

Wood River Public Library offers Homebound services to those patrons residing in the City of Wood River who are unable to visit the library. 'Homebound' is defined as being generally confined to one's residence either temporarily due to illness or accident, or permanently due to disability, age, or other mobility issues. If a patron drives, he/she would not be considered homebound. This service is open to all ages.

Homebound services are provided at no cost to the patron. Delivery will be scheduled at the mutual convenience of staff and patron, every two to three weeks. In the event of inclement weather, deliveries will be postponed and rescheduled. Homebound patrons are not charged overdue fines, but will be charged for any materials that are lost or damaged. For the protection of patrons and the protection of library materials, items will only be delivered directly to the Homebound patron, a family member, or staff member of a facility. To receive new items, all items from the previous delivery must be returned. Items can always be reordered for a future delivery. Homebound patrons will follow the Wood River Public Library's Circulation Policy (no limit on print items, 10 item limit on nonprint, and 20 holds max).

Patrons registered for Homebound services may call or email the library to request specific titles or to request a staff member to select materials based on reading preferences. The staff who coordinates Homebound services will maintain a record of all items checked out by homebound patrons for the purposes of selecting materials.

Patrons requesting homebound services must provide a safe and appropriate environment for staff members or volunteers who make deliveries to their homes, and patrons must protect all library materials while in their custody.

Staff or volunteers may choose not to enter a home, leave a home immediately, and/or recommend suspension of homebound service if any of the following conditions exist:

- 1) Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
- 2) Any person in the home creates a hostile environment and/or harasses the library representative.
- 3) Any person in the home is engaging in illegal activity at the time of service.
- 4) Any person in the home exhibits signs of illness that may endanger the health of the library representative.
- 5) The conditions of the home and/or property are unsafe or unsanitary.
- 6) The Homebound patron no longer fits the definition of "Homebound" as defined above.

Should any patron be suspended from the Homebound program, he/she will be notified via letter stating the infraction(s). The appeal process will follow the one outlined in the Rules for Acceptable Library Use:

*A patron whose privilege(s) has been limited or revoked may appeal to limitation or revocation of the privilege(s) by filing a written appeal with the Director within ten (10) days from the date of the issuance of the written revocation. The appeal will be forwarded to the Board of Trustees whose decision is final.*