

## INF-5 Homebound Services

### INF-5

## HOMEBOUND SERVICES

### POLICY STATEMENT

Manhattan Public Library (MPL) serves the reading needs of library cardholders who are unable to come to the library on their own due to a medical condition or physical disability.

### REGULATIONS

#### Home Delivery:

1. MPL cardholders who are homebound are eligible for home delivery of any MPL circulating books and magazines. This service can be received on a temporary or ongoing basis, as necessary.
2. All materials for home delivery are checked out for four weeks. Materials may be renewed once for an additional four weeks if there are no other patron requests on the materials. The renewal due date is set in accordance with the next month's regular delivery date.
3. Requests for Interlibrary loans may be placed for homebound patrons. Librarians will notify the Interlibrary loan clerk that we will need these for an extended period of time.
4. Home deliveries are made once a month on a predetermined schedule. Deliveries are arranged to accommodate both the needs of the patron and the staff schedule. Twice monthly deliveries are possible by arrangement with Adult Services when necessary to handle a patron's higher volume of reading.
5. All home deliveries are made by MPL staff.
6. Homebound patrons are not charged overdue fines. Homebound patrons are responsible for damaged or lost materials.

#### Selection Service:

1. MPL cardholders who are homebound or have limited mobility may request, with 24-hours' notice, that an Adult Services librarian select materials for them and have the materials ready for pick-up.

### INF-5 Homebound Services

2. Pick-up, delivery, and return of the requested materials can be done by the patron (if they are able) or by a friend, care provider, family member, or other person chosen by the patron.
3. Patrons requesting selection service maintain possession of their own library card and are responsible for arranging with their designated delivery person to bring that card to the library to check out materials.
4. Patrons who use the selection service are responsible for all fines and fees accrued in accordance with MPL circulation policies. Exceptions to this rule apply to patrons with Homebound or Senior accounts.

### Large Type Print Collection Delivery:

1. The North Central Kansas Library System selects and processes depository collections of large type print books for system libraries, to be delivered by those libraries to residential care facilities in their communities that serve seniors or people with medical conditions.
2. MPL Adult Services makes monthly deliveries on a rotating basis to residential facilities in Manhattan that fit the above criteria.

## **PROCEDURES**

### Home Delivery:

1. Patrons requesting homebound delivery fill out a service request form which is then given to the homebound service coordinator for review and for assignment to an Adult Services librarian.
2. All homebound patrons are assigned to an Adult Services librarian who communicates with the patron about their reading preferences, is responsible for selecting books and materials that match those preferences, and works with the patron to set up delivery and pick-up times.
3. The assigned Adult Service librarian is responsible for checking materials in and out on the patron's library card, delivering and picking up those materials (or arranging for another librarian to do so), placing holds, and making renewals.
4. The assigned Adult Service librarian creates a file and maintains a record of the patron's past reading and preferences.
5. The home delivery patron's library card or card number is kept on file at the Information Desk for use by Adult Services librarians.

## INF-5 Homebound Services

6. The homebound service coordinator arranges for home delivery patrons' due notices to be sent to their assigned librarians' email.
7. If a homebound patron no longer needs the service, the librarian assigned will be responsible for retrieving any materials (or as many as possible) still checked out on their card.

### Selection Service:

1. Upon request from a patron, the Adult Services librarian who takes the request or another librarian (to be assigned by the homebound service coordinator or department manager) locates materials requested by the patron or selects materials for them based upon their stated preferences.
2. The librarian checks these materials out to the patron, places them in bags, and takes the bags to Circulation to be held for pick-up.
3. The patron's designated delivery person picks up the materials, checks them out on the patron's card, delivers them to the patron, and returns them when due to MPL.
4. The selecting librarian notifies the homebound service coordinator of items checked out to that patron. The homebound service coordinator creates a file and maintains a record of the patron's past reading and preferences.

### Large Type Print Collection Delivery:

1. Large Type Print books for this service are selected from NCKL's collection and are packed for delivery to a designated agency by NCKL personnel.
2. MPL Adult Services librarians deliver selected collections to agencies in Manhattan.
3. Manhattan delivery locations are served every other month. MPL librarians deliver to roughly half of the Manhattan locations each month.
4. When delivery is made to an agency, any previously-delivered materials found at that location are packed and returned to NCKL.
5. NCKL personnel are responsible for following up on any lost books not returned from the agencies that receive the depository collections.

## INF-5 Homebound Services

**GUIDELINES**

1. Librarians will deliver in teams of at least two, and materials will be packed so that bags are of manageable weight, even if that means more bags per patron.
2. Librarians delivering homebound materials or large-type print collections to area agencies may use library vehicles or use their own vehicles and request reimbursement from MPL for mileage.
3. Delivery to all patrons at a residential facility will be made on the same trip except when there are extenuating circumstances.
4. Whenever possible, the assigned librarian will contact the homebound patron just prior to the delivery date to confirm delivery time with them.