



## HOMEBOUND DELIVERY POLICY (#216)

### **Purpose**

Homebound Delivery is a service available to eligible residents of the Warrenville Public Library District (WPLD) who are confined to their residence temporarily or permanently due to illness, disability or mobility limitations that prevent them from visiting the library.

### **Eligibility & Registration**

To register for Homebound Delivery services, individuals must:

1. Have a valid WPLD resident library card;
  - a. If a library card is needed, a library card application must be completed and proof of identity and residency provided;
2. Complete a Homebound Delivery application; and
3. Provide a secondary contact in case the applicant cannot be reached.

Individuals may complete the Homebound Delivery application either:

1. Over the phone with the library's American Disabilities Act (ADA) Coordinator. To schedule a phone appointment, contact the ADA Coordinator at 630/393-1171 x 121 or [ada@warrenville.com](mailto:ada@warrenville.com); or
2. In person at the Member Services Desk. Individuals may apply themselves if able or have a secondary contact apply on their behalf.

If an applicant registers over the phone or has a secondary contact apply on their behalf, the following will be required of the applicant upon the first delivery:

1. Proof of identity;
2. Library card:
  - a. Showing of the applicant's library card; or
  - b. If receiving a new library card, recipient must verify and sign the library card application filled out on their behalf and provide proof of residency;
3. Verify and sign the Homebound Delivery application filled out on their behalf.

By registering for Homebound Delivery service, the applicant:

- Confirms they are confined to their residence and are unable to visit the library in person;
- Accepts responsibility for materials delivered to their residence and agrees to pay for lost, damaged and incomplete items;
- Acknowledges the service is limited to delivery and collection of library items;
- Authorizes the library to record their check out history and add a library email address to their account in order to manage holds placed on their behalf and to aid in selecting items;

- Agrees to maintain a safe and appropriate environment for delivery staff; and
- Authorizes the library to use the secondary contact information when the library is unable to contact or deliver items to the individual for three consecutive months.

An individual may cancel their Homebound Delivery service at any time by contacting the ADA Coordinator.

### **Available Materials**

This service is limited to the delivery of up to 20 library items at one time and does not include reference services, running errands or caretaking tasks. Members may request specific titles through the online library catalog or through contacting the library. Additionally, members may request that staff pick a set number of items for them each month based on preferences and information provided by the member.

The following library materials are available through Homebound Delivery:

- Books, including Large Print
- DVDs
- Music CDs
- Books on CD
- Playaways
- Memory Care items

### **Delivery**

Due dates of library material are manually adjusted to match delivery dates.

Items are delivered and collected by library staff on the first Saturday of each month, except for holiday weekends. The schedule of delivery dates will be maintained and communicated by library staff.

Library staff will contact the member each month within seven days prior to delivery date to confirm the member or authorized individual will be home to receive the delivery. If library staff are unable to hand the delivery to authorized recipients or make any contact with the member, library staff will attempt to coordinate a follow up delivery to take place in the following week.

If the member cannot be reached in person or over the phone for three consecutive months, the member's account will be blocked temporarily until the member or secondary contact can be reached.

## **Safety Expectations**

The library expects delivery recipients and delivery staff to mutually respect one another. Any safety concerns from either party should be reported directly to the Public Services Manager.

Delivery staff are expected to use their discretion to leave a residence or stop a delivery if they are made to feel uncomfortable or unsafe, or if the conditions of the residence are unsanitary or unsafe. This can include but are not limited to:

- Pets not confined (except for animals trained to assist a person with disabilities);
- Pathway to home is not clear (i.e., ice-covered walkway);
- Any person in the home
  - Is intoxicated or under the influence;
  - Is dressed inappropriately;
  - Uses abusive or obscene language, makes obscene gestures or displays obscene images;
  - Subjects the delivery staff to harassment or discrimination;
  - Exhibits signs of illness that may jeopardize the health of the staff member and was not brought to the library's attention prior to the delivery.

## **Suspension & Termination of Homebound Delivery**

The library reserves the right to suspend or terminate homebound delivery at any time with or without cause.

Delivery staff may recommend the suspension or termination of homebound delivery to a member due to failure to abide by the safety expectations listed above or violation of the law or any other library policy. In such instances, a written report shall be made to the Public Services Manager and the Executive Director. The Public Services Manager will investigate the report and determine an appropriate course of action which may include a written warning, suspension or termination of the service or other consequence. The Executive Director will communicate any warning, suspension or termination in writing to the member. The decision to suspend or terminate homebound delivery may be appealed, in writing, to the library's Board of Trustees.

**Adopted:** 8/17/2022

**Revised:** 3/18/2026