
HOUSEBOUND LIBRARY SERVICE

FUNCTION:
DIVISION:

LIBRARY SERVICES

File No: 13.07.111

OBJECTIVE

To ensure Lending Library access to aged and frail residents of Wollongong who by reason of genuine illness, physical disability or frailness are unable to visit the Library or physically carry home books from the Library.

POLICY STATEMENT

Council will encourage and support independent use by all customers of the Library service.

However, Council does recognise that some customers may be unable to visit the Library or to carry home books selected from the Library due to infirmity.

These customers will be assisted in their use of the Library subject to an assessment by Council of their individual circumstance supported by a medical certificate of infirmity.

The capacity to offer the housebound service to a Library customer is at the discretion of the Manager Library Services.

The Manager Library Services will determine the nature of the service to be provided based on an individual assessment of needs and the following options which are ranked to ensure the maximum possible independence by the Customer in their choice of Library books.

- flexible loan policies in support of the customer, their family or friends;
- home delivery of Library books selected by the Customer;
- transport to and from the Library as appropriate and where available;
- selection and delivery of Library books through the volunteer support service coordinated by the Library.
- selection and home delivery of books by Library staff.

Selection and home delivery of books by Library staff and volunteers is subject to an agreed reading interest profile and a limit of sixteen books on loan at any one time. A similar loan limit may apply to the volunteer service with any variation subject to agreement between the Customer, the individual volunteer and Council.

STATEMENT OF PROCEDURES

CUSTOMER SERVICE DELIVERY OPTIONS

Family and Friends

The service option is widely publicised to the Wollongong Local Government Area (LGA). Customers wanting the service are requested to nominate family or friends who will select and deliver for them on a frequency to be determined by the Customer and nominated family/friend. Family/friend nominee is briefed by the Library on the collections, catalogue access and borrowing procedures. All loans are processed as normal through the Circulation Desk at any service point. No overdue fees will apply.

Self-Select/Home Delivery

Customers selecting this option are supported through appropriate trolley within the Library, home delivery bags and a regular home delivery service. The service option is publicised to Wollongong LGA. Customers who register with the service are briefed by the Library on the service, the collection, catalogue use and borrowing procedures. A fortnightly schedule applies for the deliveries. Loans are handled in the normal manner at the Circulation Desk.

Bus Visits

Where bus transport can be arranged (eg existing Red Cross transport) Customers are transported to and from the Library with their books.

Volunteers

Volunteers are sought through approaching community organisation, and in-Library promotion with references required in support of all applications. Volunteers are trained and briefed on borrowing procedures. In all cases the housebound Customer will be consulted on the available Volunteer prior to the Volunteer being introduced to the Customer. Volunteers both select and deliver. Loans and returns are handled for the Volunteer through the Library Service Desk at the most convenient Branch Library.