



Service to the Homebound Policy

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I. Patron Eligibility

- a. Homebound Service will be provided to the residents of Altoona who are not able to come into the library. Patrons who identify as “homebound”, which is defined as being generally confined to the residence either temporarily, due to illness or accident, or permanently, due to age, unreliable transport, disability or other mobility problems.
- b. Patrons must fill out the Altoona Public Library Homebound Application to be considered for the program.
- c. The patron must be in good standing to qualify for this service.

II. Library Card Registration/Use

- a. Each homebound patron must possess or register for a library card if s/he does not already have one.
- b. A file containing homebound services registration forms, including library barcode, will be maintained at the circulation desk for use in checking out materials to these patrons.
- c. If the patron does not have a valid card, an application will be filled out by phone or in person and the librarian/volunteer* will bring the card application and the homebound service application with them for the patron’s signature on the first delivery date.

***NOTE** - All volunteers and library staff must undergo a criminal background check.

III. Delivery Schedule/Loan Period

- a. Materials will be delivered approximately once a month. The schedule of delivery is up to the discretion of the patron and delivery volunteer to coordinate. At the time that new materials are delivered, the items from the previous delivery will be retrieved and returned to the library.

IV. Fines/Fees

- a. There is no fee for homebound delivery. Overdue fines will not be charged on homebound materials, but the library's standard fee schedule will apply for damaged or lost items.
- b. The Altoona Public Library retains the right to discontinue service if borrowed items are lost, damaged, and/or not returned in the same condition as they were delivered.

V. Materials Available for Homebound Delivery

- a. All formats of materials are eligible for homebound delivery, excluding electronic devices (e.g. Kindles and iPads).
- b. Each delivery will be limited to one bag of materials or approximately 25 – 30 items.
- c. If a material desired is not owned by the Altoona Public Library it can be requested by contacting library staff at (715) 839-5029 or logging into the MORE system with their library card

VI. Renewals

- a. If a material is desired longer than the four week delivery schedule, then a patron should contact library staff at (715) 839-5029 or log into their library account on the MORE system for a renewal.

VII. Homebound Environment Required for Delivery

- a. Volunteers are unable to assist patrons with other errands, household chores, etc. They are there for library purposes.
- b. Volunteers are not to search for missing or misplaced library items. It is the responsibility of the Patron to keep track of all materials for return.
- c. Patrons requesting homebound delivery services must provide a safe and appropriate environment for all volunteers and staff members who make deliveries to their homes and patrons must protect all library materials

while in their custody. Volunteers or staff members reserve the right to choose not to enter a home, to leave a home immediately and/or to recommend suspension of the service if any of the following conditions exist:

- i. Pets are not confined (with the exception of service animals trained to assist a disabled person).
 - ii. A clear and safe path to the home, with snow shoveled and ice removed.
 - iii. Any person in the home is dressed in revealing attire
 - iv. Any person in the home presents threatening behavior
 - v. Any person in the home uses abusive or obscene language, makes obscene gestures or displays obscene images.
 - vi. Any person in the home harasses the library's representative
 - vii. Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not be notified of the illness.
 - viii. Any person is smoking inside the home at the time of the library's delivery.
 - ix. Any person is engaging in any illegal activity in the home at the time of the library's delivery.
 - x. Conditions in the home are unsafe or unsanitary
- d. If a volunteer or staff member must leave the home, deny service, or wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the home environment for delivery unsafe or inappropriate, the volunteer or staff member shall provide the Altoona Library Director with notice of why such action occurred together with any recommendation for length of suspension of service.
 - e. The Altoona Library Director shall send written notice to the patron of the reason for and the length of any continuing suspension of service.
 - f. Any homebound patron may request in writing that the suspension of service be reviewed by the Board of Trustees at the next monthly Board Meeting.

Proposed and Amended on August 17th, 2016 by Katelyn M. Noack

Approved by the Altoona Public Library Board on August 17, 2016.

Board President Signature: _____