



GLENCOE PUBLIC LIBRARY

HOMEBOUND DELIVERY SERVICE POLICY

General

Subject to the terms and conditions below, the Glencoe Public Library (Library) provides delivery of materials within Glencoe to homebound Library cardholders who cannot visit the Library.

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

Eligibility

This policy applies to all homebound Library cardholders in good standing who wish to receive one-time or regularly scheduled deliveries of library materials and who have been approved after submitting a Homebound Delivery Eligibility application and waiver. A cardholder in good standing is defined as having no lost items in the patron account or items more than 45 days overdue.

Available Services

- Library material in all formats may be chosen by the patron or selected by library staff. Materials checked out to the patron are subject to normal circulation policies, including renewal and payment for lost or damaged items.
- Home delivery is dependent on staff availability. Therefore, the frequency of delivery is based on that availability, which may also affect loan periods.
- A patron may designate one or more individuals on the eligibility application to use their library card on their behalf. The patron is responsible for all borrowed materials and any fees incurred by any designated user of the library card.
- The Materials Preference section of the eligibility application shall be completed by or for the patron before homebound delivery begins. Patrons can change and amend those preferences at any time by filing an updated application.

Conditions

- Patrons shall provide a safe and appropriate environment for items to be delivered and retrieved.
- A record of all materials checked out by a patron may be maintained on a database for selection purposes.
- Library staff delivering or retrieving library materials shall not pass the entryway into living areas.
- Library staff are not permitted to assist in any other tasks or services outside of homebound delivery.

- The terms and conditions of the Homebound Delivery Service are subject to change or revocation at any time. A patron's use of the Homebound Delivery Service may be denied, suspended, or revoked at the Library's sole discretion.
- Patrons must abide by all Library policies, rules, and guidelines.

Adopted	October 16, 2019
Reviewed	
Revised	October 19, 2022; October 15, 2025