

Alpha Park Public Library District

Homebound Delivery Service Policy



The Alpha Park Public Library provides library services to individuals who are residents of the library district and are unable to physically come to the library. “Homebound” is defined generally, as being confined to one’s residence, either temporarily or permanently, due to accident, illness, disability, or age.

Eligibility

Homebound services are provided at no extra cost to the patron. Patrons must be a resident of the Alpha Park Public Library District and have a current library card in good standing. If the patron does not have a library card, an application for a library card can be signed during the first homebound visit.

Application

Patrons may apply for homebound delivery services by filling out a paper or digital application. Patrons can access the digital application from our website. All paper applications may be returned by hand delivery, mail, FAX, or e-mail. A patron may also call the library and request a staff member to complete the form, which the patron can sign during the first homebound visit.

Loan Process

Once the patron has applied, a staff member will contact the applicant to explain how to request materials. A schedule of delivery will be set up during regular library business hours, depending upon patron’s needs and the availability of library staff. Designated library staff will assist in selecting material for patrons. Hold rules, item limits, overdue penalties, and lost and damaged charges will be the same as for all other library patrons. Materials will be delivered to and picked up from each participant’s residence by library staff. Library staff retain the right to refuse pick-up or drop-off times that occur after dark. In the event of inclement weather, library staff will contact the patron to reschedule the visit. If at any time during the visit should the patron feel uncomfortable or unsafe, the patron should contact the Library Director immediately by phone (309) 697-3822 x12. If the Library Director is unavailable at the time of contact, the patron should leave a detailed message including their name and phone number.

Home Environment

Patrons requesting homebound services must provide a safe and appropriate environment for staff members who make deliveries to their residences. Patrons must also protect all materials while in their custody. ***Staff will not enter the interior of the patron’s home, provide assistance with activities of daily living, or advice on anything outside of library items or services.*** Staff retain the right to leave a home immediately, and/or recommend suspension of homebound service if any of the following conditions exist:

- a) Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
- b) Pets are unsecured, with the exception of service animals.
- c) Any person in the home harasses library staff.

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- d) Any person in the home exhibits signs of illness that may endanger the health of the library staff member.
- e) Any person in the home is engaging in illegal activity at the time of service.
- f) Any person in the home is under the influence of alcohol or illegal drugs.
- g) Any person involved in the service transaction is smoking at the time of service.
- h) The conditions of the home and/or property are unsafe.

The Alpha Park Public Library has the right to terminate this service to any individual who does not meet the terms and requirements as defined above. In the case where a library staff member must leave the home, deny the service, or wishes to recommend suspension, the Library Director will be notified in writing. Any suspension longer than thirty (30) days or termination of service must have approval from the Library Director. Any homebound patron may request in writing that the suspension or termination of service be reviewed by the Library Director and/or the Board of Trustees. The Library Director and/or Board of Trustees will respond to all written requests within thirty (30) days of receipt. All decisions made by the Library Director and/or Board of Trustees about the request for review are final.