

# MIDLOTHIAN PUBLIC LIBRARY HOMEBOUND SERVICES POLICY

## I. PURPOSE

The homebound delivery program at Midlothian Public Library provides library services to individuals who are residents of Midlothian and are unable to physically come to the library. "Homebound" is defined as generally being confined to one's residence either temporarily due to illness or accident, or permanently due to disability, age, or other mobility issues. In most cases, if a patron drives, he or she would not be considered homebound.

## II. ELIGIBILITY

Homebound services are provided at no cost to the patron (except for normal charges and service fees established by the Board of Trustees for all patrons). Patrons must be a resident of Midlothian and have a current library card in good standing. If the patron does not have a library card, an application for a library card can be signed during the first homebound visit.

## III. APPLICATION

Patrons may apply for homebound delivery services by filling out an application via web form, a paper application available at the library, or a PDF application available on the library website, which may be returned by hand delivery, mail, FAX, or email. If a patron calls the library, a staff member can fill out the form, which the patron can sign during the first homebound visit.

## IV. LOAN PROCEDURES

Once the patron has applied, a staff member will contact the applicant to explain how to request materials. A schedule of delivery will be set up during regular library business hours, depending upon patron's needs and the availability of library staff. Designated library staff will assist in selecting material for patrons. Hold rules, item limits, overdue penalties, and lost and damaged charges will be the same as for all other library patrons. Materials will be delivered to and picked up from each participant's residence by library staff.

## V. HOME ENVIRONMENT

Patrons requesting homebound services must provide a safe and appropriate environment for staff members who make deliveries to their residences, and patrons must protect all materials while in their custody. Staff will not enter the interior of the patron's home or provide assistance with activities of daily living or advice on financial or personal matters.

Staff may choose to leave a home immediately, and/or recommend suspension of homebound service if any of the following conditions exist:

- A. Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
- B. Any person in the home harasses the library staff member.
- C. Any person in the home exhibits signs of illness that may endanger the health of the library staff member.
- D. Any person in the home is engaging in illegal activity at the time of service.

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- E. Any person in the home is under the influence of alcohol or has been abusing drugs at the time of service.
- F. Any person involved in the service transaction is smoking at the time of service.
- G. The conditions of the home and/or property are unsafe.

The Midlothian Public Library has the right to terminate this service to any individual who does not meet the terms and requirements as defined above.

Adopted 2/2018, Reviewed 7/2019, Revised 10/2020, Reviewed 8/2021, 8/2022, Revised 4/2023