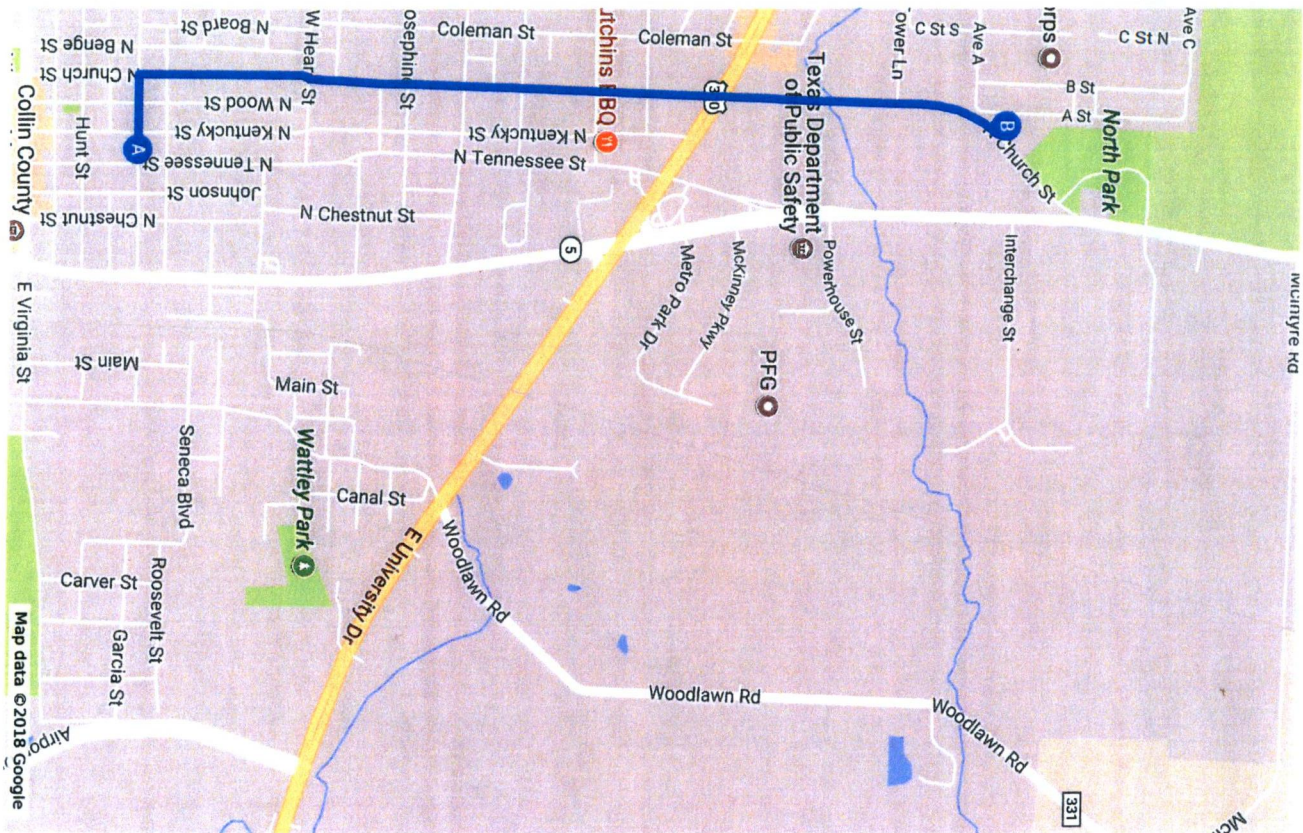
Hall to Job Corps

Untitled layer

Directions from 103 E Lamar St, McKinney, TX 75069, USA to 2124 N Church St, McKinney, TX 75069, USA

- A** 103 E Lamar St, McKinney, TX 75069, USA
- B** 2124 N Church St, McKinney, TX 75069, USA

7 1/2 minutes = first leg
7 minutes = second leg
Same route both legs
Bumpy roads/dips



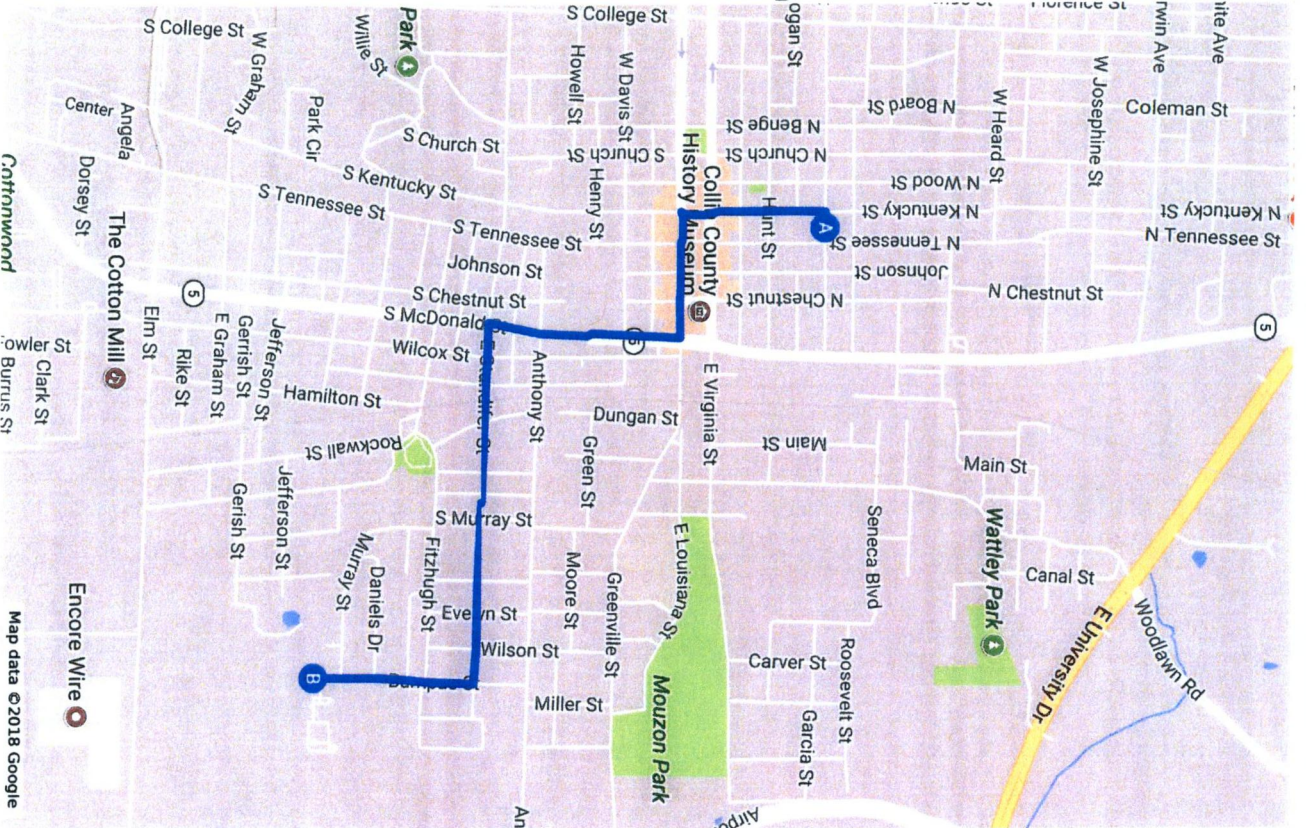
Hall to Woodside Village

Untitled layer

Directions from 103 E Lamar St, McKinney, TX 75069, USA to 761-799 Bumpas St, McKinney, TX 75069, USA

- A 103 E Lamar St, McKinney, TX 75069, USA
- B 761-799 Bumpas St, McKinney, TX 75069, USA

7 1/2 minutes
Route goes through downtown
small stretch on hwy 5
speed bumps



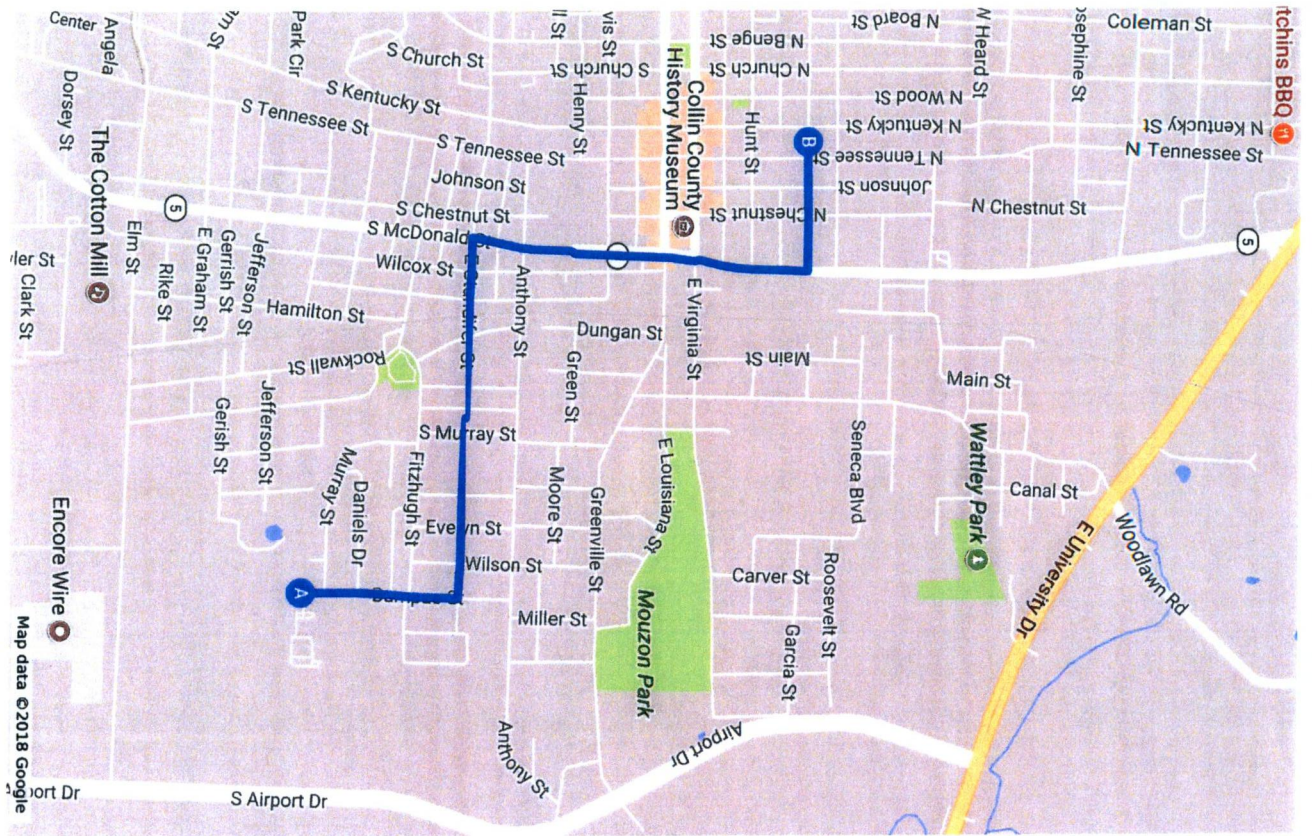
Woodside Village to Hall

Untitled Layer

Directions from 761-799 Bumpas St, McKinney, TX 75069, USA to 103 E Lamar St, McKinney, TX 75069, USA

- A 761-799 Bumpas St, McKinney, TX 75069, USA
- B 103 E Lamar St, McKinney, TX 75069, USA

7 minutes
speed bumps
hwy 5



4) Routes for Future Consideration

Library Outreach Vehicle Team

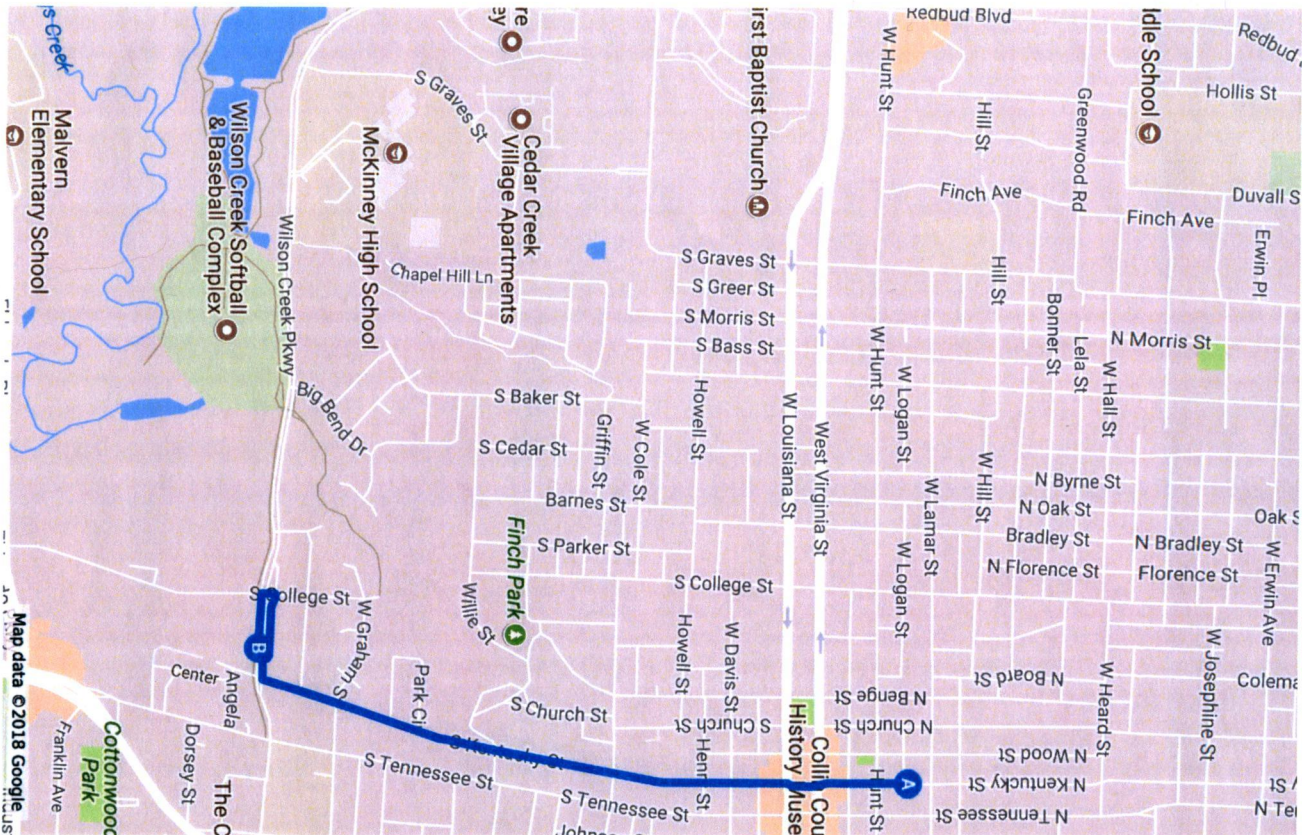
Hall to Redbud House

Untitled layer

Directions from 339-399 N Kentucky St, McKinney, TX 75069, USA to 109 Wilson Creek Pkwy, McKinney, TX 75069, USA

- A** 339-399 N Kentucky St, McKinney, TX 75069, USA
- B** 109 Wilson Creek Pkwy, McKinney, TX 75069, USA

6 minutes
Possible U Turn



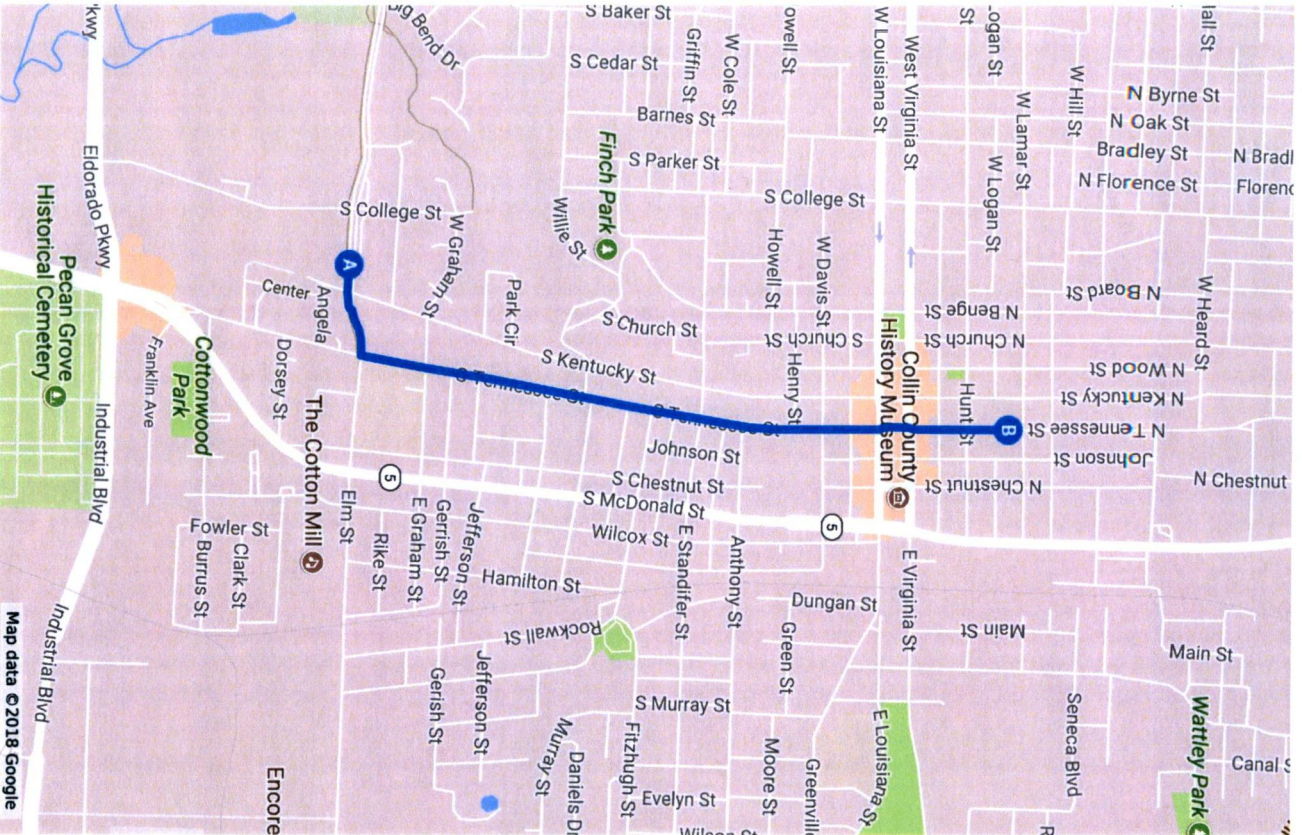
Redbud House to Hall

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Directions from 101 Wilson Creek Pkwy, McKinney, TX 75069, USA to 327-399 N Tennessee St, McKinney, TX 75069, USA

- A** 101 Wilson Creek Pkwy, McKinney, TX 75069, USA
- B** 327-399 N Tennessee St, McKinney, TX 75069, USA

6 1/2 minutes
School Zone



Hall to McKinney Senior Rec

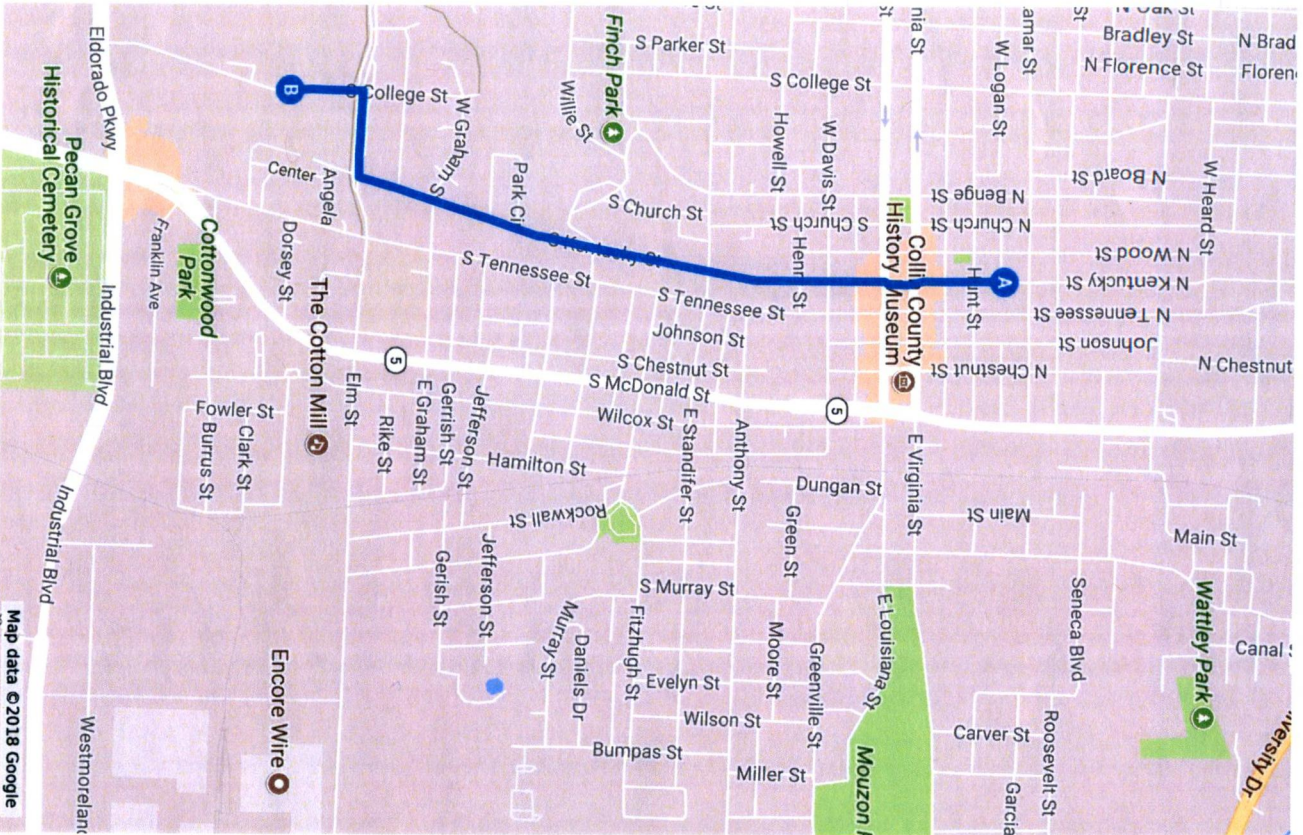
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Directions from 338-398 N Kentucky St, McKinney, TX 75069, USA to 1400 S College St, McKinney, TX 75069, USA

A 338-398 N Kentucky St, McKinney, TX 75069, USA

B 1400 S College St, McKinney, TX 75069, USA

6 1/2 minutes



McKinney Senior Rec to Hall

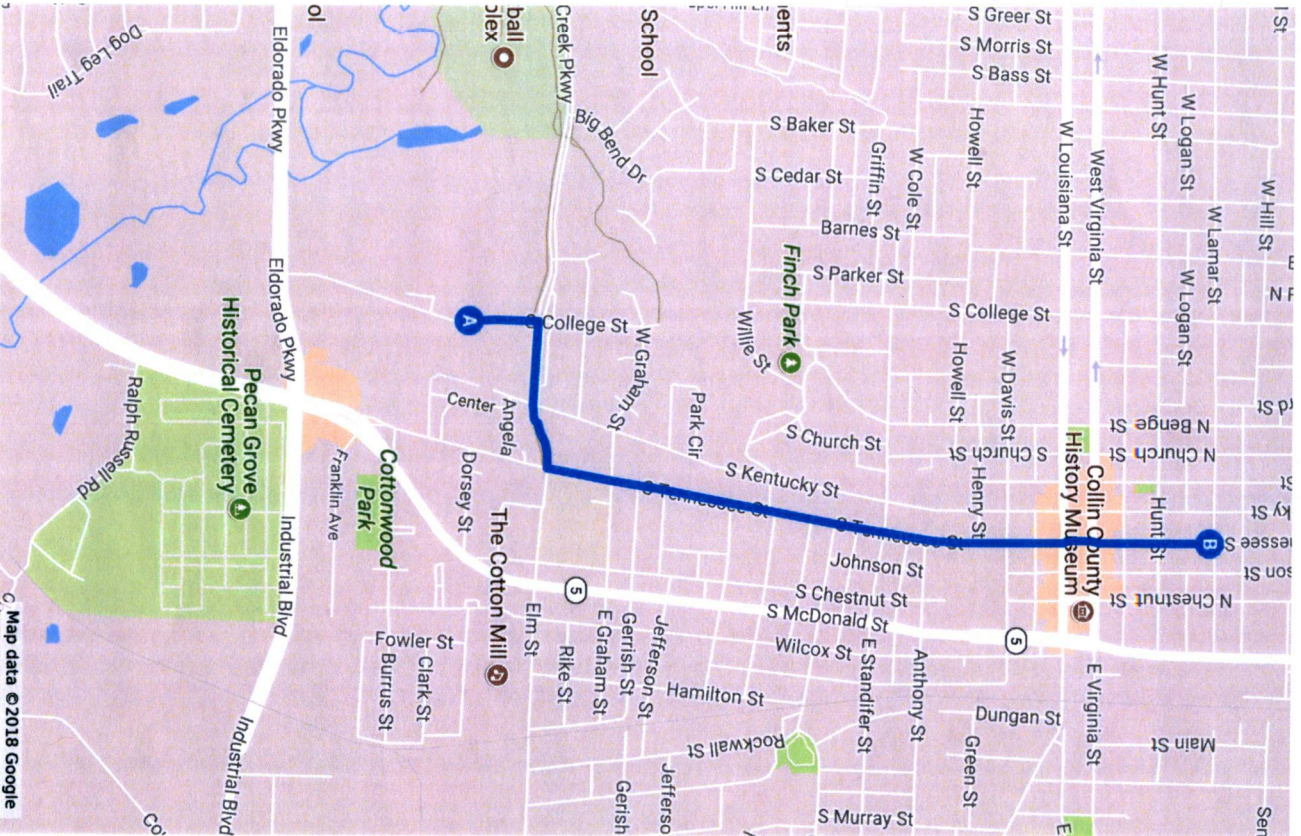
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Directions from 1400 S College St, McKinney, TX 75069, USA to 308 N Tennessee St, McKinney, TX 75069, USA

A 1400 S College St, McKinney, TX 75069, USA

B 308 N Tennessee St, McKinney, TX 75069, USA

7 minutes
school zone



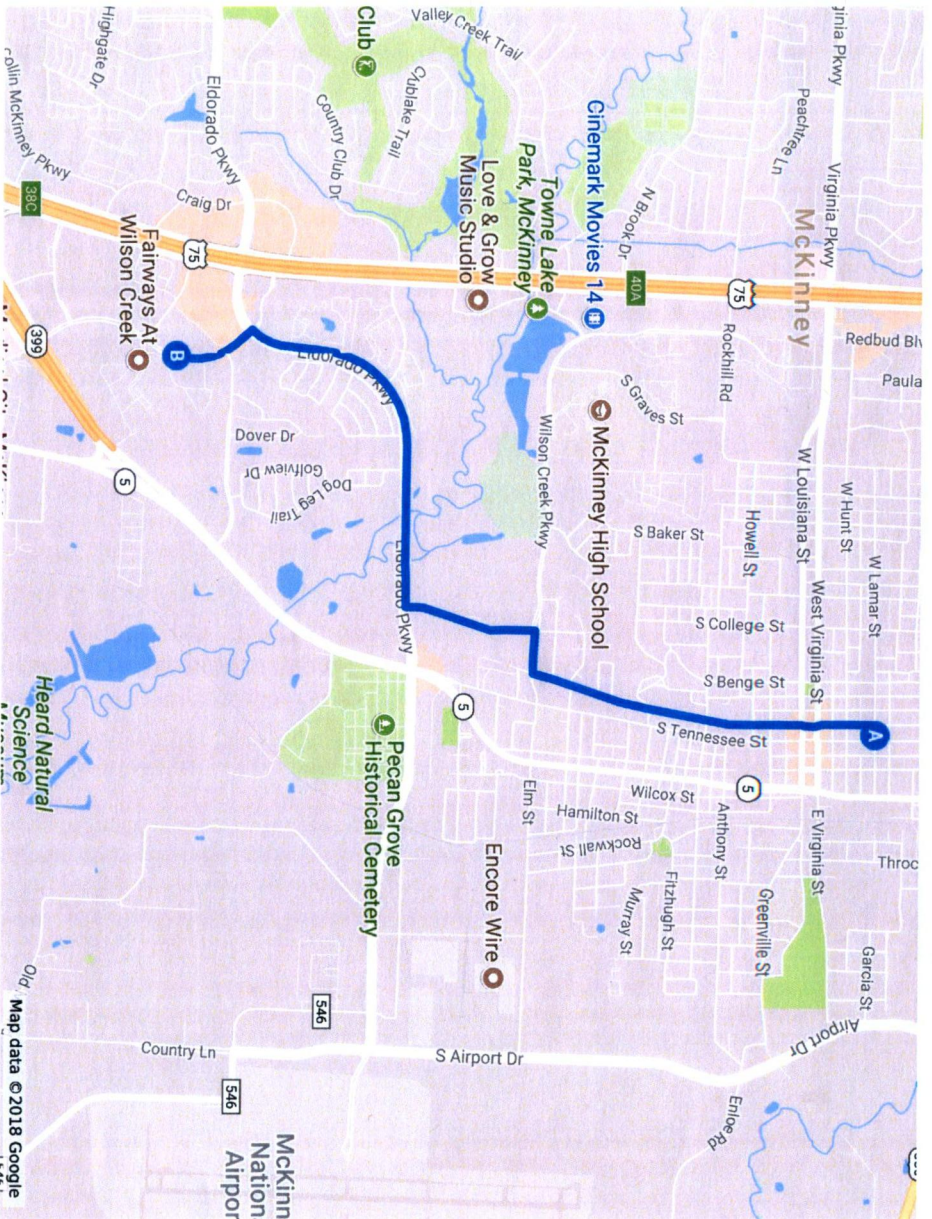
Hall to The Ivy

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Directions from 103 E Lamar St, McKinney, TX 75069, USA to 3392 Medical Center Dr, McKinney, TX 75069, USA

- A** 103 E Lamar St, McKinney, TX 75069, USA
- B** 3392 Medical Center Dr, McKinney, TX 75069, USA

12 minutes
through downtown
bit of a tricky right turn onto
wilson from kentucky (blind
curve oncoming)
2 school zones
brief stretch on
eldorado...passed frequently
and aggressively



Hall to Towne Creek Apts

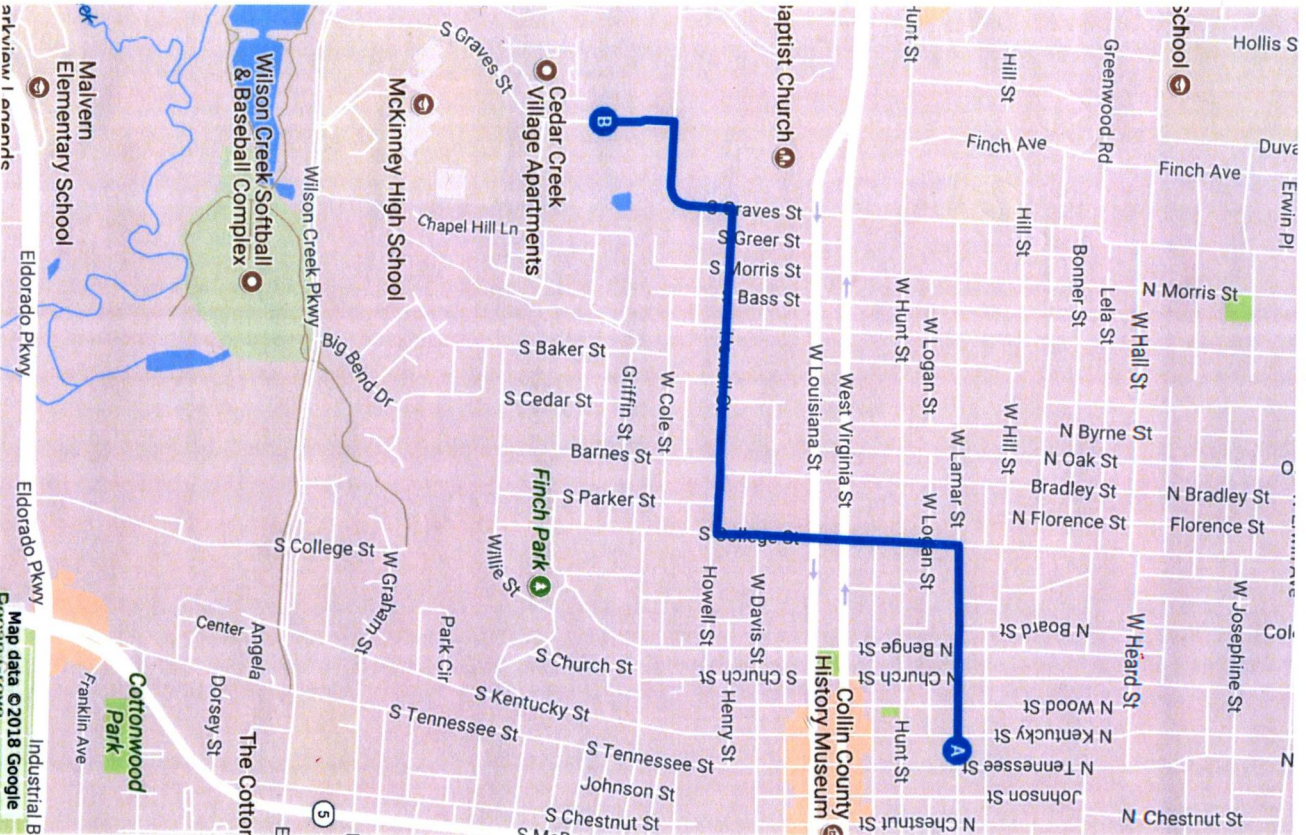
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Directions from 110 W Lamar St,
McKinney, TX 75069, USA to 528-
588 S Graves St, McKinney, TX
75069, USA

A 110 W Lamar St, McKinney, TX
75069, USA

B 528-588 S Graves St,
McKinney, TX 75069, USA

8 minutes



5) Procedures - Preparing Materials for the Outreach Vehicle


Selecting materials


- Consult vehicle request form and/or outreach program team to determine target age range, subject areas, etc. to aid in the selection process.
- Only books (no audiovisual materials) should be taken to outreach vehicle events.
- The vehicle can transport and display approximately 150 books.
- If preparing for a regularly scheduled visit during which checked out items may be returned, it may be helpful to bring an empty bin for returns.

Preparing materials in Koha

Materials taken on the outreach vehicle need to have the RFID security deactivated. This will prevent the door gates from going off if patrons bring the items back into the library to return them. The **Current Location** in Koha will also need to be changed to reflect Outreach Vehicle. This will facilitate keeping statistics as well as providing an audit trail if materials end up on Trace or Missing. Upon check-in, the current location will revert to the check-in location automatically. Both of these tasks are accomplished using the **Batch Item Modification** tool in Koha.

1. BRING materials to a workstation with an attached RFID pad.

2. OPEN the Bibliotheca staffConnect program. 

3. CLICK on the picture of the door. The image will turn green to deactivate security. 

4. OPEN Koha—Tools—Catalog—Batch item modification.

5. SCAN the barcodes into the **Barcode list** box using the RFID pad (this action will deactivate the security), then SELECT **Continue**.

Batch item modification

Use a file

Barcode file:

Item number file:

File: No file selected.

Or scan items one by one

Barcode list (one barcode per line):

39882050387287
39882042867382

Use default values

Populate fields with default values from default framework

- On the **Edit Items** screen, CHANGE the **Current location** to **z-Outreach Vehicle** using the drop down menu, then SELECT **Save**

Edit Items

Checking the box right next the subfield label will disable the entry and delete the subfield on all selected items. L

0 - Withdrawn status	<input type="text"/>	<input type="checkbox"/>
1 - Lost status	<input type="text"/>	<input type="checkbox"/>
2 - Source of classification or shelving scheme	<input type="text"/>	<input type="checkbox"/>
3 - Materials specified (bound volume or other part)	<input type="text"/>	<input type="checkbox"/>
4 - Damaged status	<input type="text"/>	<input type="checkbox"/>
5 - Use restrictions	<input type="text"/>	<input type="checkbox"/>
7 - Not for loan	<input type="text"/>	<input type="checkbox"/>
8 - Collection code	<input type="text"/>	<input type="checkbox"/>
a - Permanent location	<input type="text"/>	<input type="checkbox"/>
b - Current location	<input type="text" value="z-Outreach Vehicle"/>	<input type="checkbox"/>
c - Shelving location	<input type="text"/>	<input type="checkbox"/>
d - Date acquired	<input type="text"/>	<input type="checkbox"/>
e - Source of acquisition	<input type="text"/>	<input type="checkbox"/>
g - Cost, normal purchase price	<input type="text"/>	<input type="checkbox"/>
h - Serial Enumeration / chronology	<input type="text"/>	<input type="checkbox"/>
o - Full call number	<input type="text"/>	<input type="checkbox"/>
t - Copy number	<input type="text"/>	<input type="checkbox"/>
u - Uniform Resource Identifier	<input type="text"/>	<input type="checkbox"/>
v - Cost, replacement price	<input type="text"/>	<input type="checkbox"/>
w - Price effective from	<input type="text"/>	<input type="checkbox"/>
x - Non-public note	<input type="text"/>	<input type="checkbox"/>
y - Koha item type	<input type="text"/>	<input type="checkbox"/>
z - Public note	<input type="text"/>	<input type="checkbox"/>

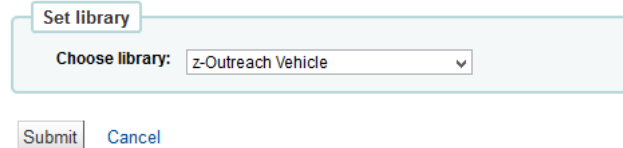
- VERIFY on the **Batch item modification results** screen that the Current location has been updated.

Transporting materials

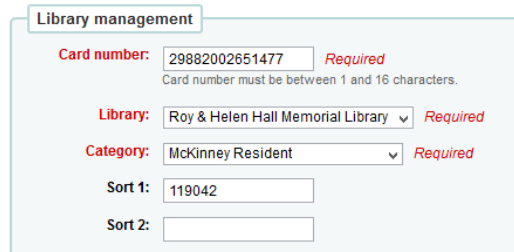
Items can be transported to the outreach destination in gray transit bins or loaded directly onto the display shelves on the outreach vehicle. The shelves also lift up to provide storage for books underneath. Very small or thin books may fall to the bottom shelves during the drive, but the shelving is contained and this should not hurt the books.

Using Koha during outreach events

- The Outreach Vehicle is equipped with WiFi and staff will have full access to Koha during outreach activities using laptops, iPads, or other WiFi enabled devices.
 - The WiFi password is “bookmobile”.
 - Prior to leaving for the outreach visit, staff should connect the staff library laptop via Ethernet cable to the network and log in. This is necessary to later connect via WiFi to the City’s network. NOTE: The patron laptops with EnvisionWare installed will not allow the login to be changed, so these will not work as staff computers during outreach.
- After logging into Koha, staff should change the library to **z-Outreach Vehicle**. This accurately reflect the location of the transactions that occurred during outreach.



- At this time, the Outreach Vehicle is not equipped with an RFID pad reader, so a manual barcode scanner is used to scan the visible barcodes on each item. Items can be checked out or checked in using the visible scanner.
- When issuing library cards during outreach visits, be sure to change the default Library from Outreach Vehicle to JJGL or RHHL, based upon the library where patrons would prefer to pick up holds. This setting is found in Patrons—Edit—Library management.



- Items may be checked in using the manual barcode scanner. Having a separate gray bin to transport returns is recommended.

After returning from Outreach

1. UNLOAD materials from the Outreach Vehicle and bring to a workstation with an attached RFID reader.



2. OPEN the Bibliotheca staffConnect program.
3. CLICK on the picture of the bookshelf icon to reactivate security.



4. OPEN Koha—Circulation—Check in.
5. SCAN each item using the RFID pad reader. This action will cause the **Current location** to revert back to the home library and will reactivate the security.

6) OLIVE (Outreach Library Vehicle)

Operational Checklist

NOTE: Vehicle should be **fully** charged before any outreach event.

Tasks to be completed:

- Charge truck: cables in the back section; use a standard AC/DC outlet
 - Vehicle should be charged after every event
 - Do not charge at temperatures exceeding 110°
- Stock the vehicle with library and event materials (see event planning check sheet)
- Review Operating Manual for any specifics needed but not covered

Items to have on hand:

- Keys - located in the key box at Hall (different keys open different compartments)
- Insurance
- Driver's License
- Directions in case of problems (accident, breakdown, etc.)
- Contacts throughout the city (Fleet, Library, event sponsor)
- Follow-up car, if needed
- Backup spotter (can be second member of the drive team)
- Ensure two people are available to open spring-loaded side compartments

7) OLIVE (Outreach Library Vehicle)

Event Check Sheet

Event Name		Location	
Date		Time	

Make sure the following REQUIRED activities occur before leaving for ANY event:

- Vehicle is fully charged (see Vehicle Operations)
- Book collection **temporary** location has been set to Outreach and is ready to load
- Marketing materials are available prior to loading
- Cooler is loaded with ice and water
- Laptop is connected to network prior to leaving
- Staff iPad/laptop set to Outreach in Koha
- Bring paper registration forms in the event technology does not cooperate

Category	Considerations	Notes
Equipment	<ul style="list-style-type: none"> • What gear is needed? Chairs, tables, umbrellas, tent, etc. • How do you want the equipment arranged? (books-on shelves or in underside compartments, location for charging cable, etc.) 	
A/V needs	<ul style="list-style-type: none"> • What audio/video equipment is needed (sound system, microphone, projector, etc.)? • Is any additional lighting needed? 	
Library Supplies	<ul style="list-style-type: none"> • Are library cards and barcode scanner needed? • Do you need a receipt printer? • What marketing materials are needed (brochures, flyers, etc.)? • How will you collect statistics for your event (online, personal app, paper, etc.)? 	
Other	<ul style="list-style-type: none"> • Are games, etc. needed for children's entertainment? • Is there anything else specific to this particular event? • Is Spanish assistance needed? • What ancillary items are needed (sunscreen, bug spray, personal fans, etc.)? 	

8) McKinney Public Library Request for Outreach Vehicle Visit

Please complete the following form for consideration of a visit by the McKinney Public Library Outreach Vehicle.

Requests must be made a minimum of **4 weeks** in advance. Event requests are based on availability of staff and materials, and scheduled events are subject to change.

Have you already been in contact with a member of staff? If so, who?	
Date of Request	Organization/Name
Phone Number	Email Address
Address of Proposed Visitation	
Brief Description of Visitation	
Preferred Date or Day of Week of Visitation	Preferred Time and Length of Visitation
Target audience of visitation (circle all that apply): <ul style="list-style-type: none"> • Babies/Toddlers • Preschoolers • Elementary-aged children • Middle-school-aged children/tweens • High-school-aged teens • Adults • Senior citizens • Families • Other: 	Requested materials and promotional materials from the library:
Estimated number of attendants:	Will you require Spanish-language materials?
Are the following available at the visitation area? <input type="checkbox"/> Restrooms for Outreach Vehicle staff <input type="checkbox"/> Space for Outreach Vehicle to maneuver and park <input type="checkbox"/> Space for attendants to access Outreach Vehicle <input type="checkbox"/> Assistance from your staff	Additional comments or questions?

9) Considerations for the New Library Outreach Team

We're leaving consideration of a formal travel schedule (shown in the team charter) to the new Outreach Team, based on our early experimentation with the vehicle over the suggested routes. In the beginning we concentrated on locations near Hall that with fairly easy routes. These routes and the travel times we researched can assist with the creation of any later formal travel schedule.

Some of the below considerations have come from initial OLIVE runs to Old Settlers and the downtown square. They're examples of the kinds of new tactics and innovations--and in some cases unanswered questions from the initial Outreach Vehicle Team--for the new Outreach Team to explore.

- All promotional materials should be prepped well in advance by the Outreach Team, so assigned staff have everything they need without racing around prior to the event to locate appropriate materials.
- Spanish speaking staff/volunteers will be needed for specific events/locations.
- Outreach Kit: Sun Screen, Bug Spray, portable cooling device (misting kit?), waters. It was hot out there, and even hotter in the vehicle driving over.
- Obtain various useful items such as USB fan for truck, long extension cord, rubber wire tunnels for Hall sidewalk, small cooler for drinks
- Other items we identified that we were missing: mouse pad, brochures, green check out bags (or plastic bags?), Spanish language summer reading promotions, business cards.
- When signing people up for library cards, it's important to remember you need to change their home location from outreach vehicle to their library of choice.
- Instead of separating Spanish/English books on each side of the truck, we felt we would have gotten better browsing if they were mixed on both sides.
- The vehicle requires a regular household outlet to recharge.
- Possibly have a portable generator/charger.
- Drivers need training/familiarization to operate the vehicle safely. Note acceleration slow, braking a bit slow and difficult, center of gravity high. The right vertical post can interfere with the view out the right mirror. Use the passenger as a lookout for anything in your blind spot.
- What to do in case of vehicle difficulty: accident, breakdown, etc.
- Risk management says any licensed driver can drive. We have coverage. If accident, the staff member's supervisor takes the driver to Ocumed.
- Insurance – where should this be located?
- Obtain list of contacts in Fleet. (fleet@mckinneytexas.org, 972-547-7345)
- Organize the keys for easy daily use; there are several keys for different functions. Make copies of keys.
- Obtain different colored bins for returns.
- Create an online request form with Communications.
- Set up an Outreach Team email for responses to the online form.
- What kinds of statistics will be gathered and how? Trevor downloaded an app on his phone called 'Clicker' that allowed him to keep track of the number of people who came by the vehicle/played an oversized game/asked a question, etc.