

## **William P. Faust Public Library Homebound Delivery Service Policy**

### Patron Eligibility

Homebound service will be provided to residents of Westland 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 patron must register for a library card if he or she does not already have one. Patrons must complete an application with the homebound services coordinator before services begin. A file containing the homebound services registration forms, including the library card barcode, will be maintained by the homebound services coordinator for use in checking out materials to these patrons.

### Delivery Schedule/Loan Period

Materials will be delivered by a volunteer either biweekly or once a month, depending on the patron's preference. At the time new materials are delivered, the items from the previous delivery will be retrieved and returned to the library. Deliveries may be made by volunteers acting on behalf of the William P. Faust Public Library.

### Fines/Fees

Homebound delivery service is free. Overdue fines will not be charged on homebound materials, but patrons are responsible for damaged or lost items.

### Materials Available for Homebound Delivery

Each delivery will be limited to up to ten items, including but not limited to: books, magazines, music CDs, and audiobooks.

### Homebound Environment Required for Delivery

Our homebound service is largely run by volunteers and their safety is extremely important to us. With this in mind, we ask patrons requesting homebound services to provide a safe and appropriate environment for volunteers or staff members. Some examples of an unsafe home include, but are not limited to:

- If any person in the home presents threatening behavior or harasses the library's representative.
- If pets are not confined (with the exception of service animals trained to assist a disabled person).
- If any person in the home exhibits signs of illness that may jeopardize the health of the library's representative.
- If conditions in the home are unsafe.

If a volunteer or staff member must leave the home due to concerns about their safety, they will notify the homebound services coordinator. Services will be suspended until the issues reported are resolved. The homebound library delivery service program may be discontinued at any time for any reason.

*Approved by Board 6/18/2021*

*Updated 6/8/2021*