

Portland Library

20 Freestone Avenue

Portland, CT 06480

860-342-6770

Homebound and Outreach Services Policy

Library materials may be circulated to persons who, at the time of requesting this service, reside in Portland and are unable to use the library for reasons that include temporary or permanent disability, lack of transportation to the library for an extended period of time.

The Library and the individual will agree upon a method of selection, delivery and return of the items to the individual or facility that requests this service.

Agencies including Portland Visiting Nurse Association, Meals on Wheels visitors and Friends of Portland Library may be of assistance in delivery and/or return of library materials. Friends of Portland Library and Portland Library Board of Directors support the service and provide support as needed or required.

The Library may provide deposit book collections to Portland care facilities. These collections will generally be made up of discarded and donated books.

For homebound patrons, the library cannot guarantee delivery at requested times; best efforts will be made to ensure that the patron knows when delivery and pickups will take place. Alternate methods of delivery and return may include mail or other pickups coordinated with the library. A person receiving this service should not arrange for return of materials through a method not agreed upon in advance with the library administration.

The Library cannot guarantee immediate access to materials or to specific titles upon demand. For items not owned by the Library, the library will process Interlibrary Loan or purchase requests in accordance with current policies and procedures.

Circulation records are to remain confidential, in accord with library policy and state of Connecticut statute. However, with the patron's consent, a record may be made of items borrowed by him/her, to be used only by the library staff in selecting materials for the patron.

The Library does not require proof of medical condition. A homebound person must show identification including proof of residency to process a library card registration.

Generally, only trade audio books that are held in the library's collection will be made available to patrons, as opposed to those provided by services to the Blind; The library will not supply listening devices; a patron will need a conventional player for listening to tapes and discs provided by the library. The Library will not be responsible for equipment repair or replacement if damage occurs while library items are being used.

The Library may terminate service to a homebound patron for any reason deemed sufficient by the Library Director.

Approved by the Library Board October 21, 2004