

# Perry County District Library Home Delivery Policy

## Eligibility

- Must be a resident of Perry County
- Must be able to obtain a Perry County District Library card
  - Or already have a card in good standing
- Must be homebound due to:
  - Permanent or temporary illness or condition
  - Disability
  - Caregiver responsibilities
  - Ongoing lack of transportation
  - Visual Impairment
  - Other reason approved by staff member
- Must allow charge history on account to avoid repeat item selections.
- The number of participants enrolled in this service is limited. Eligible applicants will be added to a wait-list if there is no space currently available.

## Frequency of Deliveries and Missed Visits

- Standard frequency: One visit every four weeks
  - At the discretion of library staff, frequency may be adjusted to better meet the needs of the Home Delivery Patron
- Missed visits will only be rescheduled if there is time available in the Outreach schedule.
  - If you know that you are going to miss a visit, please notify an Outreach Staff Member as soon as possible.
  - Multiple missed visits without notice may result in suspension of service
- If a staff member will not be able to make a delivery at the Home Delivery Patron's scheduled time, they will reach out as soon as possible to make alternate arrangements.

## Delivery Procedure

- An Outreach Staff member will do their best to contact the Home Delivery Patron with a reminder about their scheduled delivery the day prior to the delivery.
- The Home Delivery Patron or a person designated by the patron must be present to accept the delivery and provide the items for return OR a designated container with a lid may be left outside for a contactless pick-up and drop-off of items.
  - Staff members will not enter a Home Delivery Patron's home
  - Outreach staff may refuse to leave a contactless delivery if they deem the designated container to be insufficient shelter for the delivery – in this event, the Home Delivery Patron will be notified as soon as possible.
- Each Home Delivery Patron will be assigned two Home Delivery Bags which will include a tag with their name and contact information for the library.

- The Home Delivery Patron will have only one Home Delivery Bag in their possession at a time.
- At each visit, a staff member will drop off a Home Delivery Bag with the Home Delivery Patron's newly checked out items, a checkout receipt listing the items, and a reminder with the next scheduled visit date.
- The Home Delivery Patron is expected to have all finished items packed in the Home Delivery Bag in their possession for return.
  - The patron may keep items that they wish to renew as long as renewals are allowed for that item.
  - The previous Home Delivery Bag must be returned at each visit or the delivery will not be left for the patron.
- Staff members who deliver library materials are available only for scheduled visits to discuss reading selections and delivery of books. Staff will not provide assistance with activities of daily living or advice on financial or personal matters.

### **Delivery Environment**

- Home Delivery Patrons must provide a safe and appropriate environment for staff members to make the delivery. An Outreach Staff Member may refuse to make a delivery, leave immediately, and/or recommend suspension of home delivery services for any of the following reasons:
  - There is not a clear and safe path to the home.
  - Any library material currently in the possession of the Home Delivery Patron appears to have been willfully defaced, mutilated, or damaged while in the custody of the Home Delivery Patron.
  - Conditions in the home are unsafe or unsanitary.
  - Pets are not contained – with the exception of trained service animals.
  - Any person in the home is dressed in inappropriate attire.
  - Any person in the home presents threatening behavior.
  - Any person in the home uses abusive or obscene language, makes obscene gestures, or displays obscene images.
  - Any person in the home is under the influence of illegal drugs or alcohol.
  - The staff member feels unsafe or uncomfortable for any reason related to the delivery environment.

### **Borrowing Periods, Fines, and Fees**

- Items borrowed by Home Delivery Patrons will never be due before the next scheduled visit date and up to four renewals may be allowed for most items.
- The Perry County District Library does not charge late fines for most items. However, Home Delivery Patrons are responsible for any and all fines and fees for items that do incur late charges and for damaged and lost items.
- Borrowing restrictions for items including, but not limited to, video games and hotspots will apply to Home Delivery Patrons as with all Perry County District Library patrons. Fines may incur if these items are not returned on time.