



## **HOMEBOUND DELIVERY SERVICE POLICY**

### **Purpose**

The Glencoe Public Library (Library) provides delivery of materials within Glencoe to Glencoe Public Library cardholders who cannot easily visit the Library due to a condition that prevents or makes it difficult to do so. The purpose of this policy is to define those services provided to cardholders who are eligible for home delivery.

For the purpose of this policy, *homebound* is defined as generally being confined to one's residence either temporarily or permanently due to a condition that prevents or makes it difficult to visit the Library.

This policy applies to all holders of a Glencoe Public Library card in good standing, and a condition that prevents or makes it difficult to visit the Library, who wish to receive one-time or regularly scheduled deliveries of library materials. A library card in good standing is defined as having fines below the \$10.00 threshold.

By participating in the homebound delivery service, cardholders agree to abide by all Glencoe Public Library policies, rules and regulations.

### **Eligibility**

A Homebound Delivery Eligibility Application must be filed with the Glencoe Public Library in order to qualify for homebound delivery. Once an Eligibility Application has been submitted and accepted, the participant will be entitled to the following services:

1. Library material in all formats may be chosen by the participant or selected by library staff. Materials checked out to the participant are subject to normal circulation procedures, including renewal policies, the payment of overdue fines, fees, and restriction of borrowing privileges. Homebound delivery participants are responsible for damage to or the loss of materials (including delivery bags) in their possession.
2. Home delivery is dependent on staff availability. Therefore, the frequency of delivery is based on that availability, which may also affect loan periods.
3. A participant may designate one or more individuals on the Eligibility Application to use their library card on their behalf. The participant is responsible for all borrowed materials and any fees or fines incurred by any designated individual.
4. The Materials Preference section of the Eligibility Application shall be completed by or for the participant before homebound delivery begins. Participants can change and amend those preferences at any time by filing an updated application or form.

## Conditions

Homebound delivery participants shall accept the following conditions for services:

1. Participants shall provide a safe and appropriate environment within the boundaries of the Village of Glencoe for items to be delivered and retrieved.
2. A record of all materials checked out by a participant may be maintained on a database for selection purposes.
3. Library staff delivering or retrieving library materials generally shall not pass the entryway into living areas in residences.
4. Library staff are not permitted to assist in any other tasks or services outside of homebound delivery.
5. The terms and conditions of the Homebound Delivery Service are subject to change or revocation at any time. A participant's use of the Homebound Delivery Service may be denied, suspended, or revoked in the Library's sole discretion.
6. A waiver of claims will be included with the Eligibility Application. Participants must sign and submit the waiver along with the application.

Adopted	October 16, 2019
Reviewed	
Revised	