

## **HOMEBOUND DELIVERY**

Homebound delivery of library items will be provided to eligible residents of the Warrenville Public Library District. This service is limited to delivery of library items and does not include other errands or caretaking tasks. Items will be delivered and collected by library staff on the first Saturday of each month, except for holiday weekends. A schedule of delivery dates will be maintained and communicated by delivery staff.

### **Eligibility & Registration**

Homebound delivery will be provided to individuals who:

- Have a valid Warrenville Public Library District card. (If an individual does not have a card, they will be required to complete an application on or before the date of their first delivery.)
- Are generally confined to their residence either temporarily or permanently due to: illness, disability or mobility problems that prevent the person from visiting the library.
- Are not currently suspended from the library because of a violation of the Library Use Policy.

Individuals may contact the Adult Services Department to sign up for homebound delivery. An agreement form must be completed to sign up for the service. By submitting the form, the individual:

- Confirms they are generally confined to their residence and are unable to visit the library in person;
- Accepts responsibility for materials delivered to their residence and agrees to pay for lost, damaged and incomplete items;
- Acknowledges the service is limited to delivery of library items;
- Authorizes the library to record their checkout history and add a library email address to their account in order to manage holds placed on their behalf and to aid staff in selecting items; and
- Agrees to maintain a safe and appropriate environment for delivery staff.
- May designate an alternate person to receive the delivery on their behalf.

An individual may opt out of the program at any time by contacting the Adult Services Department.

### **Materials Available for Delivery**

The following library materials are available through Homebound Delivery:

- Books, including Large Print
- DVDs
- Music CDs
- Books on CD

Borrowers may request specific titles. Library staff will also assist with the selection of items based on interests, favorite authors and other information provided by the borrower.

## **Safety Expectations**

The library expects the borrower and delivery staff to mutually respect one another. Concerns about delivery staff should be reported by the borrower to the Public Services Manager. Library staff will also report concerns to the Public Services Manager.

The safety of the library's staff is also important and they are expected to use their discretion to leave a residence or stop a delivery if they are made to feel uncomfortable, unsafe or if the conditions of the residence are unsanitary or unsafe. This can include but is not limited to:

- Pets not confined (with the exception of animals trained to assist a person with disabilities)
- Pathway to home is not clear (for example, ice-covered walkway)
- Any person in the home
  - is intoxicated or under the influence
  - Is dressed in revealing attire
  - uses abusive or obscene language, makes obscene gestures or displays obscene images
  - subjects delivery staff to harassment or discrimination
  - exhibits signs of illness that may jeopardize the health of the staff member and the library has not been notified of the illness prior to the delivery

## **Suspension or Termination of Homebound Delivery by Library**

The Library reserves the right to suspend or terminate homebound delivery at any time with or without cause.

Delivery staff may recommend the suspension or termination of homebound delivery to an individual because the borrower fails to abide by the safety expectations listed above or violates the law or any other library policy. In such instances, a written report shall be made to the Public Services Manager and the Library Director. Together, the Public Services Manager will investigate the report and determine an appropriate course of action which may include a written warning, a temporary suspension of the service, a permanent suspension of the service or other consequence. The Library Director will communicate any warning or suspension in writing to the borrower. As stated in the Library Use Policy, enforcement of policies will be conducted in a fair and reasonable manner. The decision to suspend or terminate homebound delivery may be appealed, in writing, to the Library's Board of Trustees.

Policy Revision Log

Approved August 17, 2022, effective immediately