

Rawson Memorial District Library

We have done home bound delivery for years and patrons are very appreciative of this service. Sadly, most eventually pass away so we are always advertising that we provide this service. We have also told people if they have had surgery, we can deliver and pick up for them, too.

To answer your questions:

Staff and they drive their own car. They are covered by the libraries insurance as they are on library business. We pay mileage quarterly to the staff member.

We check items out for 45 days as we do home bound delivery once a month (or more if requested), this way things are never over due.

No. As I mentioned we are always on the look out to help those who may want this service.

We don't have a policy.

Menominee County Library

Our situation might not be much help to you but it may give you an idea about the spectrum for outreach services. Menominee County Library is county department primarily funded by direct county (tax payer) appropriations, so there is no limits on services to county residents. We do individual deliveries for any patron who asks. Both on a temporary basis (recovery) or as a permanent situation. Library staff uses their own vehicles and just delivers for patrons near where one of us lives, or for people in the town where our library is, we deliver when we do a post office run. The far flung ones are added to the bookmobile schedule. Our bookmobile already goes to all the senior complexes and nursing homes in our service area and many of those stops include people who get a bag of books delivered to their door. Several of our bookmobile stops are also at individual homes.

We have no written policies, nor have we found a need to limit or structure this service. We are a small library (class IV) and this is a close knit/rural community (a big advantage of life in the UP) if someone cannot be home when a delivery is scheduled they will leave their door open and staff will switch bags or we will drop off books with a neighbor. – we have even been known to ask patron A to drop off stuff for patron B- We select books based on phone calls/emails or just from “what we think they might like”. For friends/ families picking up library items for others we offer to turn on the patron circulation history.

Our bookmobile/community patrons have 1 month loan periods. We do not charge for overdues and will renew for any patron who missed a bookmobile day etc.

Livonia Public Library

Here in Livonia I have a small library in the Senior Center called the Vest Pocket that I staff with volunteers. It is mainly large print books, paperbacks that I purchase and a DVD collection that are weeded from the main library or donated.

I have 4 volunteers who go to area nursing homes and deliver a small selection of the large print books once a month. They do not bring the latest best sellers, as they have been known to disappear.

They just drop them off at the nursing home (after making a list of the authors and titles) and do not check them out to residents directly, so if they do vanish it is often difficult to get them back or get reimbursed from the nursing home, so I usually just write them off. The majority of books are returned though, with just a few going missing each year.

Hamburg Township Library

Below is our Homebound Delivery Service policy. I have also attached the flier we pass out to advertise the service. You will notice that the policy references volunteer drivers. So far we have not needed to use volunteers because we don't have that many people using the service. So my adult services librarian and I do the deliveries. Please feel free to ask any questions the policy and flier don't answer.

19. Homebound Delivery Service (*Homebound Connection*)

The library's homebound delivery service is available to any Hamburg Township resident who cannot come to the library due to health issues, both short- and long-term.

Homebound Connection consists of two parts:

- 1) A homebound patron can request home delivery from the library. Deliveries will happen once a month, at a day/time agreeable to both the patron and volunteers.
- 2) A homebound patron can designate up to three (3) people to pick up his/her materials from the library. In this case, pick-up/delivery days and times are between the patron and his/her designee.

All circulating library materials are available for use by Homebound Connection patrons for a loan period of one (1) month. Interlibrary loan materials are not included in the Homebound Connection service.

Library personnel will make the initial visit to the Homebound Connection patron. This visit is used to introduce the patron to the library, its services, and the Homebound

Connection service in particular. Library personnel will evaluate the patron in terms of reading, listening, and viewing preferences. Library personnel will also evaluate the home environment in terms of safety for the volunteers. If, at any time, the home environment presents a safety concern for the volunteers, Homebound Connection service will be suspended until the concern is remedied. Library personnel will notify the patron or his/her designee of the safety concern.

Library personnel and volunteers will travel in pairs when meeting patrons and making deliveries.

Volunteers will go through a background check via the Hamburg Township Police Department before making any deliveries.

MCD Library

Our program is called Wheelers, and that is marked on their account. They also have a special account with automatic extended check out (4 weeks). The books are delivered by volunteers who also receive extended check out for their efforts. When an item comes up overdue on a wheeler account it will get renewed without accumulating fines.

Harrison Township Library

Harrison Township has homebound delivery via US mail and we also have a satellite collection of large print books at Tucker Senior Center.

Satellite Collections Policy

Policy Statement

As part of its mission of service to the community, the Library may loan collections of materials to partner organizations within Harrison Township for use by their members.

Regulations

1. At its discretion, the Library may loan collections of materials, referred to as a *satellite collection*, to partner organizations within its legal service area. Any such loan will be by mutual agreement and either organization may terminate the loan of the collection at any time for any reason.
2. The Library will choose the materials to include within the satellite collection, though it may seek input from the partner organization. The quantity of materials will be by mutual consent of the Library and the partner institution.

3. The Library will create a Resident/property owner card account for the partner organization and apply the materials composing the satellite collection to the partner organization's Library card account.
4. The partner organization will not be responsible for keeping inventory of the satellite collection or monitoring its use.
5. The partner institution will not be assessed fines, damaged charges, or lost fees by the Library for items loaned to it as part of the satellite collection.
6. The Library may periodically rotate materials of its choosing into or out of any satellite collection.

Media by Mail Program Policy Policy Statement

As part of its mission of service to the community the Library has established the *Media by Mail* program. Through this program, the Library will offer free delivery of certain materials to individuals within its legal service area who are unable to visit the Library due to advanced age or infirmity.

Regulations

1. Eligibility

- A. The applicant must be a resident of Harrison Township and hold a valid HTPL Resident/property owner card. A caregiver or associate may assist the applicant in obtaining a library card by delivering to the Library a completed library card application and proof of local residency on the applicant's behalf.
- B. The applicant must be physically unable to visit the Library due to advanced age or infirmity. The Library may request evidence from a recognized authority such as a medical doctor or social worker that the applicant meets one of these criteria.
- C. At its discretion, the Library may choose to limit the number of individuals it will accept into the Media by Mail Program at any given time.

2. Materials

- A. Upon successful application to the program, the Library will loan up to three (3) materials at any one time to the participant.
- B. New items, or items that have been in the Library's collection less than 120 days will not be loaned as part of the Media by Mail program.
- C. Participants are ineligible for interlibrary loan service as part of the Media by Mail Program.
- D. Items loaned through the Media by Mail program will be loaned for four (4) weeks at a time, and may be renewed for additional periods at the Library's discretion.

E. Items loaned through the Media by Mail program are exempt from fines, damaged charges, or lost fees.

3. Delivery

A. Items will be delivered free of charge to participants via the U.S. Postal Service at the Library's expense; patrons will not be charged for this service. The Library will send items to participants at Media Mail rate.

B. Participants will return materials to the Library at the Library's expense using a pre-paid Business Reply Mail card included with the original delivery; patrons will not be charged for return postage.

From KPL staff who compiled responses previously:

Our home bound service is a monthly delivery (we have 3 groups, so 3 weeks are homebound deliveries) and we use a city van to do the deliveries.

Our deposit collections are 150 items from our circulating collections, including large print and audio books, they get to keep them for 6 months. We offer this service to senior residences in the area.

Who delivers the books. We use a mail service that picks up bags here and puts postage on mailing tag to go thru the mail.

How do you handle due dates. Most items will have due dates the same as the library uses. I will extend if they have dvd

Do we cap the number of people of residencies you serve at one time? No cap

Roseville Public Library

How our service works is only residents of Roseville are able to register and use the service for free, but their card will be changed over to a materials by mail patron code. What this means is that they will only be able to receive and return materials through the mail - their card will be invalid at the library. There are no late fees (though standard costs for lost materials apply), they can only check out materials available at the Roseville Public Library, and my email becomes the primary mode of contact so that I receive the notifications when holds are in, items are overdue, etc. (This is why the card becomes invalid at the library; if everyone could get away with no fines and having me

be responsible for getting items back, everyone would sign up.) We will send all library materials except new DVDs and Lucky Day items because those have a shorter check-out period.

We do have them fill out a registration form with their name, address, phone number, time to call, and some general questions about what types of materials they like, do they need large print, what kinds of books do they prefer, favorite authors, favorite genres, and how many items they want per mailing.

When I send out a mailing, I include a couple bookmarks, and a sheet with the due date, person's name, library card number, the books they checked out, and a spot for them to rate them. I always include a little note so that the service feels more personal. Some of the patrons will request materials but others will let me choose their books for them, and the rating helps me to know if something was a hit or an epic fail. I keep an excel sheet for each patron with everything I've sent and what they rated it. This helps me to not send duplicates.