

OTSEGO DISTRICT PUBLIC LIBRARY

401 Dix Street • Otsego, MI 49078 • (269)694-9690 • www.otsegoLibrary.org

INNOVATE • INTERACT • INSPIRE

Homebound Delivery Application

The Otsego District Library offers a delivery service for resident cardholders confined to their homes. This service is particularly intended for seniors who no longer have easy access to transportation. This service is offered by a Molina Healthcare Grant.

After filling out an application, a library staff member will call you to conduct a personal interview to answer any questions and create a patron profile which will aid them in delivery material selection. Materials will be dropped off and picked up monthly.

For additional information, please contact our Homebound Coordinator.

Please fill out the following information:

First Name

Middle Name

Last Name

Address

City

Zip

Phone

eMail

Delivery Notes/Instructions

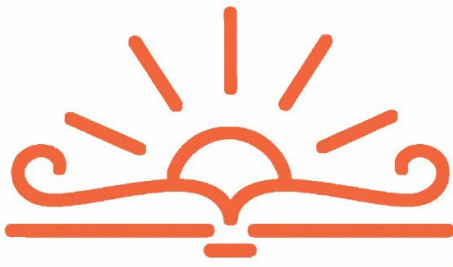
Is there anything specific we need to know to access your property/home? IE: Part of a nursing home/senior community, room number, or a keyed code to enter driveway or gate.

Library Card Number _____

If you do not have a library account, then one will be created for you during the initial phone interview.

Consent: I understand that I am responsible for materials delivered to me through the homebound program and I have read the Otsego District Public Library's Homebound Delivery Program Policy.

Signature _____ Date: _____



OTSEGO DISTRICT PUBLIC LIBRARY

401 Dix Street • Otsego, MI 49078 • (269)694-9690 • www.otsego.library.org

INNOVATE • INTERACT • INSPIRE

Homebound Delivery Policy

The Otsego District Public Library is pleased to present Homebound Delivery service to seniors in our community on behalf of a grant from Molina Healthcare. The service will continue for the duration of the grant funding only.

Patron Eligibility Homebound service will be provided to residents of Otsego District Public Library who are not able to come to the library. "Homebound" is defined as being generally confined to the residence either temporarily, due to illness or accident, or permanently, due to age, disability or other mobility problems. Nonresident Cardholders and Paid Access Cardholders at ODPL are not eligible for this service. Library Card Registration/Use Each homebound patron must register for a library card if he or she does not already have one. Patrons must complete an application with the homebound services coordinator before services begin. A file containing the homebound services registration forms, including the library card barcode, will be maintained by the homebound services coordinator for use in checking out materials to these patrons. All borrowing and delivery must be made by appointment, with the program participant calling the library to make arrangements.

Delivery Schedule/Loan Period Materials will be delivered by two staff members once a month. Due dates for Homebound patrons will be automatically extended. At the time materials are delivered, the items from the previous delivery will be retrieved and returned to the library. Deliveries will be made by Otsego District Public Library Staff. Two staff must be available for deliveries and items will not be delivered alone. If a second staff member is unavailable, deliveries will be rescheduled.

Fines/Fees Homebound delivery service is free. Overdue fines will not be charged on homebound materials, but patrons are responsible for damaged or lost items.

Materials Available for Homebound Delivery Each delivery will be limited to up to ten items, including but not limited to: books, large print books, magazines, DVDs, music CDs, audiobooks, and puzzles. Items not included in Homebound Delivery Service include: Rising Reader and STEAM kits and Wi-Fi-hotspots.

Homebound Environment Required for Delivery our homebound service is run by our regular library staff and their safety is extremely important to us. With this in mind, we ask patrons requesting homebound services to provide a safe and appropriate environment. Staff members will NOT enter homes. Homebound delivery goes to the porch only. In the absence of the Homebound Coordinator, the Library Director or Assistant Library Director may appoint another staff member to coordinate this service.

Patrons Who Prefer No Interaction If a patron refers contactless interaction, they can let staff know this and staff will leave materials in a weather proof container at the front step. Cancellation of Delivery Deliveries may be canceled and rescheduled if a library staff member deems it unsafe for them to continue the delivery (i.e.; dangerous road conditions, property looks unsafe, library staff member feel uncomfortable making the delivery).

Cancellation of Service Deliveries may be canceled:

- If any person in the home presents threatening behavior or harasses the library's representative.
- If pets are not confined (with the exception of service animals trained to assist a disabled person).
- If any person in the home exhibits signs of illness that may jeopardize the health of the library's representative.
- If conditions delivering to the home are unsafe.

If a staff member must leave the home due to concerns about their safety, they will notify the homebound services coordinator. Services will be suspended until the issues reported are resolved.

The homebound library delivery service program may be discontinued at any time for any reason. If Homebound Service is discontinued and patron wishes to appeal this, they can do so by submitting a letter in writing to the Library Director and/or Library Board within 7 days of receiving notice that service has been discontinued.

Adopted 8/6/2026