



# Tablelands Regional Library Service

## Housebound Service Policy

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## 1. **POLICY INTENT**

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To define the conditions relating to the provision of Housebound Services by the Tablelands Regional Library Service.

## 2. **SCOPE**

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This policy applies to all persons receiving the Housebound Service supplied by the Tablelands Regional Library Service.

## 3. **DEFINITION**

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'Housebound' refers to infirm library members who are unable to visit a Tablelands Regional Library Service branch.

## 4. **POLICY OBJECTIVES**

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The objective of this policy is to provide lending library access to residents of the Tablelands Region, who, by reason of genuine illness, physical disability or frailness, are unable to visit the library or physically carry home library items

## 5. **POLICY PROVISIONS**

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Eligibility to participate in the Tablelands Regional Library Service Housebound Service is assessed according to individual circumstance. A medical certificate of infirmity may be required.

## 6. **POLICY STATEMENT**

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Tablelands Regional Library Service encourages and supports independent use by all customers of the library service.

The capacity to offer the Housebound Service to a library member is at the discretion of the Library Coordinator. The House Bound schedule of visits may vary depending on staff and volunteer availability

## **7. HOUSEBOUND SERVICE OPTIONS**

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The Tablelands Regional Library Coordinator, or delegated staff members, will determine, the nature of the service to be provided based on an assessment of individual needs.

The following options are available for Housebound Customers:

- Flexible loan policies in support of the library member, their family and friends
- Selection and delivery of library material through the volunteer support service coordinated by the library

Selection of items by library staff or volunteers is subject to an agreed reading interest profile.

A loan limit may apply and may vary according to staff and volunteer availability.

## **8. CUSTOMER SERVICE DELIVERY OPTIONS**

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### **8.1 Family And Friends**

- Library members are asked to nominate family or friends who will select and deliver to them on a frequency to be determined by the library member and the nominated family member or friend
- The nominated family member or friend is briefed by library staff on the collections, catalogue access and borrowing procedures
- All loans are processed as normal through the circulation desk at any service point
- No overdue fees apply

### **8.2 Bus visits**

- Where bus transport can be arranged eg HACC or similar transport, library members are transported to and from the library with their library items
- All loans are processed as normal through the circulation desk at any service point
- No overdue fees apply

### 8.3 Volunteers

- Volunteers are trained and briefed on borrowing procedures
- Volunteers must undergo a Police Check
- The housebound library member will be consulted about the available volunteer prior to the volunteer being introduced to the customer
- Volunteers deliver and return library items
- All loans are processed as normal through the circulation desk at the most convenient service point
- No overdue fees apply

## 9. LOST OR DAMAGED ITEMS

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- As per Tablelands Regional Library Service Borrowing and Lending Policy, lost or damaged items must be paid for before further items may be borrowed.

## 10. ASSOCIATED DOCUMENTS

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- Tablelands Regional Library Service Code of Conduct Policy
- Tablelands Regional Library Service Borrowing and Lending Policy

## 11. REVIEW

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It is the responsibility of the Library Coordinator to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required.

## 12. DISTRIBUTION REGISTER

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Date	Issue No.	Copy No.	Issued To	Copy Type

**This policy is to remain in force until otherwise determined by Council.**