



## Homebound Delivery Service Policy

The Durham Public Library (DPL) is committed to making library services and resources accessible to everyone in our community. The goal of the Durham Public Library's Homebound Delivery Service (HDS) is to ensure that every member of our community can enjoy the wealth of resources the Library offers, regardless of their ability to visit in person. This service is specifically designed to remove barriers for individuals who are homebound due to age, disability, illness, or other circumstances.

According to Medicare.gov, being homebound means having difficulty leaving home without assistance, such as using a cane, wheelchair, walker, crutches, special transportation, or requiring help from another person. At the discretion of the Library Director, individuals may also qualify for homebound services under the following circumstances:

- Being confined to the home due to a prolonged illness, extended convalescence, or advanced age, with no household member available to retrieve library materials.
  - Having a temporary or permanent physical or mental disability, verified by a medical doctor, that prevents them from visiting the library.
1. **Eligibility and Library Card Requirement:** The Homebound Delivery Service (HDS) is available exclusively to Durham residents with a valid Durham Public Library (DPL) card. The Library will only deliver to Durham addresses. Residents interested in the service but without a card can apply by contacting the Library Director at [durhampl@gmail.com](mailto:durhampl@gmail.com).
  2. **Loan Periods and Renewals:** Items borrowed through HDS have a loan period of three weeks. Renewals are available unless another patron has placed a hold on the item(s). If items are lost or damaged, the patron will be responsible for the applicable replacement costs.
  3. **Borrowing Limit:** HDS patrons may check out up to 10 items at a time.
  4. **Home Entry Policy:** Library staff and volunteers are strictly prohibited from entering patrons' homes during delivery.
  5. **Delivery:** The library will strive to deliver materials within one week of the original request; however, situations may arise when it is necessary to extend delivery time based on available staffing and resources. The library will communicate delivery times directly to the requesting patron or their designated person.

6. **Delivery Requirements:** Staff delivering materials must be able to safely access the doorway. Staff may only deliver materials if it is deemed safe to do so. HDS items must be received in person by the patron or a designated individual with account access. Library items will not be left unattended at any residence.
7. **Service Termination:** Either the library or the patron may terminate Homebound Delivery Service at any time.
8. **Patron Conduct Policy:** All patrons using HDS must comply with the library's Patron Conduct Policy. The library reserves the right to discontinue service if these rules are violated during delivery or communication.
9. **Identification of Staff:** Library staff delivering items will wear an official library name badge and provide photo identification upon request.