

## Title: Homebound Delivery Policy

Effective Date: 3/26/18

Authorized By: Library Board of Trustees

Date of Last Revision: 10/16/24

Huntington City-Township Public Library will provide a service of material delivery to patrons who are unable to come to the library because of age, disability, or mobility issue.

### Eligibility

In order to qualify for delivery patrons must meet the following qualifications:

- be a resident of the library district
- have a library card in good standing
- be at least age 75; or
- demonstrate a legitimate disability or mobility issue

Homebound status may be permanent or temporary.

Patrons who can drive will generally not be considered homebound.

Individuals who do not have a library card may apply for a card over the phone. The library staff or volunteer will verify ID and obtain a signature at the time of the first delivery. The individual must be able to present a valid picture ID and proof of residence.

Patrons must complete a homebound delivery application. All applications will be considered and approved by the Circulation Supervisor.

### Service

The delivery service will include a monthly delivery of library materials. Delivery will be provided by a library staff member or volunteer. Monthly deliveries will be made on a consistent schedule and will not change from month to month. Specific requests for changes in delivery times will be honored only if the staff or volunteer is able to accommodate the schedule.

Borrowed materials must be ready for pick-up at the scheduled delivery time. Staff and volunteers will not assist patrons in finding any materials in their home.

Patrons may request up to 1 renewal of any item by calling the library in advance of their delivery. Items with outstanding requests will not be renewed.

Materials will be selected by library staff and volunteers based on patron interests and/or requests. A list of borrowed materials may be kept by library staff and volunteers to avoid duplication of materials. This list may not be shared publicly.

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### Delivery Environment

It is the responsibility of the patron to maintain an environment that is safe for the staff or volunteer.

Materials will be delivered to the door of the individual or the front desk of an apartment complex or assisted living facility. No inside deliveries will be made.

Staff and volunteers retain the right to refuse to complete a delivery, leave a home immediately, or recommend suspension of service if any of the following conditions exist:

- pets are not confined (with the exception of service animals)
- a clear and safe path to the home is not available; with snow and ice removed
- any person in the home is dressed inappropriately
- any person in the home presents threatening behavior
- any person in the home uses obscene language or makes obscene gestures or suggestions
- any person in the home has an illness that is potentially threatening to the staff or volunteer
- any person in the home is engaging in illegal behavior
- the conditions of the home are unsanitary

### Loan Periods and Limits

All materials will loan until the next scheduled delivery date.

Items with outstanding requests will not be available for delivery.

| Material  | Item Limit                 |
|-----------|----------------------------|
| Book      | 10                         |
| New Book  | not available for delivery |
| Hot Shelf | not available for delivery |
| Audiobook | 10                         |
| Music CD  | 5                          |
| DVD       | 6                          |

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|--------------------|----------------------------|
| New DVD            | not available for delivery |
| Video Game         | not available for delivery |
| Magazine           | 5                          |
| Art Print          | not available for delivery |
| Library of Things  | not available for delivery |
| Literacy           | 10                         |
| Keefer Center      | not available for delivery |
| Reference          | not available for delivery |
| Inter-library Loan | not available for delivery |

**Fines/Fees**

Standard late fines, lost item charges, and damage charges will apply to all delivery materials. Late fines will not be charged if the reason for the late return is a change in delivery date on the part of the library.

The library will retain the right to discontinue delivery service if borrowed items are consistently lost or damaged.

Payment of fines and fees must be made by mail. The delivery person will not accept any money.