



Homebound Services Policy

Approved October 12, 2020

Updated October 13, 2025

PURPOSE:

The library has adopted this policy to ensure fair access to its homebound services.

SCOPE:

This policy applies to staff and patrons who administer and receive our homebound services.

POLICY:

Homebound Services will provide library materials to eligible patrons. The library will have staff/volunteers deliver library materials to patron's homes. All services are based on the availability of materials and staff/volunteers.

- Patron Eligibility
 - Homebound service will be provided to residents of the City of Harlan and contracting cities who are not able to come to the library.
 - "Homebound" is defined as being generally confined to the residence either temporarily, due to illness, surgery, or accident, or permanently, due to age, disability or other mobility problems.
 - The library reserves the right to refuse service.
- Library Card Registration
 - Each homebound patron must have a current library account.
 - An account may be updated by telephone if it has expired.
 - New library card registration can also take place over the telephone. A photocopy of identifying information can be emailed, or the library volunteer or staff member who makes the initial delivery will confirm information provided over the telephone and give the patron their library card.
- Selection of Materials
 - Only materials owned by the Harlan Community Library are eligible for home delivery, but requests for purchase will be considered for items that the library does not own. Each delivery should be limited to under 15 items unless special arrangements have been made with the volunteer or staff member. Books, DVDs, Music CDs, Puzzles, Magazines and Audiobooks, will be loaned. STEAM Backpacks and Hotspots are not eligible for home delivery. Materials cannot be placed on hold for home delivery. Each homebound patron must complete a form designed to

match materials to readers' interests. Homebound patrons may also request particular authors and titles and if available, will be included in the next delivery.

- Delivery Schedule/Loan Period
 - All borrowing and delivery will be by appointment.
 - At the time new materials are delivered, the items from the previous delivery will be retrieved and returned to the library.
- Fines/Fees
 - There is no fee for homebound delivery.
 - Overdue fines will not be charged for materials received by homebound individuals, but the library will charge for damaged or lost items.
 - Fines charged to the patron's account prior to participation in this program remain. Patrons with fines over \$5.00 on his/her account will not be eligible for delivery services.
- Conditions for Homebound Delivery
 - Patrons requesting homebound services must provide a safe and appropriate environment for volunteers or staff members who make deliveries to their homes and patrons are responsible for all library materials while in their custody. Library volunteers or staff members may choose not to enter a home, to leave a home immediately and/or to recommend suspension of the service if any of the following conditions exist:
 - Pets are not confined (with the exception of service animals trained to assist a disabled person).
 - A clear and safe path to the home, with snow shoveled and ice removed.
 - Any person in the home is dressed in inappropriate attire.
 - Any person in the home presents threatening behavior.
 - Any person in the home uses abusive or obscene language, makes obscene gestures, or displays obscene images.
 - Any person in the home harasses the library's representative.
 - Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness.
 - Any person is smoking inside the home at the time of the library's delivery.
 - Any person engaging in any illegal activity in the home at the time of the library's delivery.
 - Any library material currently in the possession of the homebound patron appears to have been willfully defaced, mutilated, or damaged while in the custody of the homebound person.
 - Conditions in the home are unsafe or unsanitary.
- Suspension
 - If a volunteer or staff member recommends suspension of service, the volunteer or staff member shall provide the Circulation Desk Manager with notice of the reason. The Circulation Desk Manager shall send written notice to the patron of the reason for, and the length of, any continuing suspension of service and shall also provide a copy of the notice to the Library Director.
 - Any homebound patron may request in writing that the suspension of service be reviewed by the Board of Trustees at the next monthly Board meeting.



Homebound Library Services Application

APPLICANT INFORMATION					
Patron Name					
Street Address					Apartment/Unit#
Phone			E-mail Address		
Library Card #					
EMERGENCY CONTACT PERSON					
Name					
Phone			Email Address		
Relationship			Authorized to access account information?		Yes ☐ No ☐
MATERIALS REQUESTED (CHECK ALL THAT APPLY)					
Regular Print ☐	Large Print ☐	Audiobooks ☐	Music CDs ☐	Magazines ☐	Puzzles ☐
Are you able to read books in standard print form?			Yes ☐	No ☐	DVDs ☐
DELIVERY PREFERENCE (BEST DAY AND TIME FOR DELIVERY)					
<i>MORNING = 9A-NOON AFTERNOON = 1P-5P</i>					
Monday	_____	Morning	_____	Afternoon	
Tuesday	_____	Morning	_____	Afternoon	
Wednesday	_____	Morning	_____	Afternoon	
Thursday	_____	Morning	_____	Afternoon	
Friday	_____	Morning	_____	Afternoon	
Is your request for:					
_____ Temporary service, until _____			_____ Permanent Service		
Access information for delivery (back door, ring doorbell, etc)					
ITEMS PER MONTH (UP TO 15 ITEMS PER DELIVERY. ENTER NUMBER DESIRED BELOW.)					
_____ FICTION _____ NON-FICTION _____ MAGAZINES _____ MUSIC CD'S					
_____ PUZZLES _____ AUDIOBOOKS _____ DVD					

DIGITAL BOOKS

☐ I would like to learn how to download and read eBooks and Audiobooks to my mobile device (phone/tablet) or on my computer.

PREFERENCES

FICTION

___ Christian
___ Classics
___ Fantasy
___ Historical
___ Mystery & Detective
___ Romance
___ Science Fiction
___ Thrillers
___ War/Military
___ Westerns
___ Other

NON-FICTION

___ Biography
___ Cooking
___ Crafts
___ History
___ Humor
___ Nature
___ Poetry
___ Political Science
___ Religion
___ Self-help
___ Other

MAGAZINES

___ Auto
___ Business
___ Entertainment
___ Fashion
___ Health & Fitness
___ Home & Garden
___ Iowa
___ News
___ Science & Nature
___ Women's
___ Other

MUSIC CD'S

___ Blues
___ Christmas
___ Christian
___ Classical
___ Country
___ Easy Listening
___ Jazz
___ Pop
___ Rock
___ Soundtracks

If you're interested in specific categories, write in next to topic, for example:

___ Historical - WWI ___ Crafts - Knitting ___ Home - Better H & G ___ Jazz - Miles Davis

Other thoughts you would like to share? (favorite authors, time periods, settings, gender of main character or things to avoid in a book such as violence, sex, religion or politics)

I meet the definition of homebound:

Residents are considered homebound if they are unable to visit the library due to a short/long term illness, disability, or non-driver status.

Signature

Date

NEED ASSISTANCE COMPLETING THIS FORM? PLEASE CALL THE LIBRARY AT 712-755-5934