

Policy 350

Homebound Delivery Policy

A. Introduction and Definitions

Sugar Grove Public Library District offers Homebound delivery services to patrons residing inside the library district who are unable to visit the library, either temporarily or permanently. In most circumstances, if a patron drives, they would not be considered Homebound. A patron that is “homebound” is defined as being unable to visit the library due to:

- Illness-If you are homebound due to illness or recovery from a surgery for more than three weeks.
- Disability-If you are unable to come to the Library due to a disability. A disability may generally be defined to be in alignment with ADA definitions.
- Driving Limitations-If you are unable to drive to the library due to a physical limitation, or have a relative drive for you.
- Other mobility issues of a serious nature.

This service is offered to patrons of all ages. To receive Homebound Delivery a patron must have an active Sugar Grove Public Library District card and be a resident of the Sugar Grove Public Library District. Homebound services are provided at no cost to the patron.

B. Circulation of Materials

Up to twenty items can be checked out to a Homebound patron at once. Items can be renewed up to two times as long as the item is not new or there is a hold on it. The items available to be checked out are:

- Books
- CDs
- Audiobooks
- Non-new DVDs
- Magazines
- Interlibrary Loan Items (if the patron wishes to receive an item from another library the Sugar Grove Public Library can order items)
- Electronic Devices--E-Readers (the Sugar Grove Public Library’s E-Readers come with a set of E-Books preinstalled on the device).

The patron is responsible for any associated fines or fees as a result of overdue materials, loan costs, or replacement of damaged materials.

C. Services and Restrictions

Patrons who are interested in receiving Homebound services may call to schedule an appointment with a library staff member. The library staff member will set up an appointment to meet the patron and sign them up for a library card and Homebound delivery services.

Procedures may be located in the general informational brochures. Delivery dates and times will be coordinated with the Circulation Supervisor and associated volunteer team.

Patrons who desire Homebound delivery services must provide a safe and appropriate environment for library staff members who make deliveries to their place of residency. Patrons will be charged the replacement cost for materials that are lost and/or damaged while in their care.

Library staff or volunteers may choose not to enter a place of residency to make a delivery if:

- Any person in the residency presents threatening, obscene, or abusive language, gestures, or images.
- Any person in the residency harasses the library staff.
- Any person in the residency is engaging in illegal activities at the time of service.
- Any person in the residency exhibits signs of illness that may endanger the health of the library staff.
- The conditions of the residency and/or property are unsafe and unsanitary.

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

Services may be terminated if a patron does not maintain good standing as per circulation loan rules, displays behavior which may be of a concern for the safety and security of a volunteer or staff member.

The Library seeks to be in compliance with all ADA rules and regulations with all programs and services.

Approved 11/14/18