



Association of Bookmobiles and Outreach Services

Guidelines

(2008)

Part I. Bookmobile/Outreach Services Program Guidelines

Section 1. Administration of the Bookmobile/Outreach Services Program

1.1 Management: The Bookmobile/Outreach Services program is managed with criteria equivalent to branch or other library program management criteria.

The bookmobile/outreach services program meets this guideline if:

1.1.1 Proper planning for bookmobile/outreach services, including the development of the library mission statement, goals, objectives and procedures, is done to identify community needs and includes the various roles which the bookmobile/outreach services can effectively play in meeting these needs.

1.1.2 Bookmobile/outreach services staff members are included in all library planning activities.

1.1.3 Bookmobile/outreach services planning, both initial and on-going, is based on such factors as monitoring demographics and use patterns, levels of need and public demand, as well as utilizing cooperative partnerships with local agencies and schools to determine underserved areas and populations with special needs who would be best served by bookmobile/outreach services.

1.2 Funding: Bookmobile/outreach services should be adequately funded.

A library meets this guideline if:

1.2.1 Bookmobile/outreach services program has an operating and materials budget adequate to meet the needs of targeted service populations.

1.2.2.1 Bookmobile/outreach services costs are documented, as are other system costs, and included in long-range library planning.

1.2.2.1 A vehicle replacement fund is part of the library budget. The fund should be no less than ten percent of the cost of a suitably sized vehicle. Because the cost of maintenance increases and vehicle reliability diminishes annually, 12 years is a reasonable life span.

1.2.3 Appropriate physical facilities to house the bookmobile/outreach services program are provided. A library meets this guideline if:

1.2.3.1 Office space, not including space for collections, and equipment provided for each bookmobile/outreach services staff member, is equivalent to the space and equipment provided to other library staff.

1.2.3.2 Bookmobile/outreach services vehicle parking facilities meet federal OSHA (Occupational Safety and Health Act), state, or Canadian/provincial, and other applicable standards. Parking facilities allow staff to carry out bookmobile/outreach services tasks without interference from or to other library activities.

1.2.3.3.1. Garage doors are of adequate height, preferably at least 14 feet, automatic and secure. A heated, covered, well-drained drive-through garage that is large enough for easy docking and loading of vehicles and facilities for washing, cleaning and maintenance of bookmobile/outreach services vehicles is optimal.

1.2.4 Funding is adequate to include bookmobile/outreach services in major library-wide programming and provide circulation systems equivalent to those in library branches.

1.3 Staffing and Supervision: The bookmobile/outreach services staffing is organized to provide personnel adequate to carry out the objectives of the program.

A library meets this guideline if:

1.3.1 Requirements for the employment and training of bookmobile/outreach services staff are comparable to those of other departments with similar responsibilities.

1.3.1.1 A current written job description for each position is provided.

1.3.1.2 At least one staff member per vehicle has a post high school education, [four year college degree] and a minimum of one year of public library experience.

1.3.1.3 A librarian with a master's degree from a program accredited by the American Library Association, or its equivalent in experience in bookmobile/outreach services, is advisable at the administrative level.

1.3.2 A minimum of two staff members work on the bookmobile during all service hours.

1.3.3 All bookmobile/outreach staff are trained in basic reference work and readers advisory, along with necessary clerical duties.

1.3.4 Administrative staff makes on site visits and uses the same criteria for program and staff evaluation used in other departments.

1.4 Stops: Criteria for establishing and maintaining bookmobile stops.

A bookmobile schedule reflects the bookmobile service program and is designed to place the bookmobile where convenience, location and time will potentially maximize use by customers.

The bookmobile schedule meets this guideline if the following factors have been considered:

1.4.1 Appropriate service hours are provided for each segment of the targeted service area, e.g., after-school hours for children, evening and/or weekend hours for most adults, senior facilities and day cares.

1.4.2 Stops are scheduled, as often as feasible, with a minimum duration of one half-hour, to provide continuity and establish a use pattern.

1.4.3 Evaluation of bookmobile stops is essential and ongoing.

1.4.3.1 Schedule changes are made in response to changes in circulation and customer usage, seasonal stops, etc.

1.5 Collection development: The collection development and materials access policy for bookmobile/outreach services operations meets the needs determined in the bookmobile/outreach services program mission statement and is consistent with the written board-approved goals of the library. The bookmobile/outreach services collection development policy serves as a guideline for the selection, ordering, and retention of materials and provides for access to materials not immediately available on the bookmobile.

1.5.1 An attractive, available collection of high interest materials in a variety of formats (books, large-print books, books-on-tape, videos, DVD's, compact discs (CDs), periodicals, etc.) for both current and retrospective materials for both recreational and informational needs of the bookmobile/outreach services customers is provided.

1.5.1.1 The collection consists of a dedicated core collection, supplemented by reserve services from other library collections

and interloans, or is supplied and re-stocked primarily from other library collections.

1.5.2 Person(s)/position (s) responsible for selection and maintenance of materials are clearly identified, and decisions are based on expressed bookmobile/outreach services customer interests and professional selection criteria.

1.5.2.1 Provision is made for input into the selection process by bookmobile/outreach services staff having personal contact with the public. Liberal request/reserve policies are strongly encouraged.

1.5.3 A separate bookmobile collection is preferred for reasons such as ease of access during restocking and filling of requests.

1.5.3.1 Where a separate collection is not utilized, sufficient staff time should be allotted for restocking and filling of requests.

1.6 Marketing/Public Relations: The marketing and publicizing of the bookmobile/outreach services program is a part of the overall library program and is designed to reach potential customers throughout the library services area.

1.6.1 Bookmobile schedules are made available in all libraries and at all library-sponsored programming.

1.6.2 All library brochures, newsletters, bookmarks and any other library publications include bookmobile/outreach services information.

1.6.3 Bookmobile/outreach services information is included on the library website.

1.6.4 Bookmobile/outreach services programs are included in any cooperative community information distribution. (e.g. radio and television programs, church and school bulletins, government agencies, service clubs, etc.

1.7 Bookmobile/outreach services programming may include story hours, public speaking, community events, parades, book talks, etc.

Section 2. Bookmobile Public Service

2.1 Bookmobile circulation services are comparable to services at branches.

2.1.1 Bookmobile/outreach services statistics are maintained which are comparable to library wide statistics.

2.1.2 All library collections, including books, audiovisual materials software, realia and other items are available to bookmobile patrons on a comparable basis as to all other customers.

2.1.3 Circulation rules and procedures are comparable for all library customers.

2.1.4 Bookmobile/outreach services customer requests and reserves are given the same priority as other requests and reserves.

Section 3. Bookmobile Emergency Procedures

3.1 Bookmobile emergency procedures are comparable to emergency procedures at the main library.

Part II: Bookmobile/Outreach Services Vehicle Construction and Maintenance Guidelines

Section 1. Bookmobile/Outreach Services Vehicle Construction Guidelines

This section provides broad guidelines for the construction of a bookmobile/outreach services vehicle. The intent is to provide advice for those designing a vehicle to meet local needs for service. Where United States requirements are cited, Canadian users should reference appropriate Canadian standards. Specific citations are to current and successor government or industry standards.

Construction of a bookmobile/outreach services vehicle is comparable to that of a fixed library facility. A similar planning process should be followed. This section is not intended to be comprehensive. There are too many variations in vehicle design and chassis for such an approach. Relevant codes or regulations, such as the National Electric Code (NEC), Occupational Safety and Health Agency (OSHA), the Department of Transportation (DOT), state motor vehicle codes, Federal Motor Vehicle Safety Standards (FMVSS) in the United States or the Canadian Motor Vehicle Safety Standards (CMVS) in Canada, Underwriters Laboratory (UL), etc. should be followed whether or not they are specifically cited in these guidelines. New standards and amendments, routinely issued by the National Highway Traffic Safety Administration in the United States, will appear in the *Federal Register*. In Canada, the library's provincial ministry of transportation should be contacted for up-to-date information. Where questions arise, it is strongly recommended that a professional engineer who has bookmobile or similar expertise and who is a member of the Society of Automotive Engineers be contacted.

1.1 A bookmobile/outreach services vehicle should be of a size and configuration designed to facilitate its proposed specific use as determined by the bookmobile/outreach services program for which it is being designed.

Program variables include intended customers, proposed numbers and types of materials, access, collection, desired storage space, automation, etc. Most added features, also, have an impact on vehicle size or holdings.

1.2 The following components are determined in relation to the bookmobile's intended function:

1.2.1 Chassis. The chassis must be adequate to support vehicle weight and to support features made necessary by law, good engineering practice, standard specifications, ease of accessibility for maintenance and to meet program objectives.

1.2.2 Payload weight. One pound per book is standard for estimating payload weight.

1.2.3 Gross vehicle weight. Determine loaded weight by adding the estimated payload weight to the proposed vehicle weight.

1.2.4 Wheelbase. It is preferable that at least 55 to 60 % of the total vehicle length is covered by wheelbase.

1.2.5 Axle-front.

1.2.6 Axle-rear.

1.2.7 Brakes. All braking systems must comply with FMVS- I05 or 121 and manufacturers recommendations for design, including air brakes.

1.2.8 Alternator. Sized to meet the vehicle needs.

1.2.9 Engine.

1.2.10 Fuel tank.

1.2.11 Fuel. The type of fuel used should be selected relative to its availability. Use of the same fuel for the engine and generator is recommended.

1.2.12 Steering Power. Assisted/integral power steering is recommended.

1.2.13 Transmission. Automatic 3-4 speed is recommended.

1.2.14 Tires. Steel belted, sized and rated to match chassis weight and axle ratings are recommended.

1.2.15 Battery(s). Sized to meet the vehicle and generator needs.

1.2.16 Springs/Suspension. Must conform to chassis gross vehicle weight (GVW) ratings.

1.2.17 Tow hooks. Front and rear tow hooks are recommended.

1.2.18 Vehicle frame. Seamless box channel, carbon-steel channel or their equivalent are recommended.

1.2.20 Radiator/Cooling. Must be adequate for climate and terrain.

1.2.21 Horn.

1.2.22 Wiring. Wires should be bundled and labeled and be of a continuous color their full length. to conform to or exceed current standards of the Society of Automotive Engineers or Underwriters Laboratories, Inc. *National Electrical Code* as required. A diagram should be provided to the purchaser.

1.2.23 Undercoating. The entire underside of the body, including floor components, sides and panels below floor level and exterior compartments, should be coated with fire-resistant rubber base, or other approved material applied by spray method.

1.3 A bookmobile/outreach services vehicle must have a body coordinated with above chassis selection, designed to meet program needs and be durable, attractive, functional and comfortable for staff and customers.

A bookmobile/outreach services vehicle body/shell meets this guideline if, with program-related exceptions, it responds to the following:

1.3.1 Dimensions maximize usable space.

1.3.2 Inside height is maximized.

1.3.3 Inside width meets program needs.

1.3.4 Space from the rear of the vehicle to driver's seat is maximized.

1.3.5 Exterior side panels are made of aluminum, steel or fiberglass with structurally sound wood or metal framing.

1.3.6 Floor is protected from dust, dirt and road deterioration.

1.3.7 Roof is leak proof.

1.3.8 Doors are customized to meet program and safety needs.

1.3.9 Windows are placed and sized to meet program and safety needs.

1.3.10 Steps/ramps are built-in, added-on or provided in size and configuration to safely meet program needs.

1.3.11 Wheelchair lift or other accessibility equipment meets the regulations of the Americans with Disabilities Act or the Canadian equivalent, if it is applicable to the program.

1.3.12 Handrails are strategically located both inside and out to meet needs of all customers.

1.3.13 Warning signals are provided to alert the driver when the steps are down, shoreline cables are in use, satellite antennas are deployed, etc.

1.3.14 All doors, exterior compartments and wheel wells are tightly sealed against dust.

1.3.15 A minimum of two inches of insulation, fiberglass or equivalent, are applied to roof, floor and wall panels to meet insulation needs relevant to climate.

1.3.16 Exterior lettering and painting reflect a quality library image.

1.3.17 Exterior lighting includes, at a minimum, lighting at each door.

1.4 Interior furnishings and floor plan must reflect program needs.

A bookmobile/outreach services' interior design meets this guideline if it responds to the following:

1.4.1 Floor plan reflects program needs, maximizing use of the interior space available.

1.4.2 Shelving design fully utilizes available wall space.

1.4.2.1 Standard shelving can be either fixed or adjustable with a minimum of 10" between shelves attached at a 15-degree angle for sidewall shelves and a 20-degree angle for rear shelves.

1.4.2.2 Special shelving needs (e.g., periodicals, AV, pamphlets, etc.) are included in shelving design.

1.4.3 Special features such as bulletin boards, closets, added storage space, screen, seats, etc., and their location are included in the interior design.

1.4.4 Workstations in the vehicle are designed to accommodate all anticipated circulation, staff and customer needs.

1.4.5 Lighting must be provided, preferably by two banks of fluorescent lighting running lengthwise.

1.4.5.1 Auxiliary 12 volt back-up lighting is included in the interior design.

1.5 Provide heating and air conditioning. The vehicle must have a heating, ventilation and air-conditioning system adequate to maintain a comfortable temperature year-round with the doors in use. Technical details will vary significantly with vehicle design, size and program. A vehicle meets this guideline if it responds to the following:

1.5.1 Climate control systems are designed to meet anticipated heating and/or cooling needs and for ease of maintenance.

1.5.1.1 Heaters

1.5.1.2 Air conditioners

1.5.2 Auxiliary systems for auxiliary temperature control are provided where applicable in the vehicle design (e.g., heat strips, cab heater and air conditioner, etc.).

1.6 Provide an appropriately installed power supply to meet current and anticipated electrical needs for lighting, heating, air conditioning, outlets for computers and other equipment, etc. This requirement may be met through a combination of "on vehicle" equipment and "off vehicle" power. The power supply meets this guideline if:

1.6.1 On-vehicle power supply (solar panels, LP gas, diesel and gasoline powered generators, etc.) are properly sized to meet design requirements program needs.

1.6.1.1 An adequately sized and accessible generator storage compartment, preferably with a slide out tray, is provided.

1.6.2 Off-vehicle power is supplied using a properly sized shoreline power cord up to 35 feet in length, plugged into an appropriate electrical supply.

1.6.2.1 An adequately sized shoreline storage compartment is included in vehicle design.

1.7 Provide a safe, comfortable driver's area, have necessary instruments, and equipment to meet all federal and state motor vehicle codes and regulations and be capable of utilization for public service as needed. The cab meets this guideline if:

1.7.1 The driver and passenger seats are fully adjustable.

1.7.2 Required safety equipment is provided (e.g. fire extinguishers, first aid kits, safety triangles, etc.).

1.7.3 A two-way communication device is provided (e.g. cell phones, etc).

1.8 Consider optional equipment, to enhance the service program. Options listed below are among those utilized for specific programs and should be considered:

1.8.1 Inside and outside speakers for radio/tapes/CD's.

1.8.2 Engine block heaters on diesels.

- 1.8.3 Low water/oil alarm.
- 1.8.4 Wheel chair lift or ramp, as appropriate and feasible.
- 1.8.5 Side mirrors adjustable from cab interior.
- 1.8.6 Cruise control.
- 1.8.7 Cross over switch to allow engine battery to start generator and vice versa.
- 1.8.8 Floodlights on street side.
- 1.8.9 Storage for toolbox containing minor tools.
- 1.8.10 Rear closed circuit TV.

1.9 Important miscellaneous items are addressed:

- 1.9.1 Terms of pick up or delivery of the vehicle are agreed upon in advance to the satisfaction of both buyer and vendor.
- 1.9.2 Vendor provides warranties of a standard nature. At delivery, written and verbal instructions on operation and maintenance of vehicle and components are provided.
- 1.9.3 Inspections of the vehicle on an agreed-upon schedule by library staff or representatives throughout the construction of the vehicle. Appropriate times for inspection by the purchaser are:
 - 1.9.3.1 At chassis delivery.
 - 1.9.3.2 During floor and wall framing.
 - 1.9.3.3 During interior completion.
 - 1.9.3.4 Before delivery (final inspection).
 - 1.9.4.5 Areas for special consideration at inspection.
 - 1.9.4.5.1 Seals at openings and body seals for leakage.
 - 1.9.4.5.2 All functioning equipment, outlets and instruments.
 - 1.9.4.5.3 Exhaust system.
 - 1.9.4.5.4 Proper door and window function.
 - 1.9.4.5.5 Shelving.

1.9.4.5.6 Generator/auxiliary power supply.

1.9.4.5.7 Furnishings.

1.9.4.6 Final payment is not made before all specifications are met.

Section 2. Bookmobile/Outreach Services Vehicle Maintenance is essential to a reliable bookmobile program.

2.1 All maintenance and warranty documents should be followed.

2.2 A schedule of maintenance for the vehicle and generator is developed and followed.

2.2.1 Daily vehicle maintenance.

2.2.1.1 Check the vehicle for safety items such as the brakes, tires, horn, windshield wipers and lights as well as the recommended fluids.

2.2.2 Periodic vehicle maintenance.

2.2.2.1 A convenient garage and reliable mechanics able to work on the bookmobile should be assured.

2.2.2.2 Manufacturers' documents that spell out recommended periodic maintenance checkpoints must be followed.

2.2.2.3 Drivers are required to note and report unusual noises or variances from the vehicle's normal operation. .

2.2.3 Generator maintenance.

2.2.3.1 A convenient garage and reliable mechanics able to work on the generator should be assured.

2.2.3.2 The generator will have maintenance recommendations similar to the vehicle. These recommendations should be followed scrupulously.