



Outreach Services Policy – “Books on Wheels”

Parameters

Purpose

The Visiting Library Service – called “Books on Wheels” - is a free service that allows library users who are unable to visit the library to still be able to have access to library materials. By increasing homebound person’s access to community information and resources the library can ensure that seniors or those with serious mobility or disability problems can continue receiving library services if they are confined to their homes. This is accomplished through the use of volunteers who will deliver the materials to the person’s home.

Goal

To support the library’s mission in “enriching, engaging and encouraging all Pelham residents in their pursuit of life long learning” as well as its vision of “providing vibrant, efficient, responsive services that fulfill community development needs.” This program will also add value to our community and residents’ lives by allowing them to fully avail themselves of a community service.

Services

There are two services available:

1. Personal Delivery

- Library staff will select materials based upon individual readers’ requests or reading preferences. Then a volunteer delivers their items every four weeks to them at their homes or place of residence. If feasible, volunteers may visit more frequently. The Library will retain an interests and materials profile of individual patrons to ensure service outcomes are satisfactory.

2. Homebound Access Card

- An authorized nominee can take out books on behalf of a homebound person. Homebound persons receive special lending privileges. Residents may actually hold two types of library cards.

Eligibility

The following individuals may qualify for the library delivery program:

- seniors and disabled adults who are homebound due to frailty or any type of disability
- Individuals who are convalescing, or suffering from an illness or injury, long term or short term (short term must be longer than the borrowing period)
- persons with mobility issues

If already a library patron, they must be in good standing with the library before Books on Wheels Service commences.

Registration

In order to receive this service a form must be completed and signed in order to deem eligibility. This may be done by telephone, and signed upon the first visit, or a staff member will visit the person's residence in order to fill out the intake in person.

What is our Service Coverage Area?

Town of Pelham and those purchasing non-resident cards. The staff have the right to defer the service should the distance to be traveled be deemed unreasonable.

Where Do We Deliver to?

- private homes
- apartments, including senior apartments
- individual service to assisted living facilities, retirement and long term care homes

At this time, the library will not undertake block deposits in those facilities listed above

How it Works

The Outreach Program, primarily Books on Wheels is for new or existing Pelham Public Library patrons and residents who are temporarily or permanently confined to their homes and unable to come to the library on their own but want to continue enjoying leisure activities and pursue informational interests. Reading promotes literacy and supports lifelong learning. This free service helps maintain a link between patrons and the community they live in and promotes equal access to services within the community. Due to the special nature of the service fines are waived for homebound users; however they are responsible for any loss or damages to the material. In exceptional circumstances some accommodation will be considered by the Chief Librarian.

Services and Privileges

Materials for loan include regular and large print books, audiobooks, CDs, DVDs and more. Current bestsellers, new DVDs, magazines and any materials of the seven-day loan category are excluded because of the extended loan period required by the program. After 6 months, these items will be included for borrowing under this program only if there are no reserves. These loan materials may not be renewed.

Volunteers

Volunteers for this service are to deliver library materials only. This is not a service to pick up mail, prescriptions or socialize. If the volunteer and library service subscriber have a prior relationship, this may be done other than part of a library delivery. Volunteers will be required to sign a waiver, have a CRC acceptable to the Library, and, if driving, a valid drivers' licence and proof of insurance.

Volunteer Reimbursement

1) Volunteers for the Books on Wheels Service will be reimbursed for gasoline at a rate of \$3.00 per day up to 3 deliveries. Those making 4 or more deliveries per day shall be reimbursed \$5.00. This amount may change with prior Board approval.

2) In lieu of payment, volunteers may choose to receive a Charitable Tax Receipt. The amount will be based on the current municipal mileage rate. Volunteers must log and submit mileage. Mileage will be counted from the Library of origin to the residents and return.

Approved by the Pelham Public Library Board September 10, 2008