



**Homebound Delivery/Outreach** : Delivery and retrieval of library materials to and from patrons who cannot drive due to a medical condition will be provided free-of-charge. Outreach patrons must reside within the VWPLD and have library cards in good standing to receive this service. Patrons recovering from surgery or other medical conditions may sign up for homebound delivery on a temporary basis. Deliveries are limited to library materials only. Outreach patrons are entitled to check out any format of materials from the library, including interlibrary loan 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. Outreach patrons must provide a safe and appropriate environment for volunteers or staff members who make deliveries to their homes. Patrons must protect all library materials while in their custody.

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 assist 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.

Outreach patrons are responsible for maintaining library materials in good condition. Materials that are lost or returned in severely damaged and unusable condition will be billed to the patron. Use of library card privileges will be suspended until payment is received.

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.

*Amended March 26, 2019*