



## Orangeville Public Library

### Homebound Delivery Service Policy

Board motion number: 19.68

Date of review: November 2019

Date Approved

Date of original motion:

Type: Public

Board Chair's signature: \_\_\_\_\_

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#### **Purpose:**

To define eligibility for and services offered by Orangeville Public Library's Homebound Delivery Service.

#### **Policy:**

Through Homebound Delivery Service, the Orangeville Public Library will provide free home delivery of library materials to eligible participants by approved and assigned volunteers.

A delivery service to people unable to physically come to the library is in keeping with the Library's Mission Statement, the Accessible Customer Service Policy and the Ontario Public Library Guidelines.

#### **Eligibility:**

Participants will be required to have an active library card to qualify for this service. An application form must be completed requesting access to this service.

Homebound Delivery Service is available to any person within the Town of Orangeville who is confined to home due to temporary or chronic illness or disability. Where volunteers are available, service may be extended to non-residents who meet the above criteria.

#### **Service:**

All circulating materials may be borrowed through Homebound Delivery Service, subject to the conditions of the library's Borrowing Policy.

Types of service available:

- Home Delivery: Library items delivered once per month by a library volunteer

- **Branch Pick-up:** An individual may designate a family member, friend or caregiver to pick up library materials on their behalf

**Delivery:**

Library materials will be delivered and retrieved by designated volunteers on a schedule to be determined between library, participant, and volunteer. If conditions in the home or approach to the home are deemed to be unsafe or unhealthy, the library may discontinue or refuse service.

Library materials may be put on hold for pick-up by a designate.

**Volunteers:**

Volunteers will be required to provide a vulnerable sector police record check prior to working with this program. As set out in the Town of Orangeville's Volunteer Policy, any costs associated with such checks will be reimbursed by the library. Volunteers will be screened once per term of office. Currently, the Legislative Assembly of Ontario legislation has set the length of terms in office for all municipal elected officials at four years.

Volunteers must attend an orientation session. All volunteers must comply with the Town's Volunteering in Orangeville and Accessible Customer Service guidelines.

**Staff:**

Full-time Public Services Staff will make an initial visit to assess the home and create a client profile.

Staff will assist volunteers with the selection of materials from our collection based on the profile created for the participant. Homebound participants may also request specific titles.

**Fees:**

Homebound Service borrowers have extended borrowing privileges, including longer loan periods and exemptions from overdue fines. Fees will be charged for lost or damaged materials. Repeated loss or damage will result in discontinuation of service.