

HOMEBOUND DELIVERY SERVICE POLICY

The Merrick Public Library offers a Homebound Delivery service to patrons of any age who are unable to visit the library. 'Homebound' is defined as being generally confined to one's residence either temporarily, due to illness or accident, or permanently due to disability, age, or other mobility issues. Homebound Delivery services are provided at no charge.

Users of Homebound Delivery services must register with the Assistant Library Director. An application form can be provided to you by the library staff. Patrons applying for homebound service must also apply for a library card if they do not already have one. The Assistant Director can be reached at 508-867-6339 or brookfieldlibrary@gmail.com.

Library Materials will be delivered to a homebound patron's residence by library staff members or volunteers. Delivery service will be scheduled at the mutual convenience of library staff and/or volunteers and the patron. Patrons can borrow books, DVDs, magazines, audiobooks, or other circulating library items. Patrons may request specific titles or indicate some borrowing interests.

Patrons requesting these services must provide a safe and appropriate environment for staff members or volunteers who make deliveries to their homes. Patrons must protect all library materials while in their custody. Homebound delivery will be suspended if the Assistant Director determines that delivery to a patron poses a substantial risk to the health and wellbeing of the library staff or volunteer.

Homebound delivery will terminate when the eligibility requirements are no longer met, or at the request of the patron, the patron's parent or legal guardian, or an individual with power of attorney to act on behalf of the patron.

Eligibility & Requirements for Homebound Patrons

A patron requesting homebound delivery is required to meet one of the following criteria:

- Permanent physical disabilities (such as limited mobility, prolonged illness, low vision) which prevent an individual from visiting the library
- Temporary physical limitations (or illness) which prevent an individual from visiting the library for a minimum of three weeks or longer
- Other age-related limitations of senior citizens

Homebound Delivery Guidelines

1. A homebound delivery patron must have a viable means of contact.
2. The Merrick Public Library does not charge overdue fines on library materials.
3. Outreach patrons are expected to pay replacement costs for lost or damaged materials.
4. Extended loan periods may be arranged with the Assistant Director.
5. Requests for specific material may be made to library staff.

HOMEBOUND DELIVERY RECOMMENDATIONS

Safety

- Try to have individual deliveries made by the same staff member or volunteer. If the usual staff member or volunteer is unavailable for any reason, call ahead and ask if the patron is okay with a different staff member or volunteer visiting their home.
- While in a patron's home, never go anywhere they can't see you. If something goes missing or is tampered with, you want to be sure they can confidently state that the visiting library staff or volunteer was never out of their line of sight.
- If a delivery recipient is unresponsive when you arrive, contact emergency services and provide any basic first aid you are capable of until help arrives. If a delivery recipient is responsive but is badly injured or tells you that they are injured or in pain, contact emergency services and stay with them until help arrives. Give any aid you can, but avoid moving them or giving them medication even if they ask you to. If a delivery recipient is responsive and is not badly injured or insists they are fine, do not call emergency services but check with them to see if there is anyone they would like you to contact, and give them what assistance you can. Never administer any medication or touch any medical equipment they may use!
- Know in advance if you will need to be buzzed in, if you will need to sign in as a guest at a visitation desk, and if anyone other than the recipient needs to know when you'll be visiting.
- Make sure any caregivers know that you are bound by Massachusetts law (Chapter 78, Section 7) regarding patron confidentiality, and may not give them a list of items checked out or discuss items checked out to the patron without the patron's explicit consent.
- Keep a record of your visits, including date, time of arrival, and time of departure.

Gifts

Library staff or volunteers may accept gifts from homebound delivery patrons, with stipulations listed below:

- Any monetary gift must be donated to the Friends of the Library, and the patron should be notified that although the staff or volunteer cannot accept the money as an individual, they will happily donate it to the Friends, who utilize donations for library programs.
- Food donations should be brought back to the library to share with other staff and volunteers. If the food looks inedible, it may be discreetly disposed of.
- Small gifts such as a bookmark or flowers may be displayed at the library or taken home by the individual staff member or volunteer, with permission from the Library Director.
- Larger and/or more valuable gifts must be politely declined, per the Town of Brookfield's conflict of interest laws.

Miscellaneous

- Try to set aside anywhere from 5-15 minutes to chat with the delivery recipient. You may be the only person they see that day.
- Don't stay too long, however. After 10-15 minutes, excuse yourself as politely as possible.
- Know in advance if the delivery recipient has any pets.
- Ask the delivery recipient to notify you and/or the library if they plan on going out of town, if they will not be home at the time of the delivery, or if they don't want their usual delivery for any reason.

Application for Homebound Delivery

Merrick Public Library | 2 Lincoln Street, Brookfield, MA 01506 | 508-867-6339

Date: _____

Name (please print): _____

Street Address: _____

City: _____ State: _____ Zip: _____

Date of Birth: _____

Telephone: _____ Email: _____

Reason for Requesting Service: _____

Emergency Contact

Name: _____

Telephone: _____

Relationship: _____

Library Card Information

_____ The patron has a library card and the number is _____

_____ The patron needs a library card and will register for one in order to receive Homebound Delivery

Reading Interests (check all that apply):

_____ Romance _____ Mystery _____ Science Fiction _____ Westerns _____ Poetry

_____ Christian _____ History _____ Travel _____ Biographies _____ Self-Help

Other: _____

Formats (check all that apply):

Books: _____ Regular Print _____ Large Print _____ Paperback _____ Audiobook (CD)

Movies & Music: _____ DVD _____ Blu-Ray _____ CD