



Homebound Delivery Policy
ADOPTED DATE 08/25/2022
REVISED DATE 4/27/2023
REVIEW DATE
REVISION # 1

LIBRARY POLICY

Homebound Delivery Policy

PURPOSE

Outlining the eligibility and parameters of the Library's Homebound Delivery and assisted living facility delivery services.

POLICY

The Frankfort Public Library District believes that library services should be available for all District residents, including those who are experience temporary or permanent confinement to their residence.

Patron Eligibility

Home delivery of library materials will be provided to residents of the Frankfort Public Library District who are confined temporarily to their residence due to accident or illness, or permanently due to disability, impairment, or other mobility issues. In most circumstances, if a patron drives, they would not be considered homebound. This service is open to all ages. Homebound services are provided at no cost to the patron.

Delivery of library materials will also be made to residents of nursing homes, retirement communities, or assisted living facilities located within the Frankfort Public Library District from whom the Library has obtained express permission to visit for the purpose of such services. Facilities wishing to arrange deliveries of materials for their residents in general, instead to specific residents, should contact the Outreach coordinator to set up a special borrowing agreement.

Homebound delivery services are not available to any resident who is prevented from entering the Library due to a violation of Library rules and policies.

Application

An application for Homebound Services must be completed by the library patron requesting home delivery of materials and approved by the Outreach Coordinator. Applications can be picked up for a homebound patron at the Adult Services Desk, printed out from the Library's website, or the Outreach Coordinator can be contacted to make a preliminary visit.

Library Card Registration/Use

Each homebound patron must register for a library card if they do not already have one. Arrangements can be made with the Outreach Coordinator to register a homebound patron who does not already have a card.

Delivery Schedule

A schedule of delivery will be set up, depending upon the patron's needs and on the availability of Library staff. Materials are typically delivered by the Outreach Coordinator monthly. Delivery will cease during inclement

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weather as determined by the Library Director. Library staff are not authorized to provide any other errands or services to patrons.

Loan Periods/Fees

Materials will be given an extended loan period. Items delivered through homebound delivery do not have any overdue fees, but the Library's standard fees will apply for damaged or lost items. Homebound patrons with charges on their account may not be eligible for delivery until those charges have been paid.

Materials Available for Homebound Delivery

All formats of materials are eligible for homebound delivery, but there is a limit of 10 items per delivery. Rules regarding the maximum number of specific items that may be borrowed at one time (e.g., videogames) will apply.

Environment Required for Homebound Delivery

Homebound deliveries are made to residents who are living at home, in a nursing home, in a retirement community, or assisted living facility. Patrons requesting homebound services must provide a safe and appropriate environment for staff members who make deliveries to their residences. Patrons must also protect all library materials while in their custody. Most deliveries are left at the door of the homebound patron. Staff members may choose not to deliver to a residence or leave a residence immediately and recommend suspension of service if any of the following conditions exist:

- Pets are not confined, with the exception of service animals
- There is no clear and safe path to the residence, with snow shoveled and ice removed
- Any person in the residence is not fully clothed or dressed in revealing attire
- Any person in the residence uses abusive or obscene language, makes obscene gestures or displays obscene images
- Any person in the residence harasses the Library's representative
- Any person in the residence exhibits signs of illness that may jeopardize the health of the Library's representative
- Any person is smoking inside the residence at the time of the Library's delivery
- Any person is engaging in illegal activity in the residence at the time of the Library's delivery
- Any Library material appears to have been willfully defaced, mutilated, or damaged while in the custody of the homebound person
- Conditions in the residence are unsafe or unsanitary

If a staff member must leave the residence, deny service, or wishes to recommend suspension of service because the occurrence of any of the foregoing is deemed to make the location for delivery unsafe or inappropriate, the staff member shall provide the Outreach Coordinator and the Library Director with notice of such action together with any recommendation for the length of suspension of service.

The Outreach Coordinator shall send written notice to the patron of the reason for and the length of any suspension of service, and shall provide a copy to the Library Director. No suspension of service in excess of 90 days shall be imposed without recommendation by the Library Director. Any patron may request in writing that the suspension of service be reviewed by the Board of Trustees at the next monthly Board meeting.