
Subject: Home Library Service
Effective: January 2019
Revised:

1.0 PURPOSE

The purpose of this policy is to:

- ✓ Define Home Library Service;
- ✓ Define the role and responsibilities of library staff in delivering the service;
- ✓ Communicate service level expectations and commitments.

2.0 APPLICATION

The requirements and standards set in this policy are applicable to New Brunswick Public Library Service (NBPLS).

3.0 DEFINITIONS

None.

4.0 LEGAL AUTHORITY

[New Brunswick Public Libraries Act.](#)

5.0 GOALS / PRINCIPLES

New Brunswickers have reasonable access to quality library services and collections.

6.0 REQUIREMENTS / STANDARDS

6.1 SERVICE PARAMETERS

Library materials are delivered to a patron's home when they cannot visit a library due to a disability or illness. The materials are delivered by a library volunteer or friends/family of the patron. When service is delivered by a library volunteer it is on a scheduled basis, typically, every six weeks. Individuals who have the mobility to go to their mail

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box may choose to register for books-by-mail service. For more information see [NBPLS Policy 1081 – Books-by-Mail Service](#).

Eligibility to receive Home Library Service is not limited by age. A doctor's certificate is not required. Home Library Service can be provided on a temporary basis (for someone recovering from an illness) or on a long term basis.

To prevent sending patrons the same materials over time, a record of the items borrowed will be kept while registered for the service. For more information see [NBPLS Policy 1060 - Confidentiality of Personal Information about Patrons](#).

Home Library Service patrons can have a maximum of 50 items on loan and a loan period of six weeks, with one renewal. Home Library Service patrons are not subject to overdue fines, but will be charged replacement costs if materials are not returned.

6.2 SERVICE REQUIREMENTS

The following roles and responsibilities apply in providing Home Library Service:

Home Library Service patron:

- ✓ Fills out the **Request for Home Library Service** form (see Appendix A) and selects their service preference: self-select materials; family/friend select materials; library selects materials
- ✓ Where applicable, grants a family/friend permission to check out materials on their behalf with their library card;
- ✓ Respects borrowing privileges for home library service.

Library staff:

- ✓ When library volunteers are used to deliver the service, library staff:
 - may make initial contact with the patron to fill out the **Request for Home Library Service** form (see Appendix A)
 - manage and schedule the use of library volunteers to deliver materials to patrons who are registered for the home library service;
 - may select materials for the patron based on the **Request for Home Library Service** Form (see Appendix A) or may guide library volunteers in selecting or finding materials the patron has requested;
 - use the library's in-house collection as the first location whenever possible to fill home library service requests;
 - prepare/package (or oversee the preparation/packaging) of materials for delivery to the patron's home;

- follow circulation policies and procedures set in the [New Brunswick Public Library Service Circulation Services Manual](#) and the [Outreach Services Manual](#);
 - inform the patron and library volunteer of circulation policies for Home Library Services, e.g. length of loan, fines and fees.
- ✓ When family/friends are used to deliver the service, library staff:
- may select materials for the patron based on the patron's service preference or may guide family/friends in selecting or finding materials the patron has requested;
 - use the library's in-house collection as the first location whenever possible to fill home library service requests;
 - follow circulation policies and procedures set in the [New Brunswick Public Library Service Circulation Services Manual](#) and the [Outreach Services Manual](#) for Home Library Service;
 - inform the patron and library volunteer of circulation policies for Home Library Services, e.g. length of loan, fines and fees.

Library Volunteers:

- ✓ May make initial contact with the patron to fill out the **Request for Home Library Service** form (see Appendix A);
- ✓ Use the patron's library card to check out materials;
- ✓ Retrieve materials from the library;
- ✓ May select materials for the patron;
- ✓ Deliver library materials to the patron's home on a scheduled basis;
- ✓ Return library materials in accordance with borrowing privileges for home library service;
- ✓ Maintain confidentiality and privacy of the patron's reading interests and reading history;
- ✓ Cooperate with library staff to maintain a consistent and reliable Home Library Service schedule.

Family/Friends:

- ✓ May make initial contact with the patron to fill out the **Request for Home Library Service** form (see Appendix A);
- ✓ Use the patron's library card to check out materials;
- ✓ Retrieve materials from the library;
- ✓ May select materials for the patron;
- ✓ Deliver library materials to the patron's home;
- ✓ Return library materials in accordance with borrowing privileges for Home Library Service;

- ✓ Maintain confidentiality and privacy of the patron's reading interests and reading history.

6.3 PROCESS TO REQUEST HOME LIBRARY SERVICE

Requests for Home Library Service are to be made to the closest public or public-school library in the patron's area by submitting the **Request for Home Library Service** form (see Appendix A).

6.4 APPROVAL PROCESS FOR HOME LIBRARY SERVICE

Home Library Service requests using friends or family to deliver materials to a patron's home will be automatically approved by the Library Manager/Director.

Library Managers/Directors have the authority to approve Home Library Service requests that require the use of library volunteers.

An appeal to a Home Library Service decision may be made in writing to the Regional Director, the person responsible for overseeing the delivery of library service in the region. For information about libraries and library regions see [NBPLS Policy 1002 – Regional Boundaries](#).

6.5 HOME LIBRARY SERVICE PLANNING

Home Library Service with the use of library volunteers is reviewed annually and adjusted as needed based on available resources.

Home Library Service may be discontinued by the patron at any time.

In the event that Home Library Service needs to be discontinued due to a change in library volunteer availability, the patron will be notified as soon as possible and alternative arrangements will be made as soon as library volunteer resources permit.

Every effort will be made to provide materials that meet the needs of the patron. However, limitations may apply in order to balance all of the service and program requirements of the library.

7.0 GUIDELINES / RECOMMENDATIONS

None.

8.0 REGIONAL GUIDELINES AND PROCEDURES

In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.

9.0 REFERENCES

[New Brunswick Public Libraries Act.](#)

[Policy 1002 – Regional Boundaries.](#) New Brunswick Public Library Service.

[Policy 1060 - Confidentiality of Personal Information about Patrons.](#) New Brunswick Public Library Service.

Related NBPLS Policies:

[Policy 1022 – Volunteers.](#) New Brunswick Public Library Service.

[Policy 1081 – Books-by-Mail Service.](#) New Brunswick Public Library Service.

10.0 CONTACTS FOR MORE INFORMATION

NBPLS Provincial Office, (506) 453-2354



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