



## Homebound Delivery Service Policy

The goal of the Dover Public Library's Homebound Delivery Service (HDS) is to remove barriers to access for the members of our community who cannot visit the physical Library.

Homebound is defined as an individual who is unable to leave their home environment due to age, illness or disability.

1. HDS is restricted to Dover residents with a valid Dover Public Library card.  
If a resident is interested, but does not currently have a Dover Public Library card, the library offers the option to apply for a card online at [bit.ly/4dFOYcP](https://bit.ly/4dFOYcP).
2. The loan period for all home delivery items will be 3 weeks with the option to renew if no one is waiting for the titles. If materials are lost or damaged, the patron will be charged applicable replacement costs for the items.
3. Library patrons using the HDS may check out up to 10 items at a time.
4. Dover Public Library staff and volunteers will not enter the home of a patron.
5. When registering for the Dover Public Library's HDS we ask patrons to provide information to assist in materials selection. This information will be stored in the patron's record in the library's system. By signing the HDS form, you are giving consent to store this data. We also ask that patrons allow us to turn on the history of what has been borrowed on their Koha account to reduce duplication of materials.
6. Patrons may indicate on the form if they do not wish any data about their reading habits be stored on library staff computers. These patrons are responsible for logging into their account and placing items on hold for themselves without staff involvement.
7. Homebound Delivery patrons or designated person(s) given access to the patron's account MUST be present to receive Homebound Delivery items. Library items will not be left at the door.
8. The library or patron is free to terminate this service at their discretion.

9. As part of this service, all patrons must adhere to the library's Patron Conduct Policy. The library reserves the right to discontinue service in the event that these rules are broken during delivery or other communications.
10. DPL staff will identify themselves by wearing an official City of Dover employee badge.