



**Approved by the Joint Board of Library Trustees 10/13/22**

## **Home Delivery Policy**

### **Purpose**

The purpose of this policy is to provide written guidelines for the delivery of library materials to patrons who are physically or otherwise unable to get to the Hamilton-Wenham Public Library. This policy is based on the need to make materials available to *all* patrons on an equal basis and to ensure adequate access to said materials. The *Hamilton-Wenham Public Library Home Delivery Program* seeks to provide materials to Hamilton-Wenham residents who otherwise would not have a library experience.

### **Criteria for Home Delivery Services**

A Hamilton or Wenham resident requesting home delivery services is required to meet at least one of the following criteria:

- Permanent physical disability which prevents an individual from visiting the Library.
- Temporary physical limitation or illness which prevents an individual from visiting the Library for a minimum of two weeks.
- Severe mobility problem which prevents an individual from visiting the Library.
- Emotional/mental disability which prevents an individual from visiting the Library.

### **Eligibility**

Any Hamilton or Wenham resident who is unable to come to the Library due to limited mobility, illness, or physical/emotional disability is eligible for home delivery, within the available resources of the Library and/or the local Councils on

Aging (who assist in the delivery process). Eligibility may be permanent or temporary. Eligibility will be established when a Library staff member conducts a phone interview with the interested patron. Should the patron not have a library card, the staff member will assist the patron in obtaining one.

Once home delivery status is confirmed, the patron will participate in a phone interview with a Library staff member who will fill out a *Home Delivery Services Questionnaire* to establish their borrowing preferences. The patron is welcome to request specific titles, genres, and formats and/or may ask the staff member to select materials based on his/her questionnaire responses.

Deliveries and pickups will be weekly. The local Councils on Aging will provide actual delivery services in conjunction with the Library. In the event of bad weather or staffing issues, the Library and/or Councils on Aging reserve the right to cancel delivery and pickup for that week.

### **Circulation of Materials**

The policy regarding the circulation of library materials will be consistent with the *Hamilton-Wenham Public Library Circulation Policy*. Thus, loan periods, requests, renewals, returns, issues around lost and/or damaged items remain the same as with patrons who physically visit the Library.

### **Responsibilities of the Patron Receiving Home Delivery**

Home Delivery patrons must provide a safe and appropriate environment for Council on Aging staff to deliver library materials. Thus, the following must be adhered to:

- Pets must be confined and/or appropriately restrained (except for service animals)
- There must be a clear and safe path to the home.
- No person in the home may present with threatening behavior including but not limited to abusive and/or obscene language, obscene gestures, obscene images, verbal and/or physical harassment, etc.
- No person in the home may present with an illness that could jeopardize the health of Council on Aging staff without first having informed the Library and/or Council on Aging.
- No person in the home may be engaging in illegal activity in the home at the time of delivery.

- Conditions in the home must be safe and sanitary and not pose a health risk to the Council on Aging staff member or to library materials.

Should these conditions not be met, it is at the Hamilton-Wenham Public Library's discretion to suspend Home Delivery Services to that individual. If a Library or Council on Aging staff member wishes to recommend suspension of Home Delivery Services because any of the above is deemed to make the home environment for delivery unsafe or inappropriate, the staff member shall provide the Library Director with written notice of why such action is necessary along with any recommendation for length of suspension of service. The Library Director shall then send written notice to the patron of the reason for and the length of suspension of service. Any home delivery patron may request in writing that the suspension of service be reviewed by the Library Board of Trustees at the next monthly meeting of said Trustees.