

Homebound Library Delivery Program Policy

Patron Eligibility

Residency: To qualify for this free service, the homebound patron must live in either Hebron or Amston. Once residency is determined, the patron will be issued a library card. The library card will be kept at the library. If patron already has a card, it will be renewed. If card has previous fines, depending on circumstances, the library reserves the right to collect fines before service begins.

Homebound Criteria: To be eligible to receive items for home delivery, the patron must be the following; 1.) Confined to their home due to prolonged illness, extended convalescences, or advanced age and have no household member available to get to the library for items. 2.) Have a temporary or permanent physical or mental disability that prevents them from coming into the library.

Delivery Schedule

Deliveries will be made on a monthly cycle, during the work week between the hours of 10am to 2pm. These deliveries will be made to the front door. Our volunteers* should not be asked into the homes. Volunteers have the right to refuse delivering items if they feel unsafe or uncomfortable upon the time of arriving at the patron's house.

The volunteer will drop off the items chosen by the homebound patron and will pick up the items that are due back at the library. If items need an extension of time, please call the library at 860-228-9312 and speak to our circulation staff.

*Our delivery volunteers and staff must undergo a criminal background check.

Fines and Fees

There will be no late fees or fines on materials checked out through this program. Unfortunately, if items are damaged this may incur fees and a discontinuation of service.

Materials Available

Any circulating item may be borrowed by our homebound patrons. These items include books, books in large print, audiobooks, music CD's, children's materials, movies and magazines. On occasion, we will prohibit circulation of high interest items, due to their normally shorter check out length. Item type lending limits will be followed, e.g. 4 movies per household. Only items owned by the Douglas Library of Hebron are eligible to be sent to homes. We do not have a limit on total items being delivered at this time.