



Home Delivery: Three Innovative Models Today & the Funky Future



CALIFA Presentation 2022



Wendy Johnson
Lauren Thorne
Maggie Ward

Hello!



Maggie Ward, Manager of Outreach Services & Volunteer Resources

- Awesome Children's Librarian
- Mediocre Bookmobile Driver
- Free Range Manager
- mward@indypl.org

Wendy Johnson, Volunteer Resources Supervisor

- Loves creating a win-win-win-win
- Volunteer/Library matchmaker
- Rides in the wind
- wjohnson@indypl.org

The
INDIANAPOLIS PUBLIC
Library

Lauren Thorne, Circulation Supervisor of Outreach Services & Volunteer Resources

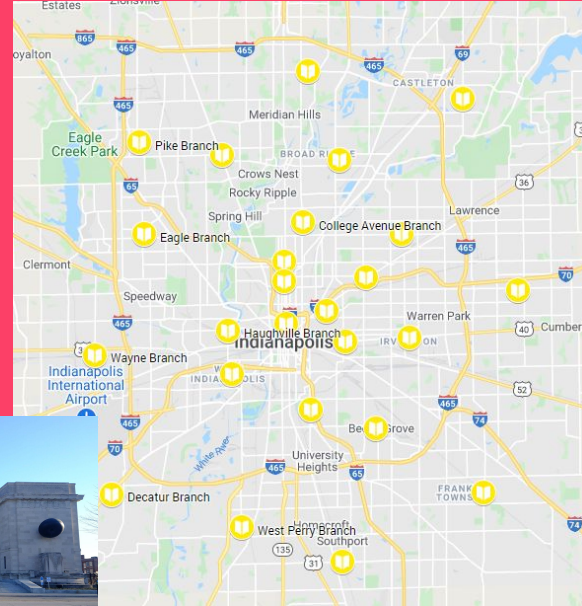
- Award Winning Llama Showman
- Has a Show Tune for Every Situation
- Circulation Savant
- lthorne@indypl.org





Indianapolis Public Library

- Capital City of Indiana
- Population: 890,000+
- Library Founded in 1873
- Bookmobile Service began in 1952
- Volunteer Resources established 30+ years ago
- 25 branches
- 550+ staff
- 300+ volunteers

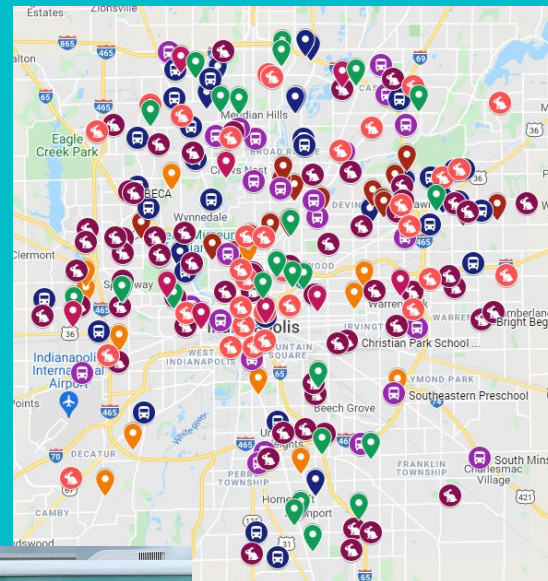




Outreach Services

Outreach Services

- 14 staff members
- 2 Bookmobiles
- 5 'Itty Bitty' Bookmobiles
- Bunny Bag & Book Collection Delivery Routes, Special Programming, Special Events, Pop Ups, Community Fairs, School Events, Conventions, Festivals & even Beer Festivals!
- 250+ county wide sites served





Volunteer Resources

- Volunteer Resources
 - 2 staff members
 - 300+ volunteers Pre-COVID
 - Active volunteers at branches and closed departments across the system
 - Home Delivery Program-Library Express
- Indy Library Bookstore
 - 3 staff members
 - 70+ volunteers
 - Online & In Person Sales-Fundraising for the Indianapolis Public Library Foundation





Match Made in Library Heaven

How did we end up working
together?

Short Answer: Covid-19



Library Express

- Program is over 20 years old
- 164 previous patron and volunteer matches
- 39 patrons served today by Outreach & Volunteers
- Capacity for one-on-one matches is 50
- Relationships go beyond library services
- Longest continuous match is 14 years (still going strong)
- Quarterly tracking for safety and quality
- Covid pivot/work with Outreach

“Laura [the patron] and I are a perfect match - our quirks are in good alignment. :)”

-Library Express Volunteer

“The book choices were totally rad and the cat’s meow!”

-Library Express Patron, Melanie





Who Do We Serve?

- *Those Who Can't Access the Library*
- *Those Who Don't Know About the Library*
- *Those Who are Afraid of the Library*



Outreach Patrons

- Youth:
 - daycares, preschools, in-home child cares, schools, transitional living
 - apartment communities with barrier of transportation to branches
- Adult:
 - senior centers, apartment communities, assisted living centers, adult day care centers
 - prisons, work release communities
 - YMCAs, community centers

Library Express Patrons



- **Long Term:**
 - Patrons with no access to transportation; mobility or health issues that prevent them from easy travel
- **Short Term:**
 - Patrons quarantined due to Covid
 - Patrons without transportation access due to health matters such as surgeries or injury, taking care of family, etc





Modes of Delivery



Volunteer-To-Patron Direct

- Interview & Match Process
- Volunteer Screening Paperwork
- Building Relationships

Volunteer Delivery Drivers

- Interview & Volunteer Screening Paperwork
- Route Development
 - Geographic Area/Patron Based
 - Branch Specific Coverage Area

Outreach/Staff Direct Delivery

- Immediate Service/Stop-Gap before Volunteer assignment
- VIP Patrons





The Good, the Bad & the VIP

Volunteer-To-Patron Direct

- # of matches vs. capacity
- Volunteer is reader's advisory, manages patron's account
- Unmatched volunteers fade away
- Extremely rewarding experience
- High-risk volunteer engagement

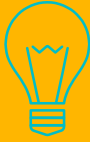
Volunteer Delivery Drivers

- # of Patrons: # of Drivers
- Easily expandable
- Volunteer time reduced
- Branch is patron's reader's advisory
- High-risk volunteer engagement

Outreach/Staff Direct Delivery

- # of Patrons
- Limited capacity
- Outreach team is reader's advisory
- Time consuming for staff
- Typically patrons are most in need of service





Logistics of Library Express

Volunteer Management

- Screening Process
- Drive by evaluation
- Volunteer Training
- Quarterly Check-Ins

Reader's Advisory

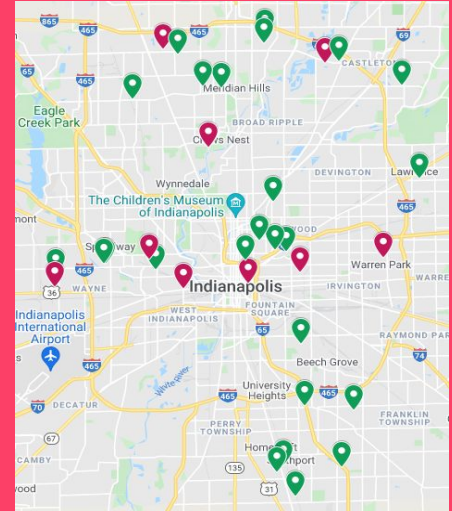
- Through Outreach staff
- At the branch
- From the volunteer
- Specialized service

Volunteers

- Delivery 2-3 weeks
- Drop-off/Pick-up
- Special instructions and situations
- Quarterly Check Ins

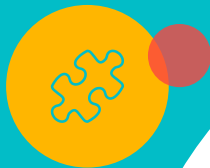
Circulation Account Maintenance

- Special lending rules
- Borrower Type
- Library card access
- Account troubleshooting
- Liaison between branches



The Funky Future of Library Service!

Service to **ANYONE &
EVERYONE!**



Roads? Where We're Going, We Don't Need Roads!

- Pick up Lockers
 - 24/7 Access!
 - Library Branches
 - Community Centers
 - Corporate Buildings
- Drone & Autonomous Car Delivery
 - Pilot Program with Toyota Delivery Van
- Partnership Programs
 - Pizza & Books!
 - Corporate Library Card Drives





What are ***your ideas*** to break
the barriers of access and
provide equitable service to your
community?



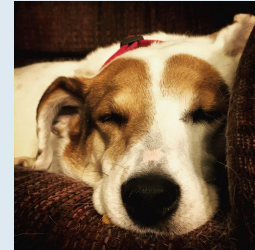
Outreach Services & Volunteer Resources Team



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