

Policy and Procedure Manual	Section B 11
Public Policy Homebound Policy	Issued: June 18, 2001; revised July 16, 2012, revised June 17, 2019 Approving Authority : Board of Library Trustees

Homebound Policy

Homebound service will be provided to residents of the Village of Orland Park with a qualifying condition who are not able to come to the library. "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 that prevent the person from coming to the library. If a resident drives or has friends or family available to pick up and return library materials, they will not be considered for homebound services. Homebound services are not available to any resident who is prevented from entering the library due to a violation of library rules and policies.

The Outreach Services Department will provide delivery of library materials to Homebound persons unable to visit the library, if they are Orland Park Public Library cardholders, or if they are Orland Park residents who sign a registration card at the time of the first delivery. Homebound delivery will cease during inclement weather as determined by the Library Director.

A Homebound Orland Park cardholder or resident who will sign a registration card at the time of the first delivery can contact the Outreach Services Department to register for this service. Information requested regarding medical or other qualifying condition must be provided to the Library to qualify for receipt of this service. Delivery time of materials will be decided on an individual basis. The Outreach staff are not authorized to provide any other errands or services to Homebound patrons. Items are delivered directly to the patron and will not be left unattended in rooms, hallways, or common areas. Items are checked out on the patron's card with the understanding that the patron is fully responsible for items left in the patron's possession. Outreach Services staff will assist in selecting materials for patrons. No fines will be assessed for library materials delivered to Homebound patrons; however, after thirty (30) days the Library may require a staff member to pick up all unreturned library material and if the library material is not available for pick up at the scheduled time, a suspension in service may be imposed.

Home Environment Required for Delivery

The Homebound librarian delivers to residents who are living at home, in a nursing home, in a retirement community or supervised living facility. Patrons requesting homebound services must provide a safe, and appropriate environment for staff members and volunteers who make deliveries to their homes and must protect all library materials while in their custody. Staff members and volunteers may choose not to enter a home, leave a home immediately, and/or recommend suspension of service if:

- Pets are not confined (with the exception of animals trained to assist a person with disabilities)
- There is no clear and safe path to a home, with snow shoveled and ice removed
- Any person in the home is dressed in revealing attire
- Any person in the home is engaging in illegal activity or is intoxicated
- Any person in the home uses abusive or obscene language, makes obscene gestures or displays obscene images

- Any person in the home harasses the staff member or volunteer or presents threatening behavior
- Any person in the home exhibits signs of illness that may jeopardize the health of the staff member and the library has not been notified of the illness prior to the visit
- Any person is smoking or using a smoking device inside the home at the time of the staff member's visit
- Any library material currently in possession of the homebound person appears to have been willfully defaced, mutilated or damaged while in the custody of the homebound person
- The conditions of the home and/or property are unsafe or unsanitary

OPPL has the right to terminate this service to any individual who does not meet the terms and requirements of the Patron Behavior Policy Section B4. and/ or any other applicable rule or policy of the Library.

Persons who violate the above rules are subject to the withholding of library privileges as follows:

First Offense: A warning,

Second Offense: Library privileges will be suspended for one (1) month.

Subsequent Offense: Library privileges will be suspended for one (1) year.

If a staff member leaves the home, denies service or recommends the suspension of service because the occurrence of any of the above, the staff member shall provide the Outreach Services Manager and the Library Director with notice of why such action occurred together with any recommendation for length of suspension of service. The Outreach Services Manager shall send written notice to the patron of the reason for, and the length of, any continuing suspension of service and provide a copy of the notice to the Library Director. No suspension of service in excess of thirty (30) days shall be imposed unless it is recommended by the Library Director and approved by the Board of Library Trustees. Any homebound patron may request, in writing, that the suspension of service be reviewed by the Board of Library Trustees at the next monthly board meeting.

Persons whose library privileges are withheld for more than one (1) month pursuant to the above rules may appeal to the Board of Library Trustees by communicating in writing within thirty (30) days after the library's mailing of notice of withholding of privileges. The Board shall receive and review the appeal at the next regularly scheduled meeting and respond in writing within ten (10) days following the meeting.

Adopted by the Board of Library Trustees on June 18, 2001; revised July 16, 2012, revised June 17, 2019.