



STEVENS MEMORIAL LIBRARY

Homebound Delivery Policy

In order to better serve its community, the Stevens Memorial Library provides delivery of materials to homebound residents. Such service is available on a monthly basis to C/W MARS cardholders who live in Ashburnham and are unable to come to the Library due to temporary (lasting one month or more) or permanent illness, injury, or disability. Library cards will be kept at the Library; current cardholders will be issued a replacement card to be held at the Library.

After filling out a form to describe reading preferences and any accommodations required, patrons will be eligible to receive up to ten (10) items per delivery. Library volunteers will deliver books (physical, including large print; or audio), magazines, DVDs (no more than 5), and CDs. If the patron wishes to make requests for specific titles, the Library will make every effort to satisfy those requests. Otherwise, Library staff or volunteers will make choices based on the patron's stated preferences. Due to the extended loan period inherent in this program, new materials are not available for homebound delivery and the Library reserves the right to make other restrictions as necessary.

All deliveries will be made by volunteers who have undergone a CORI background check. While the volunteers are authorized to discuss reading preferences, they cannot provide assistance with tasks of daily living, or provide personal or financial advice. Volunteers should not enter the homes of the people to whom they are delivering. If no one answers the door, volunteers will not leave the materials. Patrons who will not be home during a scheduled delivery should call the Library ahead of time to reschedule delivery. Patrons who consistently disregard their delivery schedule without notice will be removed from the schedule until a more consistent availability is established.

In keeping with the Stevens Memorial Library's Circulation Policy, no late fines will be applied to materials kept past their original due date. Items will automatically be renewed beyond the first loan period of three weeks, unless items are requested by another patron. If items are not returned after all available loan periods, these materials will be considered lost. Patrons will be charged for lost materials and delivery of further

materials will be suspended until items are returned, replaced, or paid for. If items are returned damaged, patrons may be asked to purchase a replacement. A pattern of loss or damage to materials will result in a loss of privileges. If the patron does not wish to continue with the program, the patron should contact the Library as soon as possible to have all checked out materials picked up for return to the Library.

Approved by the Board of Trustees April 2016

Revised and Updated April 2020