<u>Home Service Policy</u>

(Adopted June 2017)

Homebound delivery is offered for Stickney, Central Stickney, and Forest View residents who are permanently or temporarily homebound, such as the elderly who don't drive and those recovering from surgery or childbirth. The service is not for those unable to secure transportation to the library. Eligible applicants must have a library card in good standing.

Borrowing limits and fines
The library's borrowing limits will apply to homebound patrons, as well as SWAN reciprocal borrowing and ILL privileges, with the exception that homebound patrons will not be charged overdue fines. Homebound patrons will be responsible for any damaged or lost items.

Delivery
Once accepted into the program, the Outreach Librarian will call the homebound patrons at least one week prior to the scheduled visit to take requests and order materials. They will coordinate a time in which to drop off and pick up materials. Materials may be left with a caregiver or other resident designated by the homebound patron.

Librarians will provide library service only. They cannot assist patrons in any other ways, e.g. medical, household tasks, etc. Librarians will not enter the patron's residence. Homebound patrons are expected to abide by the Patron Code of Conduct in order to receive homebound services. If for any reason the Librarian feels unsafe or faces extremely unsanitary conditions, they can decide to remove home delivery privileges, documenting their reason (e.g. aggressive dog, etc.).

If, during the time of the scheduled home visit, the weather is threatening, the Librarian may reschedule their visit.

Central Stickney
The Outreach Librarian may coordinate with one or more of the Youth Services Librarians who visit Central Stickney for programming to drop off or pick up materials. The Outreach Librarian will coordinate between the homebound patron and Central Stickney Outreach Liaison.

Related
SFVPLD Circulation Policy
SFVPLD Patron Code of Conduct Policy
SFVPLD Reference & Readers Advisory Policy