

**Lincoln Public Library Board  
POLICY MANUAL**

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**SECTION: SERVICE ACCESS**

**INDEX: F-18**

**TOPIC: Homebound Services**

**PAGE: 1 of 3**

**DATE: November 2016**

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### **Purpose**

To set the eligibility for participation and outline the type of service offered by Lincoln Public Library to homebound residents.

### **Criteria Eligibility**

Patrons with current library cards must meet at least one of the following criteria to qualify for homebound service:

- A permanent physical condition that prohibits a person from safely visiting the library;
- No means of receiving service such as delivery through family members or friends;
- A temporary health situation (medical leave due to surgery, childbirth, etc.) that prohibits a person from visiting the library. Service will be provided until recovery is complete;
- Residency in a nursing care facility, whether temporary or permanent.
- Health conditions associated with the elderly that make a person unable to safely visit the library;
- If deemed necessary, applicants may be required to present a physician's statement indicating the necessity for homebound service.

### **Eligible Collections**

The following materials may be borrowed:

#### Homebound Patrons

- Books – large print, paperbacks, etc.,
- Audio books;
- Magazines – current issues excepted;
- Other materials, subject to the approval of the Library Assistant II – Local History.

#### Institutions

- Large print books

## **Circulation Period**

Homebound Service – 6 weeks  
Institutions – 12 weeks

## **Volunteers**

All volunteer drivers will be recruited according to Library Volunteer Policy.

## **Police Records Checks**

As part of its due diligence, the Library Board requires that all volunteers and staff who may interact directly with children and/or vulnerable adults must provide a criminal record check prior to working with these groups.

## **Delivery**

Materials will be delivered by designated volunteers based on an approved schedule.

## Homebound Patrons

Patrons requesting homebound services must provide a safe and appropriate environment for volunteers who make deliveries to their homes. Volunteers may choose not to enter a home, to leave a home immediately and/or to recommend suspension of the service if any of the following conditions exist:

- Pets are not confined (with the exception of service animals trained to assist a person with a disability);
- There is not a clear and safe (e.g., snow and ice removed) path to the home;
- Any person in the home is dressed in revealing attire;
- Any person in the home uses abusive or obscene language, makes obscene gestures, or displays obscene images;
- Any person in the home harasses the volunteer or staff member;
- Any person in the home exhibits signs of illness that may jeopardize the health of the volunteer or staff member;
- Any person is smoking inside the home at the time of delivery of library materials;
- Any person is engaging in illegal activity in the home at the time of delivery of materials;

- Any library material in the possession of the homebound patron appears to have been wilfully defaced or damaged;
- Conditions in the home are unsafe or unsanitary.

If a volunteer or staff member must leave the home, deny services or wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the home environment unsafe or inappropriate, the volunteer or staff member shall provide the CEO with notice of why such action occurred together with any recommendation for length of suspension of service. The CEO shall send written notice to the patron of the reason for, and the length of, any suspension of service. Any homebound patron may request in writing that the suspension of service be reviewed by the Library Board at its next regular meeting.

### Institutions

For institutions, volunteers or staff will deliver materials to a central location. Staff or volunteers from the individual residences are responsible for the management of deposit collections.

### **Related Documents**

E-2 Membership  
F-8 Volunteers