

# Hanson Public Library

## Homebound Delivery Service Policy

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### Program Eligibility

Homebound Delivery Service is available to residents of Hanson, MA who are not able to come to the Library because they are homebound. '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.

### Program Registration

To apply for Homebound Delivery Service, patrons must have a Hanson Public Library card in good standing and complete a Homebound Delivery Service Application online, on paper, or over the phone. Homebound individuals without a library card may use one of the methods below to sign up for a new account. Library cards cannot be created over the phone.

- Register for a temporary card online and receive a permanent card with the first delivery
- Receive and return a library card application by mail
- Have a family member, friend, or other adult representative pick up a library card application and return the completed application to the Library with a copy of a valid photo ID for the homebound patron
- If able, make a one-time visit to the Library to complete a library card application

### Borrowing Policies

All formats of materials are eligible for Homebound Delivery Service. Patrons may request specific titles or have a Library staff member choose materials based on the reading/viewing preferences selected on the Homebound Delivery Service Application.

There is no fee for homebound delivery. Patrons using this service will not be assessed overdue fines. All borrowed items will be due on the date of the next scheduled delivery, typically four weeks. Renewal requests will be granted according to format-specific policies. Patrons may be charged for lost or damaged items.

### Delivery Schedule

Homebound Delivery is a monthly service. Hanson Public Library tote bags will be supplied for deliveries. Items must be dropped off and picked up in these bags. Materials will be delivered by Hanson Public Library staff on the second Wednesday of the month at a scheduled time. The Library reserves the right to reschedule deliveries to a different day of the week as necessary due to holidays, weather, road conditions, or other unforeseen circumstances. Deliveries will not occur during inclement weather or due to poor road conditions as determined by the Library Director. Missed deliveries will be handled the following week.

The Library staff member will call the patron when they arrive for homebound delivery. Upon receipt of the call, materials to be picked up must be in a Hanson Public Library tote bag and placed at the front door or other location agreed upon by the patron and Library. Materials being delivered will be in a Hanson Public Library tote bag and placed in the same location. No Library staff member is to enter the home.

## Delivery Guidelines

The Hanson Public Library is committed to ensuring that all delivery recipients be treated with dignity, respect, and impartiality. The Library is further committed to ensuring that Library staff making homebound deliveries are also treated with dignity and respect, and are safe while serving the public. Homebound patrons must provide a safe and appropriate environment for Library staff members who make deliveries to their homes.

Service may be suspended if any of the following conditions are not met:

- Patrons must adhere to the scheduled delivery time. If the Library staff member receives no response at the home five minutes past the scheduled delivery time, they may leave without completing the delivery at their discretion.
- Pets must be confined (with the exception of service animals trained to assist a disabled person).
- Patrons must be in proper attire at the time of delivery.
- A clear and safe path to the home must be available.
- Conditions in the home must be safe and sanitary, and not pose a health risk to the Library staff member.
- Any library materials in the custody of the homebound patron must not be willfully defaced, mutilated, or damaged.

Service may also be suspended if any person in the home:

- Presents threatening behavior
- Uses abusive or obscene language, makes obscene gestures, or displays obscene images
- Harasses the Library staff member
- Exhibits signs of illness that may jeopardize the health of the Library staff member and the Library did not receive prior notification of the illness
- Engages in any illegal activity in the home at the time of delivery

A Library staff member who recommends suspension of service because they deem a violation of this Policy has occurred that makes the home environment unsafe or inappropriate for delivery, shall provide the Library Director with a written description of the violation, together with any recommendation for the length of the service suspension. The patron shall be notified in writing of the reason for and the length of the service suspension. A homebound patron may submit a written request for the Board of Library Trustees to review the service suspension at the Board's next regularly scheduled meeting.

Adopted by the Board of Library Trustees  
September 26, 2023