

**Subject:** Outreach Services

**Effective:** June 2009

**Revised:** February 2012

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## 1.0 PURPOSE

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The purpose of this policy is to define what “outreach” is and the commitment of the New Brunswick Public Library Service in the provision of outreach services and programs.

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## 2.0 APPLICATION

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New Brunswick Public Library Service.

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## 3.0 DEFINITIONS

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**Outreach** refers to services or programs offered inside and outside of the library to reach new users, such as unserved or underserved groups, as well as activities to inform New Brunswickers about services and programs offered by the library.

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## 4.0 LEGAL AUTHORITY

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[New Brunswick Public Libraries Act.](#)

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## 5.0 GOALS / PRINCIPLES

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New Brunswick Public Library Service makes every effort to provide library programs and services that are relevant to the interest and needs of all New Brunswickers.

New Brunswick Public Library Service carries out outreach services, programs and activities that may be provincial, regional or local in scope.

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## 6.0 REQUIREMENTS / STANDARDS

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Outreach service and program development will be carried out as part of provincial, regional and local strategic and operational planning.

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Outreach service and program development will take into account:

- community demographics;
- community interest and demand;
- strategic direction from within the New Brunswick public library system;
- strategic direction from provincial and federal governments;
- public library service trends and strategies at the national and international level.

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**7.0 GUIDELINES / RECOMMENDATIONS**

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None.

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**8.0 REGIONAL GUIDELINES AND PROCEDURES**

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None.

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**9.0 REFERENCES**

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New Brunswick Public Libraries Act. (<http://laws.gnb.ca/en/BrowseTitle>).

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**10.0 CONTACTS FOR MORE INFORMATION**

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NBPLS Provincial Office, (506) 453-2354

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