

Homebound Delivery Service Policy

Patron Eligibility

Homebound service will be provided to residents of Tuscarora Township who are not able to come to the library. "Homebound" is defined as being generally confined to the residence either temporarily, due to illness or accident, or permanently, due to age, disability or other mobility problems.

Library Card Registration/Use

Each homebound patron must register for a library card if he or she does not already have one. Card registration can be completed through our library catalog (located through the library website) or in person. Homebound patrons can have a contact person register in their place if the contact person can provide the homebound patron's Driver's License or State Identification card. Patrons must complete a homebound services application, available as a physical copy in the library or on our website as an electronic form, before services begin. A file containing the homebound services registration forms, including the library card barcode, will be maintained by the homebound services coordinators for use in checking out materials to these patrons.

Delivery Schedule/Loan Period

Materials will be delivered by a volunteer for a loan period of up to three weeks. Drivers will pick up and/or drop off materials once a week on Thursday from 12-3 p.m. The homebound patron or contact person **must** confirm the time of delivery by Wednesday afternoon at 5:30 p.m. to receive services the following day. At the time new materials are delivered, the patron has the option to return materials from the previous delivery. The patron or contact person **must** be present at the time of delivery, or the items will be returned to the library's collection. All walkways and driveways must be cleared prior to delivery to guarantee safety for library volunteers. Drivers are not permitted to enter the home for any reason. If there is an immediate emergency, the driver will contact 911. No tips or gifts will be accepted on delivery, but Friends of the Library envelopes will be available upon request.

Fines/Fees

Homebound delivery service is free. Patrons are responsible for damaged or lost items, as well as any overdue charges accumulated if materials are not returned before their due date.

Materials Available for Homebound Delivery

Each delivery will be limited to up to three items, including but not limited to: books, graphic novels, music CDs, DVDs, and audiobooks.

Returning Materials to the Library

Drivers will pick up patron materials at the time new materials are delivered or when the patron requests the return service through our email (info@indianriverlibrary.org) or by phone at 231-238-8581 to alert the staff of the need to return to the patron's home and pick up materials. The patron or contact person **must** be present at the time of pick-up or the materials will be left

at the residence and the patron will be responsible for all overdue charges accrued for the lapsed materials.

Homebound Environment Required for Delivery

Our homebound service is largely run by volunteers and their safety is extremely important to us. With this in mind, we ask patrons requesting homebound services to provide a safe and appropriate environment for volunteers.

Some examples of an unsafe home include, but are not limited to:

- If the walkways and/or driveway is not cleared.
- If any person in the home presents threatening behavior or harasses the library's representative.
- If pets are not confined (with the exception of service animals trained to assist a disabled person).
- If any person in the home exhibits signs of illness that may jeopardize the health of the library's representative.
- If conditions in the home are unsafe.
- If a volunteer or staff member must leave the property due to concerns about their safety, they will notify the homebound services coordinator.
- Services will be suspended until the issues reported are resolved.
- The homebound library delivery service program may be discontinued at any time for any reason.

Safeguards in Place for Homebound Patron Safety

All volunteer drivers will be approved for the service only after the homebound services coordinator has conducted a thorough background check to ensure homebound patron safety.