

HOMEBOUND DELIVERY SERVICE POLICY

The Crete Public Library District (CPLD) strives to connect district residents with the materials, resources, and services available from the library, even if those residents cannot physically come to the library building. In addition to digital services available 24/7 to all residents from home, the library also offers a Homebound Delivery Service to actively connect those who cannot physically come to the library to the physical resources and services and opportunities for learning and enjoyment that the library can provide.

Eligibility

The Homebound Delivery Service at the Crete Public Library (CPL) provides library services to individuals of any age who are residents of the Crete Public Library District, have (or are eligible for) a CPLD library card in good standing, and are unable to physically come to the library. "Homebound" is generally defined as being confined to one's residence either temporarily due to illness or accident, or permanently due to disability, age, or other mobility issues. In most circumstances, if a patron drives, they would not be considered homebound, though the library may consider applicants on a case-by-case basis or may expand homebound delivery in times of need.

Patrons can apply by contacting the library and discussing the services provided and their needs with a staff member assigned to homebound duties. They will be asked to sign a user agreement attesting to their homebound status. Homebound services are provided at no cost to the patron. [See Appendix for *CPLD Homebound Application*]

Schedule

Materials will be delivered to and picked up from each participant's residence by library staff. A delivery schedule can be arranged based on the participant's and staff's availability, but is generally no more often than every other week and is always during library business hours. Participants are usually asked to allow a window of time for delivery instead of an exact time to allow for traffic or other delivery issues.

Services provided

In general, homebound patrons have access to all the materials and some of the services available to visitors of the library building, including all types of materials, holds, and interlibrary loans. Limits may be placed on the number of materials delivered for the convenience of staff making deliveries or based on the usage of the patron. Staff can also assist with material selection (aka Readers Advisory). Staff may also be able to assist with setting up the patron's devices with access to the library's digital services, such as for ebooks or streaming video services or using the library's app. Other assistance can be discussed but may be limited based on available resources/equipment, staff knowledge, and/or time constraints.

Limitations

Participants will be charged with the replacement cost for materials that are lost or damaged while in their care. No fines will be charged.

Staff visits will be brief so as to maintain the delivery schedule and allow staff to fulfil their other duties. Staff will not provide assistance with activities of daily living or advice on financial or other personal matters.

While staff may be able to provide assistance with setting up mobile devices to use library services (e.g. ebooks, library app, etc.), they cannot assist with other issues unrelated to library services, such as setting up home internet, repairing computers or TVs, or connecting equipment, among other things.

Patron Responsibilities

Patrons requesting homebound services must provide a safe and appropriate environment for staff members who make deliveries to their residences, and must protect all library materials while in their custody.

Staff may choose to not enter a home, leave a home immediately, and/or recommend suspension of homebound service if any of the following conditions exist:

1. Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
2. Any person in the home harasses the library representative.
3. Any person in the home is engaging in illegal activity.
4. Any person in the home exhibits signs of illness that may endanger the health of the library representative.
5. The conditions of the home and/or property are unsafe or unsanitary.

Homebound patrons are still expected to abide by all applicable library policies, including, but not limited to, the *Patron Behavior Policy*.

CPLD has the right to terminate homebound delivery service to any individual who does not meet the terms and requirement as defined above at any time.

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