

Washington County Homebound Delivery Policy

ELIGIBILITY

Homebound service will be provided to residents of Washington County, eligible for Outreach Services, who are not able to come to the library. Patrons who identify as “homebound” as being generally confined to their residence due to illness or age, unreliable transportation, disability or other mobility problems.

Temporary Status

Patrons may apply for “Temporary Homebound” status during an extended recovery from an illness or accident.

REGISTRATION PROCESS

Each patron wishing to use the homebound delivery service must register for a library card if they do not already have one. The Outreach Librarian will meet with each patron prior to beginning Homebound Delivery to complete a reader’s interest survey to gauge reading preferences.

Each homebound patron will also be asked to name an emergency contact.

MATERIALS

Most library materials are eligible for homebound delivery. New materials may be excluded due to the one-month loan period. Patrons may make requests for specific titles or compile a list of requested items. Limits on the number of items that will be delivered each month will be based upon the general library policies.

LOAN PERIOD AND RENEWALS

Items are checked out until the next scheduled visit. Most items will be available for renewal.

FEES AND FINES

There is no charge for this service, but the library’s standard fees do apply for lost or damaged items.

DELIVERY

A bag of materials is delivered on a routine day of each month (i.e. the 1st Monday of each month). We will reschedule if the patron is unable to meet in the designated day. Deliveries are made by either the Outreach Librarian or the Outreach Assistant.

DISCONTINUATION OR DENIAL OF SERVICE

Homebound delivery service may be discontinued at any time. Circumstances including, but not limited to, the following may be used as justification for discontinuation of the library's Outreach Services:

Repeated damage to materials

Unsettled charges on the patron's library account

Threatening or uncomfortable behavior – including pets

Harassment of library personnel

Physical difficulty or danger reaching the residence

Any person in the home exhibits signs of illness that may jeopardize the health of library personnel

Access the Homebound Delivery application at

https://www.westbendlibrary.org/library_services/community_outreach