



## **USE-4: Home Delivery Policy**

### **Eligibility**

Home delivery service will be provided to any Lake Bluff Public Library cardholder who is temporarily or permanently unable to come to the library due to limited mobility, prolonged illness, low vision, or recent surgery. While not required, the Library reserves the right to ask for a certificate of eligibility, completed and signed by a medical doctor or other professional.

### **Registration**

Each home delivery patron must have a registered card with the Lake Bluff Public Library. If they are eligible for a card but do not have one, registration must be completed before the first delivery. The patrons will retain their cards but the Library will maintain a file including patrons' barcodes to facilitate the check-out of materials.

### **Delivery Schedule and Loan Periods**

Items will be delivered by a volunteer or staff once monthly. Deliveries will be made between the hours of 10:00 and 4:00 Monday through Friday. All items, including interlibrary loan materials, will have a loan period of one month. When new items are delivered, old items will be collected to be returned to the library.

### **Fines and Fees**

There is no fee for home delivery. Overdue fines will not be assessed on items; however charges for lost and damaged items will apply.

### **Renewals**

Renewals are available at the discretion of the library staff.

### **Items available for Home Delivery**

All formats are eligible for home delivery but items in high demand may be excluded. There is no limit on books, audiobooks, music, or magazines but there is limit of 15 items total for Blu-rays, DVDs and video games. Interlibrary loan materials will be made available but will have the usual limit of 4 items.

### **Home Environment Required for Delivery**

Patrons requesting home delivery services must provide a safe and appropriate environment for volunteers or staff members who make deliveries to their homes and patrons must protect all library materials while in their custody. The patron receiving the delivery must be present at time of delivery. If an issue arises and you are unable to be home at your scheduled delivery time please call the library to reschedule. Volunteers or staff members may choose not to enter a home, to leave a home immediately and/or to recommend suspension of the service if conditions including, but not limited to, the following exist:

- Pets are not confined (with the exception of service animals trained to assist a disabled person).
- There is no clear and safe path to the home, with snow shoveled and ice removed.
- Any person in the home is dressed in revealing attire.
- Any person in the home presents threatening behavior.



## Lake Bluff Public Library Home Delivery Policy

- Any person in the home uses abusive or obscene language, makes obscene gestures or displays obscene images.
- Any person in the home harasses the library's representative.
- Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness.
- Any person is engaging in any illegal activity in the home.
- Any library material currently in the possession of the homebound patron appears to have been willfully defaced, mutilated or damaged while in the custody of the homebound person.
- Conditions in the home are unsafe or unsanitary

If a volunteer or staff member must leave the home, deny service or wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the home environment for delivery unsafe or inappropriate, the volunteer or staff member shall provide the Head of Adult Services and the Library Director with notice of why such action occurred together with any recommendation for length of suspension of service.

The Head of Adult Services shall send written notice to the patron of the reason for and the length of any continuing suspension of service and shall provide a copy of the notice to the Library Director. No suspension of service in excess of thirty (30) days shall be imposed unless it is recommended by the Library Director and approved by the Board of Trustees. Any homebound patron may request inwriting that the suspension of service be reviewed by the Board of Trustees at the next monthly Board meeting.

*Approved by the Lake Bluff Library Board of Trustees*