



## HOMEBOUND SERVICES POLICY

Homebound Service provides library services to individuals who are unable to physically come to the library. "Homebound" is defined as generally being confined to one's residence either temporarily due to illness or accident, or permanently due to disability, age, or other mobility issues. This service is open to all ages.

### ELIGIBILITY

Homebound services are provided at no additional cost to the patron. Patrons must be a resident of the library district and have a library card in good standing. If the patron does not have a library card, an application for a library card can be signed during the first homebound visit.

### APPLICATION

Patrons may apply for homebound delivery service by filling out an application (Appendix A), which is available at the library and on the library website. The application may be returned to the library by hand, mail, or email. If a patron calls the library, a staff member may fill out the form on behalf of the patron, which the patron must sign during the first homebound visit. Once the application is submitted, library staff will review and identify whether the patron meets the eligibility requirements.

### LOAN PROCEDURES

After the application has been submitted and reviewed, library staff will contact the patron to explain how to request materials. A schedule of delivery will be set up during regular business hours, depending on patron's needs and the availability of library staff. Hold rules, item limits, and lost and damaged charges will be the same as for all library patrons. As a fine free library, no overdue fines will be charged. Materials will be delivered to and picked up from each participant's residence by library staff.

To utilize homebound services, the patron must abide by the following:

1. Cooperate and coordinate with library staff and volunteers
2. Be at home at the time arranged for delivery/pickup (unless otherwise arranged)
3. Inform the library when the service is no longer needed
4. Allow the library staff to use the patron's library card to check out materials

### HOME ENVIRONMENT

Patrons requesting homebound services must provide a safe and appropriate environment for staff members who make deliveries to their residences. Library staff will not provide assistance with activities of daily living or advice on financial or personal matters. Library staff only responsibility will be to deliver and pick up library materials.

Library staff may choose not to enter a home, leave a home immediately, and/or recommend suspension of homebound service if any of the following, but not limited to, conditions exist:

1. Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
2. Any person in the home harasses the library staff member.
3. Any person in the home is engaging in illegal activity.
4. Any person in the home exhibits signs of illness that may endanger the health of the library staff member.
5. Any person in the home is under the influence of alcohol or has been abusing drugs at the time of service.
6. The conditions of the home and/or property are unsafe or unsanitary.

The Library has the right to terminate this service to any individual who does not meet the terms and requirements as defined above.

Approved: September 12, 2022



HOMEBOUND SERVICE APPLICATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Best time to call: \_\_\_\_\_

Email address (if applicable): \_\_\_\_\_

Start date: \_\_\_\_\_ End date: \_\_\_\_\_

Alternate contact person whom you authorize to discuss your library account with staff

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

IF YOU ALREADY HAVE A LIBRARY CARD, PLEASE CHECK & FILL IN THIS SECTION:

I already have a library card. My card number is:

IF YOU DO NOT HAVE A LIBRARY CARD, PLEASE CHECK & FILL IN THIS SECTION:

I would like to apply for a library card. Birth date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Contact Preference: Email Phone

Language Preference: English Spanish

I agree to be responsible for this card and all materials checked out on this card unless this card is lost or missing. I am further responsible for any charges that may result from lost or damaged materials. I agree to provide the library with prompt notice of a change of address and will comply with library and system regulations.

Signature:

<b>For Library Staff Use Only</b>	
Barcode	Expiration

**PLEASE LET US KNOW WHAT TYPE OF MATERIALS YOU WOULD PREFER TO RECEIVE.**

I am interested in the following (check all that apply):

**Type of materials:**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Print materials       | <input type="checkbox"/> Audiobooks                | <input type="checkbox"/> Baking Pans    |
| <input type="checkbox"/> Large print materials | <input type="checkbox"/> DVDs/Blu-Ray (circle one) | <input type="checkbox"/> Wi-Fi Hotspots |
| <input type="checkbox"/> Magazines             | <input type="checkbox"/> CDs                       | <input type="checkbox"/> Other _____    |

**Fiction:**

- Classics
- Crime
- Fantasy
- Historical Fiction
- Mystery
- Romance
- Science Fiction
- Short Story
- Thriller
- Western
- Other: \_\_\_\_\_
- Best Sellers

**Nonfiction**

- Arts & Crafts
- Biography
- Cooking
- Gardening
- Health
- Hobby
- Humor
- Poetry
- Religions
- Social Sciences
- Sports
- Other: \_\_\_\_\_
- Best Sellers

Special authors (please list):

How would you like to choose your materials?

- Order online                       Order over the phone                       Library staff may choose

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<b>For Library Staff Use Only</b>	
<input type="checkbox"/> Patron meets criteria for homebound service	<input type="checkbox"/> Patron does not meet criteria for homebound service

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**PLEASE RETURN THIS FORM TO:**

Galena Public Library District, 601 S. Bench St., Galena, IL 61036

[info@galenalibrary.org](mailto:info@galenalibrary.org)

Questions? Please call: 815.777.0200