

WESTERLY LIBRARY AND WILCOX PARK Homebound Services Policy

Homebound Services Purpose

The Homebound Services program is designed to provide library materials to residents in the towns of Westerly and Stonington who are physically unable to come to the library.

“Homebound” is defined as being generally confined to one’s residence either temporarily due to illness or accident, or permanently due to disability, age, or other mobility issues. In most cases, if a patron drives, he/she would not be considered homebound.

Patron Eligibility

Homebound services are provided at no cost to patrons. Patrons must be a resident of the Town of Westerly, RI or Town of Stonington, CT and have a current Westerly Library card in good standing. If the patron does not have a library card, an application for a library card can be obtained remotely. Individual situations will dictate the means by which all necessary information is received and confirmed.

Application

Patrons may apply for homebound delivery services by filling out an application which is available at the library and on the library website, and may be returned by hand delivery to our Circulation desk, mail, FAX, or email OR submitted directly through our website.

Patrons may also apply for homebound services by calling or emailing our Outreach Coordinator, Amanda Wagner at 401-596-2877 x342 or awagner@westerlylibrary.org. Once you are set up as a homebound patron, an Adult Services Librarian will contact you at home. The librarian will help you set up your “patron profile” based on your reading, music, and movie interests. You may also ask for specific material.

Loan Procedures

Once a patron has applied, they will be contacted as to how to request materials. A delivery schedule will be set up during regular library business hours, depending upon patron’s needs and the availability of our Homebound Services volunteers. Designated librarians will assist in selecting material for patrons. Materials will be delivered to and picked up from each participant’s residence by volunteers. Materials may include regular-print books, large-print books, audiobooks, music CDs and DVDs. Library materials (except for new items and DVDs) are loaned for a four-week period. Materials may be borrowed and renewed as long as the item is not requested by other patrons.

Patrons are responsible for the cost of lost or damaged library material. The Outreach Coordinator will be the point of contact for all services to the homebound patron for lost and overdue materials.

Materials will be checked out on the card of the person receiving the service. The library card will be held on file at Westerly Library for the entire duration of individual's participation in the program. The Adult Services Librarians will maintain a record of all items checked out by a homebound patron for purposes of selecting materials for that person. The Outreach Coordinator and staff assisting the Coordinator may also have access to this record.

Homebound Volunteers & Delivery Schedule

Volunteers will be recruited to assist in the delivery of materials for any homebound patron. A delivery schedule will be set up based on the patron's needs and the availability of homebound volunteers. Volunteers must have a valid driver's license and are subject to background checks. Materials will be delivered approximately once per month. At the time that new material are delivered, the items from the previous delivery will be retrieved and returned to the library.

Fines and Charges

Westerly Library and Wilcox Park does not charge overdue fines on most circulating items that belong to Westerly Library and Wilcox Park. Materials requested from other libraries within the consortium may charge overdue fines on their materials. However, no overdue fines will be assessed for library materials delivered to homebound patrons.

All library policies, including fees and limits, apply to those receiving homebound services; however, overdue fines will not be assessed when overdue items occur because of the delivery schedule or because of events beyond the control of homebound services clients.

If library materials are not returned when they are due or not available for pickup at the scheduled time, a suspension in service may be imposed. Participants will be charged with the replacement cost for materials that are lost or damaged while in their care.

Home Environment

Materials will be delivered to the door, and no inside deliveries will be made. Patrons requesting homebound services must provide a safe and appropriate environment for staff members who make deliveries to their residences, and patrons must protect all materials while in their custody. Volunteers will not provide assistance with activities of daily living or advice on financial or personal matters.

Volunteers may choose at their own risk, to enter a home or not, leave a home immediately, and/or recommend suspension of homebound service if any of the following conditions exist:

- Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
- Any person in the home harasses the library staff member.
- Any person in the home exhibits signs of illness that may endanger the health of the library staff member.
- Any person in the home is engaging in illegal activity at the time of service.

- Any person in the home is under the influence of alcohol or has been abusing drugs at the time of service.
- Any person is smoking inside the home at the time of service.
- The conditions of the home and/or property are unsafe.

Termination

The library has the right to end this service to any individual who does not meet the terms and requirements as defined above.

Homebound delivery service will terminate when the eligibility requirements are no longer met or at the request of the patron, patron's parent or legal guardian, or an individual with power of attorney to act on behalf of the patron.

Approved by the Board of Trustees 06/15/2021