

HOMEBOUND SERVICE POLICY

Homebound Service provides library services to individuals who are unable to physically come to the library and have no household member available to get to the library for items.

While the Library will strive to provide this service to any eligible individual requesting it, the Library reserves the right to limit the number of patrons receiving this service due to staffing or other operational limitations.

Eligibility and Application

“Homebound” is defined as being generally confined to one’s residence either temporarily due to extended illness or convalescence or permanently due to disability, age, or other medical issue. This service is open to all ages.

Individuals wishing to use homebound services must currently reside within district boundaries and must apply for a Fondulac District Library homebound library card and services. Homebound services are provided at no additional cost (except for normal charges and service fees established by the Board of Trustees for all patrons) to anyone with a valid Fondulac District Library homebound library card in good standing.

Individuals may apply for homebound delivery services by filling out an application which is available at the library and on the library website and may be returned by hand delivery, mail, fax, or email. If an individual calls the library, a staff member can fill out the form, which the applicant can sign during the first homebound visit. The library reserves the right to request a photo ID during the application process to confirm the patron’s identity.

Applicants will be contacted by library staff to determine eligibility and, following review and approval of the application, to discuss service, the material request process, and delivery schedule. To facilitate homebound delivery service, homebound-use library cards and numbers are not distributed to the patron and are not eligible to check out materials in-person at the library. Homebound service patrons wishing to use electronic resources may inquire about a separate card specifically for those services. Other than a Fondulac District Library card allowing electronic access, patrons utilizing homebound services may not simultaneously have any other active non-homebound-use library card at Fondulac District Library or in the RSA system. If a patron has a library card with previous fees or fines, the Library reserves the right to require payment before homebound service begins. The Library will maintain a record of all items checked out by a homebound member on a homebound library card for purposes of selecting materials for that person.

Borrowing

Any circulating item may be borrowed by homebound patrons for two weeks. The library will prohibit renewal of some items, such as DVDs, magazines, and equipment, due to their normally shorter check out length. No materials may be borrowed for longer than 6 weeks. No item that has holds (reserved by another patron) may be renewed.

Homebound patrons may contact their assigned contact staff member at the library to request specific items. Otherwise, library staff will select materials for participating patrons based on the preferences indicated on their materials interest form.

The library’s item type lending limits will be followed, e.g. 10 DVDs. No more than 50 items may be checked out at a time, and no more than 25 items will be delivered at one time.

Patrons will be charged with the replacement and/or processing costs for materials that are lost or damaged while in their care, but will not be charged overdue fines. Homebound-use library cards with fees in excess of \$5 are ineligible for additional checkouts.

Deliveries and Returns

Materials will be delivered to and picked up from each participant's residence by library staff members in a library-owned vehicle. Deliveries and returns (pick-ups) are conducted regularly every other week on a pre-determined schedule established by the library. The library reserves the right to change schedules based on staffing, weather, or other needs, and will communicate schedules and changes to patrons. Staff members should not enter private residences and cannot provide other services while delivering library materials. Staff will not assist with activities of daily living, errands, household chores, or advice on financial or personal matters. To the best of their ability, staff will work with patrons to ensure they are able to retrieve the bag of materials without difficulty.

Patrons receiving homebound services must provide a safe and appropriate environment for staff members who make deliveries to their residences, including a clear and safe path to the home, with snow shoveled and ice removed. Patrons must protect all materials while in their custody. Library staff cannot search for missing or misplaced library items at the home. It is the responsibility of the patron to keep track of and prepare all materials for return. All materials are to be returned in the delivery bag supplied by the library and should be ready for pickup at the scheduled time.

The library staff member may choose to leave a home immediately and/or recommend suspension or termination of homebound service if any of the following conditions exist:

1. Any person at the home presents threatening, obscene, or abusive language, gestures, or images at the home, during deliveries, or in any communication with library staff.
2. Any person at the home harasses library staff at the home, during deliveries, or in any communication with library staff.
3. Any person in the home is engaging in illegal activity.
4. Any person at the home exhibits signs of illness or is actively conducting activities that may endanger the health and safety of the library staff.
5. Any person at the home is under the influence of alcohol or has been abusing drugs at the time of service.
6. Pets or other animals are not confined (with the exception of service animals trained to assist a person with disabilities).
7. Any person at the home is dressed in revealing or inappropriate attire.
8. The conditions of the home and/or property are unsafe or unsanitary.
9. Library material in the possession of the homebound patron appears to have been willfully defaced, mutilated or damaged or is being returned in conditions in violation of the library's Health and Safety Policy.

Suspension and Termination of Service

The library has the right to suspend or terminate this service to any patron who does not meet the terms and requirements as defined above.

Excessive late returns, loss, or damage of library materials may result in discontinuation of lending of specific types of materials or suspension or termination of homebound service.

If a library staff member must leave the home, deny service, or wishes to recommend suspension of service because of the occurrence of any of the above, the staff member shall provide the Library Director with notice of why such action occurred together with any recommendation for length of suspension or termination of service. The Library Director shall send written notice to the patron of the reason for and the length of any continuing suspension or termination of service. Any homebound patron may request in writing that the suspension or termination of service be reviewed by the Board of Trustees at the next monthly Board Meeting.

Homebound delivery service also will terminate when the eligibility requirements are no longer met or at the written request of the patron, minor patron's parent/legal guardian, or an individual with power of attorney to act on behalf of the patron.

Designated Borrower

In lieu of library delivery, Fondulac District Library cardholders who are eligible for homebound service but who have a household or family member or other authorized person willing and able to pick up, deliver, and return library materials to Fondulac District Library may designate one or more individuals to use their active regular-use library card on the cardholder's behalf.

A cardholder and their designee must complete a designated borrower application. Both the cardholder and designee will need to provide ID and address verification during the application process. Standard borrowing policies will apply. As an opt-in option to be selected by the cardholder, staff may release registration information, borrowing records, and reading interests to the cardholder or their designee. The homebound person will need to inform library staff if they wish to remove permission for the designee to access account information or check out materials on their behalf. Designee contact information will be included in the cardholder's account only for the duration of the homebound status. A cardholder may revoke designee privileges at any time by notifying the library directly.

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