

PCPL 3.99 Homebound Delivery Service

The Pulaski County Public Library provides long-term and short-term homebound delivery services for district residents. Items may be delivered to an individual's home or mailed to them directly. Library staff is not caregivers or aids and are strictly required to only provide delivery services during the visit.

The Library may provide supplemental delivery services to other entities if resources are available at the library director's discretion.

Homebound Service Eligibility

Homebound service is available to residents who live in the Pulaski County Public Library district and cannot visit the Library independently due to mobility impairment or disability. A patron may also qualify for in-home service temporarily due to an injury or mobility issue that is expected to resolve (e.g., bedrest, post-surgery recovery). "Homebound" is defined as being generally confined to the residence either temporarily, due to illness or accident, or permanently, due to age, disability, or other mobility problems. Library staff reserve the right to request a documented need for services from a primary care provider.

Residents must register for a library card if they still need one. Options exist for completing this process over the phone, online, or in person.

Delivery Schedule and Loan Period

Deliveries will occur every six weeks during library business hours. The Library will provide delivery bags; each pack will include the patron's name, home address, telephone number, and item pick-up date. Staff will drop off a bag of new materials and collect any materials for return. When preparing items for return, patrons should place the items back into the supplied delivery bag.

Patrons may request contact-free delivery as long as the librarian can witness the retrieval of materials into the home before their departure. Library items will not be left unattended if the patron is not present to bring them inside.

Fines/Fees

Materials checked out to Homebound Patrons are not eligible for late fines. Homebound materials do not qualify for renewal. Lost or damaged materials needing replacement will incur fees. The Library may pause delivery services for patrons with excessive unpaid fees or damaged items.

Materials Available for Homebound Delivery

Regular and large print books, audiobooks, DVDs, and magazines are eligible for delivery. Each delivery may include up to fifteen (15) items. Items in high demand or items with holds may not be available to the homebound delivery program.

Requesting materials

A library staff member will work with each participant to identify his or her preference for material selection. The exchange will occur by phone, email, or Zoom before the visit. Patrons may request specific items or provide guidelines for items to be selected by the library staff based on their preferences.

Delivery Guidelines and Expectations

The Library is also committed to ensuring that all delivery recipients be treated with dignity, respect, and impartiality. In addition, the Library is committed to ensuring that our employees be treated with dignity and respect when making deliveries. All library employees are required to undergo background checks.

With respect to delivery schedules, patrons are expected to be punctual and available at their scheduled delivery time. The Library reserves the right to leave if a patron does not come to the door after waiting five minutes.

Services are to be provided without staff fearing intimidation. They may lead to the suspension of privileges for that individual. Proper attire is required of patrons at delivery time.

Outreach staff may recommend, in writing, suspension of the service for violation of any of the delivery guidelines. The outreach staff must email any such recommendations to the Library Director. Suspension of service will be determined at the discretion of the Library Director. Any patron who wishes to appeal the decision may write to the Pulaski County Public Library Board of Trustees at 121 S. Riverside Dr. Winamac or email at board@pulaskicounty.lib.in.us