

7. Special Services Policy

October 15, 2018

The Library System of Lancaster County (LSLC) shall provide library services to underserved populations via outreach methods.

Underserved populations are defined as persons with limited access to traditional libraries.

The American Library Association definition of underserved populations include:

- Adult and new readers
- LGBT people
- Incarcerated and ex-offenders
- Older adults
- People of color
- People with disabilities
- People experiencing poverty and homelessness
- Rural, native and tribal communities.

The LSLC Special Services Department is dedicated to the provision of library services to underserved populations.

The LSLC Special Services Department staff shall provide library services to underserved populations either independently or through partnerships with approved community organizations, such as Head Start.

The LSLC Special Services Department staff shall utilize designated LSLC vehicles, including the Bookmobile and Be Ready Rover, when providing LSLC library services to underserved populations.

All Special Services Department staff who drive or travel in designated LSLC vehicles, including the Bookmobile or Be Ready Rover, must sign and abide by the Vehicle and Driver Safety Policy.