

## Homebound Library Delivery Program Policy

### **Patron Eligibility**

Homebound delivery services shall be provided to residents of Durham who are not able to come to the Library. Delivery service will be available only to addresses in Durham. "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 and Program Registration**

Homebound patrons must register for the service by filling out the Durham Public Library Homebound Delivery Application. The application may be filled out during the first homebound service visit, if not completed previously. Homebound patrons must have a Durham Public Library card in good standing. (A library card in good standing is defined as one with no fines, fees, lost or overdue materials). If they do not have a Durham Public Library card, the library representative who makes the initial delivery will require the patron to complete a library card application.

### **Delivery Schedule/Loan Period**

Patrons registered for Homebound Service may call or email the library to request specific titles, or they can request that a librarian select materials based on the patron's reading preferences as specified on the initial Application for Homebound Service form.

Materials will be delivered by a library representative on a schedule convenient for the library, but no more than once per month. At the time new materials are delivered, the items from the previous delivery will be retrieved and returned to the library. The patron will sign off acknowledging the receipt of new materials and retrieval of returned materials.

### **Suspension of Homebound Services**

The Durham Public Library reserves the right to suspend Homebound Services. It is the responsibility of the Homebound Patron to provide a safe environment for library representatives to deliver and retrieve material. Library representatives reserve the right not to enter the home and/or leave the home immediately if a threat is present. Homebound services may be suspended for the following reasons:

1. Animals that are not confined and present a threat,
2. Home is unsafe, unsanitary, or if there is not a clear and safe passage
3. Patron is unruly, uses abusive, sexual or obscene language, or is not dressed appropriately (revealing attire)
4. Patron presents a health threat; such as having an airborne disease

If the Outreach Librarian recommends suspension, the Library Director will draft a letter within 10 business days stating the reason for the suspension. The suspension notification will be reviewed by the Library Board at the next scheduled monthly meeting to determine if the patron services will resume or be cancelled indefinitely. The Library Director will send a letter to the Homebound Patron of the Library Board's decision.

**Fines/Fees**

There is no fee for the homebound delivery service. Overdue fees will not be charged on homebound materials. The Library's standard fee schedule shall apply for damaged or lost items.

**Materials Available**

Any circulating item may be borrowed by our homebound patrons, with a limit of 25 items per delivery.

Approved April 9, 2019