

HOME SERVICE POLICY

Home Services at the Itasca Community Library (ICL) provides library services to individuals who are residents within library boundaries and are unable to physically come to 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 issues. In most circumstances, if a patron drives, he/she would not be considered homebound.

Home services are provided at no cost to the patron. Patrons must be a resident of the Itasca Community Library and have a current, unencumbered, library card. If the patron does not have a library card, an application for a card can be filled out during the first home visit.

Patrons can apply by calling the library. Once the patron has applied, a staff member will contact the applicant to explain how to request books and other materials, as well as help with suggestions based on the application.

Materials will be delivered to and picked up from each participant's residence by library staff. Participants will be charged with the replacement cost for materials that are lost or damaged while in their care. No fines will be charged.

Patrons requesting home services must provide a safe and appropriate environment for staff members who make deliveries to their residences, and patrons must protect all library materials while in their custody. Staff will not provide assistance with activities of daily living or advice on financial or personal matters.

Staff may choose to not enter a home, leave a home immediately, and/or recommend suspension of home service if any of the following conditions exist:

1. Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
2. Any person in the home harasses the library representative.
3. Any person in the home is engaging in illegal activity.
4. Any person in the home exhibits signs of illness that may endanger the health of the library representative.
5. The conditions of the home and/or property are unsafe or unsanitary.

ICL has the right to terminate this service to any individual who does not meet the terms and requirements as defined above.