

**Jack Russell Memorial Library
Connections Library Service Policy
updated 2023**



ELIGIBILITY

Citizens residing in Jack Russell Memorial Library's (JRML) service population who are generally confined to their residence due to illness or age, unreliable transportation, disability, or other mobility challenges are eligible to receive delivery of physical library materials through the Connections Program.

Temporary Status

Citizens may apply for "Temporary Connections Services" during an extended recovery from an illness or accident.

REGISTRATION PROCESS

Each patron wishing to receive services through the Connections Program must register for a library card if they do not already have one and name an emergency contact. The Connections Specialist will meet with each patron prior to beginning services to complete a reader's interest survey to learn reading preferences.

MATERIALS

Most library materials are eligible for delivery for a 28-day loan period. New print fiction is excluded due to the shorter loan period (14 days). Patrons can request specific titles or compile a list of materials they have an interest in reading. Limits on the number of items that will be delivered each month are based on the general library policy.

LOAN PERIOD AND RENEWALS

Items are checked out until the next scheduled visit. Renewals are available if no one else has placed a hold on the item.

FEES AND FINES

There is no charge for library services through Connections and fines are not assessed on materials. However, JRML's standard fees do apply for lost and/or damaged items.

DELIVERY

Deliveries are made by the Connections Specialist on a routine day of each month (i.e. the 1st Monday of each month). If the patron is unable to meet on the designated day, then it will be rescheduled for another time.

DISCONTINUATION OR DENIAL OF SERVICE

Library service through the Connections Program may be discontinued at any time for circumstances including, but not limited to:

- Repeated damage to materials
- Unsettled charges on the patron's library account
- Threatening or uncomfortable behavior – including pets
- Harassment of library personnel
- Physical difficulty or danger reaching the residence
- Any person in the home exhibits signs of illness that may jeopardize the health of library personnel