THE HAYNER PUBLIC LIBRARY DISTRICT
DELIVERY SERVICES POLICY
(HOMEBOUND POLICY)

The Hayner Public Library District provides free monthly delivery service as a courtesy for eligible homebound patrons/patrons with disabilities. The service provides coordinated delivery and pick-up of library materials at the patron's residence on a regular basis. The term "homebound" is defined as being confined to one's residence either temporarily due to illness or accident, or permanently due to disability, age, or other mobility issues. The service is open to all ages.

ELIGIBILITY

Eligible individuals must reside within The Hayner Public Library District's service area; have a library card in good standing; meet the definition of "homebound" as described above; and do not have anyone else in the household who is capable of retrieving and/or returning library materials at library facilities on the individual's behalf.

ENROLLMENT, PARTICIPATION, AND SUSPENSION/DISCONTINUATION

Interested individuals must complete the library's Delivery Service application. Library staff will contact the individual to verify the application's information and determine if and/or when services will commence. Library staff will regularly contact homebound participants to assist with selecting new materials, extending loan periods if needed, and confirming availability for the next scheduled delivery/pick-up. It is the participant's responsibility to notify the library if their contact information or residence has changed either temporarily or permanently.

Individuals receiving homebound service must protect all library items in their custody and must provide a safe and appropriate environment for library staff who make deliveries. Library materials will only be delivered directly to the homebound individual or to a staff member of a care facility at which the homebound individual currently resides.

Homebound service participants are subject to all library policies, including those set forth for borrowing materials. The library retains the right to suspend or discontinue participation in homebound service as determined by factors including but not limited to: poor condition of materials upon their return; inappropriate behavior; unsafe or unsanitary property conditions (including insect/vermin infestation of library materials); changes in the individual's health or circumstances that impact their eligibility; and inability to contact the participant for an extended period.

Individuals whose homebound service has been suspended or discontinued will be notified in writing by the library. The reason for the suspension or discontinuation will be provided. Depending on the nature of the suspension or discontinuation, the individual will be provided a period of time during which to take corrective action. At the end of that period, library staff will evaluate whether the individual is eligible to receive homebound service again.