

Homebound Outreach Policy

The library offers materials delivery service to patrons who: live within a 5 mile radius of Monticello Public Library, possess a valid MPL library card, and are unable to come to the Library on a temporary or permanent basis.

Qualifying conditions -

- Patrons with a temporary illness/disability, permanently disabled, or critically ill are eligible to request homebound service. Other categories of people which may be considered for homebound service include parents of multiples, parents or caregivers of someone who is disabled or critically ill, children who temporarily qualify for homebound education services, and other unique circumstances.
- Eligible patrons may complete a Homebound Delivery Service Application form and submit it to staff. If an eligible resident does not have a valid library card, an application for a card will be completed prior to delivery.

Delivery/Pick up Frequency

- Delivery/pickup will be scheduled on a bi-weekly basis. The Library will make a concerted effort to deliver at a time that is convenient for the patron. Deliveries may be made by Library staff or Library volunteers, as available. Deliveries will be made only to the address on file. We will not deliver to alternative addresses. Materials will be delivered to the door of the residence, and no inside deliveries will be made.
- If program participation and staffing allows, additional delivery opportunities may become available but participants will be permitted to receive only one delivery/pickup per week.
- Staff will make a phone call two days prior to scheduled delivery/pick up to confirm with the patron that they expect to be home at the time of delivery.

Materials

- Materials will be checked out on the card of the person receiving the service.
- All Library policies, including fees and limits, apply to those receiving homebound services; however, overdue fines will not be assessed because of the delivery schedule or because of events beyond the control of homebound services clients.
- Materials that have been borrowed should be ready for pickup by the delivery service prior to the staff/volunteer.

Selection of materials

- Patrons can request specific titles/materials for delivery by logging into their account online, calling the library and speaking with a staff member. Patrons can also request the staff to select books or DVDs based on the information the patron provided when they registered for the homebound service and check out history.

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Pick up by Designated Persons

- Patrons who are eligible for homebound service but who have a household or family member or other authorized person willing and able to pick up library materials, deliver them and return them to the library may designate one or more individuals to use the patron's library card on the patron's behalf. Such designated persons will have full access to the patron's record.

Discontinuation/Suspension of Homebound Services -

- Homebound 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.
- Homebound services can be suspended at the discretion of the library director if the patron fails to return materials, destroys library materials, concerns for staff/volunteer safety or health arise. Homebound delivery will be reinstated once the issue(s) have been resolved to the satisfaction of the Library director.

Approved by the Library Board October 10, 2017

Revised July 13, 2021