



Homebound Delivery Policy

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I. Patron Eligibility

- a. Homebound Service will be provided to the residents of the Village of Cadott who are unable to come into the library and identify as homebound. “Homebound” is defined as being generally confined to the residence either temporarily, due to chronic illness or accident, or permanently, due to age, unreliable transport, disability or other mobility problems.
- b. Patrons must fill out the Cadott Community Library Homebound Application to be considered for the program.
- c. The patron must be in good standing with the Cadott Community Library in order to qualify for this service.

II. Library Card Registration/Use

- a. Each homebound patron must possess or register for a library card if s/he does not already have one.
- b. A file containing the homebound services registration forms, including the patron barcode, will be maintained at the circulation desk for use in checking out materials to these patrons.
- c. If the patron does not have a valid card, an application will be filled out over the phone or in person and the librarian/volunteer* will bring the card application with them for the patron’s signature on the first delivery date.
* **NOTE** – All volunteers and library staff may undergo a criminal background check in order to deliver materials.

III. Delivery Schedule/Loan Period

- a. Materials will be delivered approximately once per month. The schedule of the delivery is up to the discretion of the patron and the delivery volunteer to coordinate. At the time that new materials are delivered, the items from the previous delivery will be retrieved and returned to the library.

IV. Fines/Fees

- a. There is no fee for homebound delivery. Overdue fines will not be charged on homebound materials, but the library's standard fee schedule will apply to any lost or damaged items.
- b. The Cadott Community Library retains the right to discontinue service if borrowed items are lost, damaged, and/or not returned in the same condition as they were delivered.

V. Materials Available for Homebound Delivery

- a. All formats of materials are eligible for homebound delivery, excluding electronic devices (e.g. Mini iPads)
- b. Each delivery will be limited to one bag of materials or approximately 25-30 items.
- c. If a desired material is not owned by the Cadott Community Library it can be requested by contacting library staff at (715) 289-4950 or logging into the MORE system with their library card.

VI. Renewals

- a. If a material is desired longer than the four week delivery schedule, then a patron should contact library staff at (715) 289-4950 or log into their library account on the MORE system and request a renewal. This should be done prior to the next delivery date.

VII. Homebound Environment Required for Delivery

- a. Volunteers are unable to assist patrons with other errands, household chores, etc. They are there solely for library purposes.
- b. Volunteers are not to search for missing or misplaced library items. It is the responsibility of the patron to keep track of all materials for return.
- c. Patrons requesting homebound delivery services must provide a safe and appropriate environment for all volunteers and staff members who make deliveries to their home. Further, patrons must protect all library materials while in their custody. Volunteers or staff members reserve the right to choose not to enter a home, to leave a home immediately and/or to recommend suspension of the service if any of the following conditions exist.

- i. Pets are not confined (with the exception of service animals trained to assist the patron)
 - ii. A clear and safe path to the home, with snow shoveled and ice removed.
 - iii. Any person in the home is dressed inappropriately or undressed.
 - iv. Any person in the home presents threatening behavior.
 - v. Any person in the home uses abusive or obscene language, makes obscene gestures or displays obscene images.
 - vi. Any person in the home harasses the library's representative
 - vii. 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.
 - viii. Any person is smoking inside the home at the time of the library's delivery.
 - ix. Any person is engaging in illegal activity in the home at the time of the library's delivery.
 - x. Conditions in the home are unsafe or unsanitary.
- d. If a volunteer or staff member must leave the home, deny service, or wishes to recommend suspension of service due to the occurrence of any of the above which deems the home environment for delivery unsafe or inappropriate, the volunteer or staff member shall provide the Cadott Library Director with written notice of why such action occurred in addition to a recommendation for length of suspension of service.
 - e. Should suspension occur, the Cadott Community Library Director shall send written notice to the patron of the reason for and the length of any continuing suspension of service.
 - f. Any homebound patron may request in writing that the suspension of the service be reviewed by the Board of Trustees at the next monthly Board Meeting.

Approved by the Cadott Community Library Board on January 8th, 2018.