



## **PATRON REQUIREMENTS for Homebound Outreach Program**

Delivery and retrieval of library materials to and from patrons who choose to participate in the Smithton Public Library District's Homebound Outreach Program (HOP) will be provided such service free-of-charge so long as the following conditions are met:

- Outreach patrons must reside within the Smithton Public Library District and have resident library cards in good standing to receive this service.
- Outreach patrons must sign and have on-file the application for HOP.
- Outreach patrons must provide a safe and appropriate environment for volunteers or staff members who make deliveries to their homes.
- Outreach patrons must protect all library materials while in their custody.
- Outreach patrons must sign to acknowledge materials received.
- Outreach patrons may expect deliveries to be limited to library materials.
- Outreach patrons agree to have the library maintain a reading history of all items the patron has borrowed in order to better facilitate service.

Volunteers or staff members have discretion to not enter a home, to leave a home, and/or recommend suspension of service if the volunteer or staff member feels uncomfortable at the residence for any reason. To ensure home delivery, we ask our outreach patrons to assist our volunteers and staff by confining pets, dressing appropriately, and exercising good manners during the delivery process. Should a delivery concern arise, a library supervisor will contact the patron to discuss the situation.

Weather conditions may alter delivery possibilities – to be assessed by the driver at the point of departure from the library property. Outreach patrons will be notified of any change to scheduled delivery.

Outreach patrons are entitled to check out any format of materials from the library. Outreach patrons are responsible for maintaining library materials in good condition. All library policies apply to homebound outreach patrons.

Library staff will contact outreach patrons ahead of time so patrons know when to expect delivery. If a patron does not answer the door or is not home to receive materials, library staff will contact the patron and attempt to deliver the materials again. If the patron does not answer the door or is not home to receive the materials after a second attempt, the patron's delivery will be suspended, and the patron must contact the library to reinstate delivery.

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