

Policy and Procedure Manual	Section B 11
Public Policy Home Delivery Policy	Issued: June 18, 2001; Revised July 16, 2012; Revised June 17, 2019; Revised February 22, 2021 Approving Authority: Board of Library Trustees

Home Delivery Policy

Home Delivery 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. Patrons utilizing this service need to be eligible for a Village library card. A patron is eligible for our Home Delivery service if they are generally confined to his/her 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, the resident or cardholder will not be considered for Home Delivery services. Home Delivery services are not available to any resident who is prevented from entering the library due to a violation of library rules and policies.

Eligible Orland Park residents interested in this service may contact the Outreach Department to register. New program applicants without a library card may acquire one remotely through the Outreach Department, where the first delivery will count as proof of address. 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 patrons. Items are delivered directly to the patron. 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 staff will assist in selecting materials for patrons. Outreach patron's checkout history is recorded to aid staff in selection of items. Patrons are allowed to opt out if they wish to. No fines will be assessed for library materials delivered to Outreach 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 Delivery will cease during inclement weather as determined by the Library Director.

Home Environment Required for Delivery

The Outreach Department delivers to residents who are living at home, in a nursing home, in a retirement community or supervised living facility. Patrons requesting home delivery 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 use their discretion to leave a home immediately, and/or recommend suspension of service if they are made to feel uncomfortable, unsafe, or the conditions of the home and/or property are unsanitary or unsafe. This can include, but is not limited to:

- 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 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

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 of the occurrence of any of the above, the staff member shall provide the Community Engagement Manager and the Library Director with notice of why such action occurred together with any recommendation for length of suspension of service. The Community Engagement 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 patron whose service has been suspended may request, in writing, that the suspension of service be reviewed by the Board of Library Trustees at the next monthly board meeting. 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, revised February 22, 2021. Formerly Homebound Policy