

# Morrill Memorial Library Homebound Delivery Policy

---

- ❖ Introduction
- ❖ Eligibility and Requirements for a Homebound Patrons
- ❖ Requirements for Homebound Delivery Volunteer
- ❖ Request for Service
- ❖ Questionnaire

## INTRODUCTION

The Morrill Memorial Library is pleased to offer Outreach Services to our library patrons. Through this program, library materials will be delivered to Norwood residents who are permanently or temporarily homebound due to a disability or health problem.

Outreach Services allow our homebound patrons to enjoy the library collection without having to visit the library building. Whether our patron reads books and magazines, watches DVDs, or listens to “talking books” and music, the library will arrange to have items delivered to and picked up from his/her home by staff members or volunteers. Assistive Technology is also available; however, due to its high value, only one item may be checked out at a time to each Outreach patron.

## ELIGIBILITY AND REQUIREMENTS FOR HOMEBOUND PATRONS

A Norwood resident requesting homebound delivery services is required to meet one of the following criteria:

- Permanent physical disabilities (such as limited mobility, prolonged illness, low vision) which prevent an individual from visiting the library.
- Temporary physical limitations (or illness) which prevent an individual from visiting the library for a minimum of three weeks or longer.
- Other age-related limitation of senior citizens.

**Note: A homebound delivery patron must have a viable means of contact.**

Eligibility will be established when a librarian conducts an interview with the interested patron. The librarian will fill out an Outreach Services Questionnaire to establish the borrowing and reading tastes of the new user. Each home-delivery patron must have a registered card with the Morrill Memorial Library. If they are eligible for a card but do not have one, Outreach staff will help with library card registration before the first delivery.

Patrons requesting home delivery must provide a safe and appropriate environment for volunteers or staff members who make deliveries to their homes and protect all library materials while in their custody. **Home delivery will be suspended if the Outreach staff determines that delivery to a patron poses a substantial risk to the health and well-being of the library staff or volunteer.**

## REQUIREMENTS FOR A HOMEBOUND DELIVERY VOLUNTEER

- An automobile *or* access to other reliable transportation is necessary for this program.
- After an initial orientation session, a CORI (Criminal Offender Record Information) form will be submitted to the state to determine the safety and eligibility of the volunteer.
- Prior to being assigned a patron, each new volunteer is requested to commit to at least three months of delivery service.
- Starting volunteers will be assigned one homebound patron. With time, volunteers begin to know the reader’s interests, likes and dislikes, and he/she can relay these preferences to a librarian.

If you have questions or want to sign up for the Homebound services, please call the library at 781-769-0200 **ext. 4** and speak with an Outreach Librarian.