

Policy 360

Homebound Delivery Volunteer Policy

A. Introduction

The purpose of homebound delivery is to provide a safe and welcoming method for mobility limited patrons to access library materials. The usage of volunteers is key to the success of the program, and volunteers will be carefully selected and monitored to ensure the success of the program.

B. Usage and Training of Volunteers

Deliveries of Sugar Grove Public Library District materials will be made on a schedule in accordance to the Homebound Policy 350 and/or procedures to Homebound patrons by volunteers. Before delivering materials to homebound patrons, volunteers will be properly trained in the Homebound Policy what procedures to follow during delivery. A staff member will accompany a volunteer during an essential training period.

C. Volunteer Screening and Requirements

In order to provide a safe experience for patrons, each Volunteer will be carefully reviewed.

Each Volunteer:

- Must be 21 and above

- Provide a state driver's license
- Complete a screening process that includes a personal interview conducted by the Circulation Supervisor
- Complete a criminal background check performed by a reputable service or local police
- Provide two personal references
- Commit to one shift per month, preferred two
- Sign a liability waiver releasing the Library of liability as it relates to volunteering or driving
- Show proof of valid automobile insurance to ensure compliance to state laws for insured vehicles

D. Service and Restrictions

1. Each volunteer will serve in accordance of Policy 350: Homebound Delivery Policy, and follow procedures as outlined by the Circulation Supervisor and Volunteer Coordinator.
2. If a volunteer or staff member must leave the home, deny service, or wishes to recommend suspension of service because the home environment for delivery unsafe or inappropriate, the volunteer or staff member shall provide the Sugar Grove Public Library District Director with notice of why such action occurred together with any recommendation for length of suspension of service. The Sugar Grove Public Library District Director shall send written notice to the patron of the reason for and the length of any continuing suspension of service.
3. The Library Director provides oversight the program as a whole, and may make adaptations, changes, or termination of services to the program or volunteer schedule as needed.

Approved by the Board of Trustees 1/23/19