



115 West Laurel
Millstadt, IL 62260
618-476-1887

HOMEBOUND DELIVERY AND OUTREACH

The Millstadt Library provides delivery of materials and retrieval of library materials to and from patrons who cannot easily visit the Library due to a condition that prevents or makes it difficult to do so. This service is provided free-of-charge. The purpose of this policy is to define those services provided to cardholders who are eligible for home delivery.

Eligibility

A Homebound Delivery and Outreach Application must be filed with the Millstadt Library in order to qualify for homebound delivery. Once an application has been submitted and accepted, the participant will be entitled to the following services:

1. Patrons recovering from surgery or other medical conditions may sign up for homebound delivery on a temporary basis.
2. Outreach patrons are entitled to check out any format of materials from the library, including interlibrary loan materials.
3. Eligible patrons must reside within Village of Millstadt limits and have library cards in good standing. A library card in good standing is defined as having fines below the \$5.00 threshold.
4. Patrons without valid library cards may request to register or renew a library card. This can be done by making a one-time visit in-person to the library or through a librarian when making deliveries.
5. Library material in all formats may be chosen by the participant or selected by library staff. Materials checked out to the participant are subject to normal circulation procedures, including renewal policies, the payment of overdue fines, fees, and restriction of borrowing privileges. *Homebound delivery participants are responsible for damage to or the loss of materials in their possession.*
6. Home delivery is dependent on staff availability. Therefore, the frequency of delivery is based on that availability, which may also affect loan periods.
7. A participant may designate one or more individuals on the application to use their library card on their behalf. The participant is still responsible for all borrowed materials and any fees or fines incurred by any designated individual.
8. The Materials Preference section of the Homebound Delivery and Outreach Application shall be completed by or for the participant before homebound delivery begins. Participants can change and amend those preferences at any time by filing an updated application or form.

Conditions

Homebound delivery participants shall accept the following conditions for services:

1. Participants shall provide a safe and appropriate environment within the boundaries of the Village of Millstadt for items to be delivered and retrieved.
2. Staff members have discretion to not enter a home, to leave a home, and/or recommend suspension of service if the volunteer or staff member feels uncomfortable at the

*Adapted from the Vespasian-Warner Public Library District and Glencoe Public Library policies.
Approved June 10, 2021*



115 West Laurel
Millstadt, IL 62260
618-476-1887

HOMEBOUND DELIVERY AND OUTREACH

residence for any reason. To assist home delivery, we ask our outreach patrons to assist our volunteers and staff by confining pets, dressing appropriately, and exercising good manners during the delivery process. Should a delivery concern arise a library supervisor will contact the patron to discuss the situation.

3. A record of all materials checked out by a participant may be maintained on a database for selection purposes.
4. Library staff delivering or retrieving library materials generally shall not pass the entryway into living areas in residences.
5. Library staff are not permitted to assist in any other tasks or services outside of homebound delivery.
6. Outreach patrons are responsible for maintaining library materials in good condition. Materials that are lost or returned in severely damaged and unusable condition will be billed to the patron. Use of library card privileges will be suspended until payment is received.
7. The terms and conditions of the Homebound Delivery and Outreach Service are subject to change or revocation at any time. A participant's use of the Homebound Delivery and Outreach Service may be denied, suspended, or revoked at the Library's sole discretion.

Library staff will contact outreach patrons ahead of time so patrons know when to expect delivery. If a patron does not answer the door or is not home to receive materials, library staff will contact the patron and attempt to deliver the materials again. If the patron does not answer the door or is not home to receive the materials after a second attempt, the patron's delivery will be suspended, and the patron must contact the library to reinstate delivery.

By participating in the homebound delivery service, cardholders agree to abide by all Millstadt Library policies, rules and regulations.

I understand the Homebound Delivery and Outreach policy and guidelines and agree to comply with Millstadt Library policies.

Signed: _____ Date: _____