

# Parsons Memorial Library

## Homebound Delivery Service Policy

### **Statement of Policy**

Parsons Memorial Library's mission is to provide equitable and consistent access to library materials for information, knowledge, and entertainment for all residents of the Town of Alfred who are unable to visit the physical library because of temporary or long-term illness, disability, or other health-related conditions.

### **Eligibility**

This service is offered to all residents of the Town of Alfred who are unable to leave their home environment due to illness, disability, or other health-related condition for 30 days or more. Homebound patrons must have an active library card in good standing. All patrons interested in the Homebound Delivery Service must apply for this service. The library or patron is free to terminate this service at their discretion. Contact the library for more information.

### **Borrowing Material**

Patrons participating in the Homebound Delivery Service should be able to manage their online account, search and select items, and place holds. Patrons can also work with library staff to gather materials based on interests indicated at the time of application. Up to 5 items may be borrowed at a time and are subject to the loan periods and renewals as stated in the Circulation & Overdue Policy. Replacement costs will be applied for damaged or lost items from any library.

Twice a month, the library will deliver materials to the patron's home. Materials are gathered based on holds placed by the patron or selections made based on the patrons interest requested on the application. At the time of delivery, the previous materials will be picked up and returned to the library. By participating in the Homebound Delivery Service, patrons' give consent for the library to access their account for borrowing and returning purposes.

### **Delivery Guidelines**

Parsons Memorial Library staff will not enter the home of a patron. The Homebound Delivery patron or designated person must be present to receive the borrowed items and to return previous material. Library items will not be left at the door. No deliveries or pickups will be made on holidays, bad weather, or when the delivery person is unavailable. The Homebound Delivery patron or designated person must follow the

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Code of Conduct policy when interacting with library staff. Library Staff can wait for up to 5 minutes for patrons to open the door to receive their delivery. If a delivery was unable to be made, the next scheduled delivery time will follow.