



ZION-BENTON PUBLIC LIBRARY

Traveling Library Services Policy

The library district is committed to providing service to all members of our community. This goal makes it necessary for staff to provide a variety of activities outside the physical library facilities. These efforts are identified as Traveling Library Services.

Section 1: Eligibility

Individuals, groups, agencies and institutions are eligible for Traveling Library Services, defined as library services provided in a physical location outside of the library's walls, if they reside in or are located within the boundaries of the Zion-Benton Public Library District.

Individuals, groups, agencies and institutions to which the library may provide Traveling Library Services include, but are not limited to:

- Senior centers and senior residences
- Residents who are physically unable to visit the library
- Agencies caring for disabled people
- Village facilities located within the library district
- Park district facilities located within the library district

Institutional Borrower

A Senior Living Facility, Assisted Living, Nursing Home, or other such service institution operating within the boundaries of the District may apply for an Institutional Borrower account. The institution's CEO or principal will take responsibility for billing. They will designate a contact person to coordinate the routine activities of the account. Materials can then be distributed and collected at the Institution's discretion to its residents/clients. All such accounts will include an Institutional Borrower agreement, reviewed annually, and are valid for maximum of 1 year from date of issue.

Section 2: Services

Traveling Library Services provided by the library may include but are not limited to:



ZION-BENTON PUBLIC LIBRARY

- Lending of library materials
- Pickup of library materials
- Onsite visits by staff to provide instructional services, programming, library card registration, circulation of materials, summer reading registration, or other services.
- Facilitating services between the member and the federal program known as "Services to the Blind and Physically Handicapped."

Homebound Service

A special subset of Traveling Library Services is Homebound Service. This is the provision of home delivery to members with ZB Library cards who have disabilities or disabling conditions that prevent them from coming to the library. If a patron is able to drive, they are generally considered ineligible for the program. Curbside delivery service at the library is available as an option for those who can drive but have difficulty navigating the building. Patrons who participate in our Homebound Service should not be visiting on a regular basis, as it demonstrates a lack of need for the program.

Patrons must be punctual at delivery time. Library staff reserve the right to leave after waiting five(5) minutes, or such other longer or shorter time as deemed appropriate by Library staff, for any patron to answer the door. Failure to be present/punctual three(3) months in a row will result in suspension of service.

Homebound Services are dependent on staff availability. Therefore, the frequency of delivery is based on availability, which may affect loan periods. Typically the Traveling Librarian has two (2) routes and visits each participant once a month. If library staff cannot make a date, it will be rescheduled for a new date/time when possible.

Library materials will be delivered in a bag, and must be returned in that same bag.

Items circulated to homebound patrons are checked out to the individual's card. Fines are not accrued on homebound cards; however the individual is liable for lost or damaged materials. Homebound services will be suspended for repeated damaged or lost items.



ZION-BENTON PUBLIC LIBRARY

Patrons requesting Homebound Services must provide a safe and appropriate environment for staff members who make deliveries to their residences, and patrons must protect all materials while in their custody. Staff will not enter the interior of the patron's dwelling to provide assistance with activities of daily living or give advice on financial or personal matters.

Staff may choose to leave a home immediately, and/or recommend suspension of service if any of the following conditions exist:

- A. Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
- B. Any person in the home harass the library staff member(s).
- C. Any person in the home exhibits signs of illness that may endanger the health of the library staff member(s).
- D. Any person in the home is engaging in illegal activity at the time of services.
- E. Any person in the home is under the influence of alcohol or has been abusing drugs at the time of service.
- F. Any person involved in the service transaction is smoking at the time of service.
- G. The conditions of the home and/or property are deemed unsafe.

The library must be notified when knowledge of an outbreak of illness within the residence. If delivering to a Senior Facility, drop off can be designated to lobby services, or a month skipped.

As Traveling Library and Homebound Services are directed by the library's own mission and state and federal laws, the library seeks to offer the same services to members with disabilities as to all other segments of the population. The level of service provided will be determined by the library director consistent with the library's vision and values.

(See also Borrowing Policy; Interlibrary Loan Policy and Procedures; Lost and Damaged Materials Policy and Procedures; and Suspension of Privileges for Health Policy.



ZION-BENTON PUBLIC LIBRARY

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