

# LIBRARY HOME~~BOUND~~ DELIVERY POLICY

Effective: ~~June 1, 2023~~. DRAFT

Supersedes: ~~HomeboundHome~~ Delivery Service Policy. June 1, 2023.

## PURPOSE:

Madison Heights Public Library Home~~bound~~ Delivery Service is available ~~to-for mail~~ delivery and pick-up of library materials for residents unable to visit the library due to illness, disability, or mobility limitations.

*Residents aged 50 and up who need assistance with transportation to the library, please reach out to the Active Adult Center at (248) 545-3464. ~~HomeboundHome~~ delivery service is limited to people unable to travel.*

## RULES & REGULATIONS:

1. Home~~bound~~ delivery participants will adhere to all library policies.
2. Home~~bound~~ delivery applicants that do not yet have a valid Madison Heights Public Library card must apply for a card before applying for the Home~~bound~~ Delivery Service.
  - ~~a. Library card a~~ Applications and renewals for home~~bound~~ adults delivery participants must be completed via USPS mail. This ensures that mail can be sent and received from the patron's address ~~can be completed online,~~
  - ~~a. via mail, or over the phone.~~
    - ~~i. Address verification will be completed at the first delivery appointment for library card applications completed over the phone.~~
  - b. Applications for minors must be completed ~~in-person~~ by the minor's parent or legal guardian.
  - ~~c. Physical applications may be picked up at the library by an applicant's contact or mailed to an applicant.~~
  - ~~d. All applications require a valid photo ID and proof of Madison Heights residency.~~
3. Once approved, ~~homeboundHome~~ delivery ~~Delivery~~ applicants will no longer be able to use in-person services at Madison Heights Public Library, as the program is intended for those unable to visit the library.
  - ~~3-a. Library of Things, computers, and electronics are excluded from Home Delivery.~~
  - ~~a-b. HomeboundHome~~ delivery participants are eligible for e-content materials such as ebooks, downloadable audiobooks, and streaming video, which can be found on the library website: <https://bit.ly/mhdigital-library>.
  - ~~c. In-person use of the Madison Heights Public Library or another physical library location disqualifies a person from using homeboundHome delivery.~~
  - ~~b-d. Individuals may cancel Home Delivery and return to in-person use of the Madison Heights Public Library at any time.~~
- ~~4. Participants or their established contacts will be present and adhere to all library policies during delivery and pick-up appointments, inclusive of wearing appropriate clothing.~~
  - ~~a. Materials and account information cannot be provided to a third party without the participant's permission.~~
  - ~~b. Prior to any appointment, the participant must provide the library's homebound delivery staff the name or position of any person other than the participant who will be receiving the materials on the participant's behalf. If the library does not have this information, the materials will be returned to the library.~~
    - ~~c. Participants will be disqualified from homebound delivery when more than one unsuccessful delivery attempt is made in a one-year rolling period.~~
  - ~~d. Pets must be secured at the time of delivery and pick-up appointments.~~
5. ~~Library staff will not enter a participant's residence.~~

4.

6.5. Material must be returned by ~~homebound~~Home dDelivery participants by the material's due date using the ~~pick-up schedule arranged with library staff~~mailing container provided.

- a. Items delivered to a participant are subject to lost and damage fees.
- b. Some materials may be eligible for renewals on loan periods.
- c. Participants are ineligible to receive additional materials if there are lost items or unpaid fees on their account.
- d. Once all items are returned and any replacement fees have been paid, a participant is eligible to resume ~~homebound~~Home delivery.

e. Participants may not have more than two mailing containers checked out at a time.

7.6. ~~Homebound~~Home Delivery Service can be stopped:

- a. By participant request.
- b. Due to ineligibility.
- c. Due to violation of a library policy.

8.7. ~~While there is no waiting period for reapplication due to participant request, A~~ person disqualified from ~~homebound~~Home delivery Delivery due ineligibility or a policy violation may ~~reapply after~~must wait at least one year before reapplication to the program. ~~a one-year waiting period.~~