

Groton Public Library Homebound Delivery Procedure-- DRAFT

Need to write a procedure for mail-it program

Patron Eligibility

Homebound service will be provided to residents of Groton. who are not able to come to the library. "Homebound" is defined as being generally confined to the residence either temporarily, due to illness or accident, or permanently, due to age, disability, or other mobility problems.

Library Card Registration/Use

Each Homebound participant must register for a library card if they do not already have one. New Library card will be delivered with the first delivery of material.

Several options will exist for setting up a new account.

- Applicants can be mailed a card registration form along with application for program, and they mail it back filled out
- A family member, friend, or other volunteer can bring a card registration form along with application for program and return it to Library filled out
- You can apply online for a library card.

Delivery Schedule/Loan Period

- Groton Public Library containers will be supplied for deliveries. Each container will have ID affixed with the patron name, home address, telephone number and relevant contact information.
- Materials will be delivered and picked up once a month by a Groton Public Library volunteer on a pre-scheduled time and day from the patron's home.

Fines/Fees

There are no fees for the homebound program or for delivery/pick-up. Overdue fines will not be charged on items from the Groton Public Library. But, replacement costs will apply for damaged or lost items from any library.

Loan Periods

One month loan periods, with the possibility of one renewal but must call ahead to renew. New items will not be available for renewal.

Materials Available for Shut-in Delivery

All formats of materials are eligible for homebound delivery. But new materials will not be available for renewal.

Each delivery will be limited to one delivery container which holds up to 12 items.

Requesting materials (choices)

- Call the Library to make requests or make requests online.
- Arrange for a staff member to choose titles for you in a certain genre or material type (Discussion required with Library staff to begin).

Delivery Guidelines

We are committed to ensuring that all delivery participants are treated with dignity, respect and impartiality. In addition, we are committed to ensuring that the delivery volunteers are treated with dignity and respect and that they are safe while serving the public.

To that end we have established a set of guidelines that delivery participants need to abide by:

1. Patrons must be punctual at delivery time. We will drop off the bag and wait 15 minutes for the patron to come and take in the bag.
2. All patrons must speak courteously to the volunteer at all times. Any words or acts of intimidation will not be tolerated and may lead to the suspension of the patron's participation in the program thus suspending further access to the Library's materials.
3. Proper attire is required at delivery/pick-up time.
4. Patrons must protect all library materials while in their custody. Any library material currently in the possession of the homebound patron that appears to have been willfully defaced, mutilated or damaged while in the custody of the homebound person will be charged the cost of the material.
5. Volunteers may recommend suspension of the service for violation of any of the above guidelines. If a volunteer wishes to recommend suspension of service due to an occurrence of any of the above that makes the environment for delivery unsafe or inappropriate, the volunteer shall provide the Groton Public Library with an Incident Report. The Library Executive and the Library Board of Trustees Director will determine the action required with any recommendation for length of suspension of service.
6. Should this occur, the Library Executive will send written notice to the patron with the reason for the and the length of the suspension of the services and provide a copy of the notice to library staff. No suspension of service in excess of thirty days will be imposed unless it is recommended by the Library Executive. Any homebound patron may request in writing that the suspension of service be reviewed and reconsidered.