

SFL Homebound Service

Policy

Updated 5/31/24

SFL at Your Door

## **Overview**

In keeping with its mission to enrich lives and build community by bringing information, ideas and people together, Stonington Free Library offers delivery and pickup of library materials to homebound Stonington residents. (If you live or have property in the Town of Stonington, including Pawcatuck, Old Mystic, and the Stonington side of Mystic, we are your hometown library.) SFL at Your Door homebound delivery service is a free program that provides library materials to residents of Stonington who are unable to come to the library. Volunteers visit homebound residents to deliver, pick up and return library materials. This free program is supported by a grant from the Mystic Woman's Club.

***As this is a service performed by volunteers, it is subject to the availability of volunteers and may be discontinued at any time.***

## **Eligibility and Application**

Patrons eligible for SFL at Your Door homebound delivery are residents who are physically unable to come to the library.

In order to receive home delivery, patrons must have an up-to-date Stonington Free Library card and be in good standing with the library. Patrons can [fill out an application](#) with their contact information, preferences for materials, and a secondary contact. Patrons may also apply for homebound services by calling the library at 860-535-0658 or emailing [karla@stoningtonfreelibrary.org](mailto:karla@stoningtonfreelibrary.org) or [millie@stoningtonfreelibrary.org](mailto:millie@stoningtonfreelibrary.org).

If you do not already have a library card, sign up [HERE](#).

## **Loans**

Materials will be checked out on the card of the person receiving the service. To prevent repeat selections being made for patrons, Stonington Free Library staff will maintain a record of all items checked out by a homebound patron.

Library staff will contact home delivery patrons to let them know their delivery day. Library items will be delivered, and must be returned, in the library-provided bag. Each bag will have an affixed name label with the patron's name, home address, telephone number and other contact information.

Outreach patrons may place holds on their library account online, email or call the library with requests. There is a maximum of 10 items per patron per delivery. Materials will be delivered to the door, and no inside deliveries will be made. When new materials are delivered, items from the previous delivery are due and must be bagged and ready for return. Patrons must protect all library materials while in their custody. Delivery service is for patrons who are unable to come to the library for health reasons, being generally confined to the residence either temporarily or long-term.

Deliveries are limited to library materials only. All formats of materials are eligible for homebound delivery, but items in high demand may be excluded. Any items deemed a "10 Day Book" will not be available to the homebound delivery program.

## **Delivery Guidelines**

Patrons must provide a safe and appropriate exterior environment for volunteers or staff members who make deliveries to their homes. Pathways and steps must be clear of pets, ice, snow, and debris. Library representatives have discretion to not enter a property, to leave a property, 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 be considerate of our volunteers and staff by confining pets, dressing appropriately, and exercising good manners during the delivery process. 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.

We deliver to retirement communities, assisted living and nursing homes, as well as individual homes.

Materials will be delivered once a month. This once a month delivery may expand in the future as we judge the amount of participants and the demands for the service.

The library reserves the right to refuse service based on availability of staff and the feasibility and cost of travel required.

Once service has been established, library representatives are only permitted to remain at the property for as long as it takes to deliver and collect library materials. It is not within the scope of this program to assist patrons with any other personal needs, technology questions, or errands, or to spend an excessive amount of time at any delivery location. Library representatives may not transport or provide rides to any clients for any reason.

## **Fines and Charges**

Home delivery service is free. In many cases, library materials that are delivered are eligible for automatic renewals. Overdue fines will not be charged on home delivery materials, and patrons are responsible for the replacement cost of damaged or lost items. If an item or items are continually returned with damage, or there is evidence of a pest infestation, the patron may lose delivery services until there is proof of professional remediation.

## **Volunteers**

Volunteers and staff involved in home delivery must have a valid driver's license and insurance and are subject to background checks. Home delivery involves lifting bags or crates into and out of the vehicle and walking to the door of the residence. Volunteers use their own vehicles.

Library representatives are not trained medical professionals. Their only role is to deliver and pick up library materials. If a medical emergency unfolds while a library

representative is present, they must immediately leave the residence and call 9-1-1, and/or the appropriate personnel. A written report of any such incidents must also be provided to Library Administrators

Volunteers may choose, at their own risk, to approach a property or not, and/or recommend suspension of homebound service if any of the following conditions exist:

- Any person at the property presents threatening, obscene, or abusive language, gestures, or images.
- Any person at the property harasses the library representative staff member.
- Any person at the property exhibits signs of illness that may endanger the health of the library staff member.
- Any person at the property is engaging in illegal activity at the time of service.
- Any person at the property is under the influence of alcohol or has been abusing drugs at the time of service.
- Any person is smoking inside the home at the time of service.
- The conditions of the home and/or property are unsafe.

If a volunteer wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the home environment for delivery unsafe or inappropriate, the volunteer shall provide Library Administrators with notice of the incident together with any recommendation for length of suspension of service.

### **Certification**

I certify that I am covered by an independent insurance carrier and that Stonington Free Library will not be held responsible for any injuries that I may incur as a result of my volunteer services.

I further certify that the information given is complete and correct. I understand that discovering information to the contrary may be cause for re-determination of volunteer assignments with the Stonington Free Library.

Volunteer's full name \_\_\_\_\_

Driver's License Number \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Termination**

Stonington Free Library staff shall send written notice to the patron with the reason for and the length of any continuing suspension of service and shall provide a copy of the notice to the Library Director. Any homebound patron may request in writing that the suspension of service be reviewed and reconsidered.

The library has the right to end this service to any individual who does not meet the terms and requirements as defined above.

Homebound delivery service will terminate when the eligibility requirements are no longer met or at the request of the patron, patron's parent or legal guardian, or an individual with power of attorney to act on behalf of the patron.