

Homebound Program Policy

Updated February 11, 2020

1. PROGRAM OPERATION

- a. The Friends of the Anne West Lindsey District Library ("AWL Library") **Homebound Program** is designed to get books to local shut ins.
- b. Through cooperation with the AWL Library, this program is operated by volunteers from the Friends of the AWL Library organization. This program is not guaranteed – it may be canceled at any time for any reason.

2. PATRON ELIGIBILITY

- a. Homebound Program patrons must meet the following eligibility requirements:
 - have a valid AWL Library card (*the volunteer coordinator will work with patrons needing a library card*)
 - be in good standing with the library
 - live within the AWL Library district (*exceptions considered on a case-by-case basis*)
 - have access to a working phone
 - submit a completed Homebound Program Patron Application for consideration, which includes a statement from a physician, nurse, clergy, or social worker of patron's physical inability to go to the library
- b. The Friends' may determine applicants as ineligible or remove patrons from the program at their discretion.

3. APPLICATION REVIEW STEPS

a. STEP 1: Patron Application

- Patron will complete and submit a Homebound Program Patron Application, available at the AWL Library circulation desk or by completing an interest form online at www.awlindsey.com/homebound.

b. STEP 2: Library Review

- Patrons may submit completed applications at the circulation desk or online. Library staff will review applications to determine if applicants have a valid library card and are in good standing with the library. They will place reviewed applications in the Homebound Program in box.
- The Friends' volunteer coordinator will retrieve applications from the in box, scan and save applications in Friends' files, and check library review status.
 - If the application passes the library review, it will continue to the Friends' review.
 - If the application does not pass review due to a lack of library card, the volunteer coordinator will work with the patron to get a library card. The card will be taken to the patron with the first delivery.
 - If the application does not pass review due to another reason (unpaid balances, living outside district, being banned from the library, etc.), the patron will be notified in writing by the volunteer coordinator and directed to see the library circulation desk with questions. Patrons may reapply if their reason for ineligibility changes.

c. STEP 3: Friends' Review

- Applications passing the library review will next be reviewed by the Friends. The Friends' volunteer coordinator will review the application to ensure it is properly completed and shut-in status has been appropriately verified. The coordinator will then make a determination if they meet eligibility criteria.
 - If patron IS accepted into the program, the volunteer coordinator will:
 - i. inform the Adult Librarian, who will add the Outreach-Direct module to the patron's account, and
 - ii. call the patron to welcome to program, go over application, complete initial contact form and assign patron to a volunteer.
 - If patron IS NOT accepted into the program, the volunteer coordinator will notify the patron in writing. Patrons may submit a written request for reconsideration to the Friends' Executive Board at FriendsofAWL@gmail.com or to the Circulation Desk. Requests will be reviewed at a Friends' Executive Board Meeting. The patron will be notified of outcome by volunteer coordinator.

d. STEP 4: Volunteer Contacts Patron

- Once the volunteer receives a patron assignment, s/he will contact the patron to clarify interests, discuss selection, and schedule delivery date and time.

4. CHECK-OUT GUIDELINES, SELECTION AND DELIVERY

a. Check-Out Guidelines:

- Number of Items: The patron may have up to five items checked out at once.
- Check-Out Period: Items may typically be renewed twice. However, new releases must be returned within two weeks. Failure to comply may result in ineligibility for new releases.
- Requests/Holds: Patrons may contact the library to request a hold be placed on items.
- Interlibrary Loans: Interlibrary loans are not available through this program.
- Patron Check-Out Log: A list of items checked out will be maintained by the Friends' to help with selection and record keeping.

b. Selection & Delivery: Delivery is at least once per month. Delivery dates and times varies and is dependent on library hours and availability of volunteers and patrons. Volunteers should follow the delivery process, below.

- Sign In: Sign in on *Volunteer Time Log*. Put on name tag.
- Check for Holds: Check with the Circulation Desk to determine if patron has any items on hold.
- Selection and Confirmation: Call patron to confirm delivery time, ask if items need renewed, ask if patron has requests, and to let patron know if delivering items that were on hold. If needed, use patron application to help with selection. Select items for patron – use their *Patron Check-Out Log* to avoid selecting an item they've checked out while in the program. If they are reading a series, check if next book is available.
- Check Out Items: Renew and check out items. Update the *Patron Check-Out Log* and initial.
- Deliver Items: Visit patron to exchange/deliver items. Have patron initial *Patron Check-Out Log* upon receipt.
- Check In Items: Return items to be checked in. Return updated *Patron Check-Out Log* to patron's folder.
- Sign Out: Sign out on *Volunteer Time Log* and place name tag in volunteer folder.

5. SAFETY & LIABILITY

a. **Home Entry**: Volunteers should NOT enter patron homes. Volunteers should carry a cell phone and the patron's emergency contact information for use in the event of an emergency.

b. **Liability**: The Friends' of the AWL Library are not liable for damage to property or person. Volunteers acknowledge they are voluntarily utilizing their personal vehicle and gas and will not be compensated for their use or their time. They further acknowledge they will not hold the library or Friends liable in the event of an accident.

6. LIBRARY CARD USAGE & FEES

a. **Homebound Designator**: Patrons are identified through a designator (Outreach-Direct, a feature on Polaris Program) on their library card record. This option will allow patrons longer check-out periods, cessation of fines for overdue items, and cancellation of automated holds and overdue notices. The designator will be added to patrons' cards and removed once they are no longer in the program.

b. **Lost/Expired Cards**: Expired or lost cards will be handled through the library's circulation desk.

c. **Card Location**: The card will remain with the patron. The number on the application is sufficient to check-out items.

d. **Fees**: This program is free; however, patrons are responsible for lost or damaged items. Abuse of this policy may result in removal from the program.

7. USE OF INFORMATION

a. By applying, applicants agree that their non-identifying information may be used for reports and marketing.

8. VOLUNTEERS

a. **Application Process**: Prospective volunteers should complete and submit an application, available online at www.awlindsey.com/homebound and in person at the AWL Library circulation desk. Potential volunteers will be contacted by the Volunteer Coordinator to review their application and make arrangements for a background check. Volunteers who pass the background check will be contacted by the volunteer coordinator to schedule training and to assign them to a patron. If there is a shortage of patrons, volunteers may be asked to help in other ways.

b. **Identification**: Volunteers wear a name badge on a lanyard, provided by the AWL Library.

c. **Time Log**: A *Volunteer Time Log* is used to track hours. Volunteers may be recognized for reaching goals.

9. PROGRAM EVALUATION AND DESIRED OUTCOMES

a. **Statistics**: The Friends will track number of patrons and volunteers involved with this program, number of items checked out through this program, and volunteer hours.

b. **Outcomes**: The Friends predict this program will lead to homebound patrons reading more and feeling more connected to the library and community and to volunteers feeling more connected.