

**BEALS MEMORIAL LIBRARY**  
**Homebound Delivery Service Policy**

The Beals Library offers a homebound delivery service to Winchendon residents of any age 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 issue. Materials will be brought to your home by a library staff member on a recurring basis as needed.

An application for Homebound Service can be completed either using the online registration form, or over the phone. There is no fee for homebound delivery.

If requested, materials can be selected by a staff member that meets the needs and interests of the homebound patron. Homebound patrons may also place their own requests for items through the CWMARS catalog or over the phone.

Patrons applying for homebound service must also apply for a CWMARS library card if they do not already have one. To apply for a CWMARS library card:

- Potential patrons can be mailed a library card application. The application can be completed at home and mailed back to the library.
- A family member, friend, or a staff member can bring an application to a potential patron and return the completed form to the Library with a copy of a valid photo ID for the patron.
- If able, patrons can visit the library to set up a new account.
- Accounts cannot be created over the phone. An application must be completed by one of the methods stated above.

Homebound patrons will be held responsible for the cost of lost, stolen or damaged materials.

The library reserves the right to reschedule deliveries to a different day of the week as necessary. Deliveries will not occur during inclement weather as determined by the Circulation Manager and missed deliveries will be handled when the weather allows.

Homebound delivery service will terminate if:

- The eligibility is no longer met or the service is no longer required.
- It is requested by the patron, the patron's parent or legal guardian, or an individual with power of attorney to act on behalf of the patron.

**How the Program Works**

- A staff member or volunteer will visit your home at least every three weeks to make deliveries and to pick up materials you are returning.
- Staff members will not be entering your private residence.
- In addition to books, you may also request audio books, magazines and videos.

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- Books and audio books will circulate for three weeks at a time. Videos and magazines will circulate for one week.
- Patrons can borrow up to 5 items at a time, including inter-library loans.
- Library materials automatically renew once if there are no late or lost material fees due. Additional renewals for Beals items may be possible, while inter-library loan items need prior approval.
- At each visit, the library will keep a list of the books being left with you.
- A library staff member will call you 24 to 48 hours before each visit to arrange the date and time of item pick up or delivery.

**Safety Procedures and Guidelines**

Homebound patrons must provide a safe and appropriate environment for staff members who make deliveries to their homes. Staff members may recommend suspension of the service if any of the following conditions exist:

- Pets are not confined (with the exception of service animals trained to assist a disabled person).
- A clear and safe path to the home is not made available.
- Any person in the home presents threatening behavior.
- Any person in the home uses abusive or obscene language, makes obscene gestures or displays obscene images.
- Any person in the home harasses the library's representative.
- Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness.
- Any person is engaging in any illegal activity in the home at the time of the library's delivery.
- Any library material currently in the possession of the homebound patron appears to have been willfully defaced, mutilated or damaged while in the custody of the homebound person.
- Conditions in the home are unsafe or unsanitary, or pose a health risk to the library staff member.

If a Staff member wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the home environment for delivery unsafe or inappropriate, the staff member shall provide the Director with written notice of why such action occurred together with any recommendation for length of suspension of service. The Director shall send written notice to the patron of the reason for and the length of any continuing suspension of service. Any homebound patron may request in writing that the suspension of service be reviewed by the Board of Trustees at the next monthly Board meeting.