

## Homebound Delivery Policy

Adopted by the Hinckley Public Library District Board of Trustees  
January 9, 2017

The Homebound Library Delivery Service at the Hinckley Public Library District (HPLD) provides library services to individuals who are residents within district boundaries and are unable to physically come to the library. 'Homebound' is defined as being generally 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, he/she would not be considered homebound. This service is open to all ages.

Homebound services are provided at no cost to the patron. Patrons must be a resident of Hinckley Public Library District and have a current library card. If the patron does not have a library card, an application for a card can be filled out during the first homebound visit.

Patrons can apply by calling the library. Once the patron has applied, a staff member will contact the applicant to explain how to request books and other materials, as well as help with suggestions based off the application. A schedule of delivery will be set up, depending upon the individual's needs, and on the availability of volunteer drivers.

Item limits will be the same as for all other patrons. Materials will be delivered to and picked up from each participant's residence by library staff or volunteers. Participants will be charged the replacement cost for materials that are lost and/or damaged while in their care.

Patrons requesting homebound services must provide a safe and appropriate environment for staff members or volunteers who make deliveries to their residences, and patrons must protect all library materials while in their custody. Staff or volunteers will not provide assistance with activities of daily living or advice on financial or personal matters.

Staff or volunteers may choose not to 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 at the time of service.
- 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.

HPLD has the right to terminate this service to any individual who does not meet the terms and requirements as defined above.