



Policy for Homebound Library Services

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I. Patron Eligibility

1. Homebound library delivery is offered to qualified residents within the Homebound service area. This area includes all Myrtle Beach City limits and adjacent areas as defined by the Homebound service map. ‘Homebound’ is defined as being generally confined to one’s residence either temporarily due to illness or accident, or permanently due to a disability, age, or other mobility issues.
2. A completed Homebound Delivery Application and Policy agreement is required.
3. If the applicant has an existing library account, it must be in good standing to qualify.

II. Homebound Account Registration/Use

Library staff will create a Homebound library account for the patron. This account is only accessible by library staff. A physical library card will not be issued to the Homebound account holder.

III. Delivery Schedule/Loan Period

Materials are delivered approximately once a month according to the route schedule. The delivery schedule is determined by the availability and coordination of library staff and volunteers. Please note, this service is not “on-demand”.

IV. Fines/Fees

1. There is no fee for homebound delivery. Overdue fines will not be charged on Homebound materials, but the library’s standard fee schedule will apply for damaged or lost items.
2. Chapin Memorial Library retains the right to discontinue service if borrowed items are lost or damaged.
3. Only the registered patron or authorized caregiver(s) can request materials for check out on the Homebound library account.

V. Available for Delivery

1. Most formats of Chapin Library-owned materials (books, audiobooks, DVDs, magazines) are eligible once they no longer have a waiting list. Laptops and netbooks are not eligible for delivery.



2. Each delivery will be limited to one bag of materials, maximum of 20 items. With each delivery, the items from the previous delivery will be returned to the library.

VI. Renewals

If items are desired for longer than the four-week delivery schedule, the Patron should contact library staff before delivery/pick up day at (843) 918-1280 or (843) 918-1275 for renewal eligibility. Items that have waiting lists are not eligible for renewal but can be requested for future delivery.

VII. Homebound Environment & Safety

1. Staff/Volunteers are unable to assist patrons with other errands, household chores, etc. They are there for library purposes only.
2. It is the responsibility of the Patron to keep track of all materials for return. Staff/Volunteers are not to search for missing or misplaced library items.
3. Patrons requesting homebound delivery services must provide a safe and appropriate environment for all volunteers, and staff members who make deliveries to their homes and patrons must protect all library materials while in their custody. Volunteers or staff members reserve the right to leave a home immediately and/or to recommend suspension of the service if any of the following unsafe or unsanitary conditions exist:
 - a. Pets are not confined (exception of service animals trained to assist a disabled person). Pets are left in a fenced-in area or outside the home where volunteer/staff must pass through to get to the doorway.
 - b. There is not a clear and safe path to the home.
 - c. Any person in the home is dressed in revealing attire.
 - d. Any person in the home presents threatening behavior.
 - e. Any person in the home uses abusive or obscene language, makes obscene gestures or displays obscene images.
 - f. Any person in the home harasses the library's representative.
 - g. Any person at the home exhibits signs of illness that may jeopardize the health of the library's representative, and the library has not received prior notice of the illness.
 - h. Any person is engaging in any illegal activity in the home or at the residence at the time of the library's delivery.
4. If a volunteer or staff member must leave the home, deny service, or recommends suspension of service due to the occurrence of any of the above.
 - a. The volunteer or staff member shall provide the Library Director with written documentation of the incident.
 - b. The Library Director shall send written suspension or discontinuation notice to the Patron.