

Homebound Service Policy

The **purpose** of this Homebound Service Policy is to provide perimeters for service to our patrons through the Homebound Express Program.

Patron Eligibility

Homebound service will be provided to residents of Swarthmore Borough 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. A note of eligibility must be completed and signed by a medical doctor or other professional (such as a social worker) as part of the application for homebound service. "Homebound patron" is defined as a resident of Swarthmore Borough who is homebound and holds a valid Delaware County Library System (DCLS) library card.

Library card registration/use

Each homebound patron must register for a DCLS library card if s/he does not already have one. Staff will contact the homebound patron after their application is received to set up a new card. The volunteer or staff member who makes the initial delivery of requested library materials will ask the homebound patron to sign their registration card, after which the homebound patron will retain their library card. A file containing the homebound services application forms, including library card barcode, will be maintained in the library for use in checking out materials to homebound patrons.

Delivery Schedule/Loan Period

Materials will be delivered by a Swarthmore Public Library (hereafter referred to as "the Library") volunteer once a month. Pick-ups and deliveries will be made the first Tuesday of every month between 10 am and 4 pm.

Fines/Fees

There is no fee for homebound service. If materials are not available for pick-up on the scheduled date, a fine of \$.25 per day for each item will be charged to the homebound patron. The Library's standard fee schedule will apply for damaged or lost items.

Renewals

There will be no renewals on materials checked out to homebound delivery patrons.

Materials Available for Homebound Delivery

All formats of materials currently available for check-out are eligible for homebound delivery, with the exception of DVDs. Items in high demand, such as best sellers, may also be excluded at the discretion of library staff. Each delivery will be limited to one bag of materials or approximately 8-10 items.

Homebound Environment Required for Delivery

Patrons requesting homebound services are asked to provide a safe and appropriate environment for volunteers or staff members who make deliveries to their homes. At

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their discretion, volunteers or staff members may choose not to approach, enter or remain in a home. Homebound patrons will be notified and given the chance to re-schedule delivery.

Approved by the Swarthmore Public Library Board of Trustees November 17, 2015