

Jack Russell Memorial Library
Connections Service Policy

Purpose

The purpose of the Connection Service is to provide library materials to citizens in the Jack Russell Memorial Library (JRML's) service population unable to physically visit the library. Individuals, groups, and institutions are eligible for service as outlined in this policy.

Eligibility

Citizens who are generally confined to their residence either temporarily or permanently due to illness or accident, due to age, disability, or other mobility issues. Those with short-term limited or limited mobility, illness, or disability for more than 30 days also qualify. Any person residing in the JRML service population in homes or assisted care facilities who meets these requirements is eligible. Caregivers to a person requiring continuous care are also eligible.

Participants are required to have a JRML account in good standing. Connections Services applicants without an account may apply to open an account.

Meeting the eligibility requirements will generally be confirmed when the Connections Specialist conducts an interview with the applicant; in some cases, a doctor's note may be required.

Library Card Registration and Use

Each Connections patron must register for a library card if they do not have one. During the first delivery, the Connections Specialist will take care of registration and the patron will retain their card. A file containing Connections Services Forms, including library barcode, will be maintained by JRML for use in checking out materials to these patrons.

Participants receiving service through Connections agree to abide by all policies and procedures of the JRML.

Delivery Schedule and Loan Period

Delivery will be scheduled at the mutual convenience of JRML staff and patron. At the time new materials are delivered, the items from the previous delivery will be retrieved and returned to the library.

Fines and Fees

There is no fee for this service. Overdue fines are not charged to Connections Service participants and are encouraged to have materials available for return in a timely fashion. Patrons are responsible for damaged or lost items.

Materials Available for Delivery

Most library materials are eligible for a 28-day loan period. New print fiction is excluded due to shorter loan periods. 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

Privacy of Patron Library Records

Patrons who participate in the Homebound Delivery Service must agree to allow the Library to maintain a Reading History Log for the sole purpose of avoiding duplication of materials and circulation. The Reading History Log will only be used for internal purposes and will not be made public.

Facility and Home Environment Required for Delivery

Patrons requiring Connection services must provide a safe and appropriate environment for JRML staff members who make deliveries to their homes and patrons must protect all library materials while in their custody. JRML staff members may choose not to enter a facility or home, to leave immediately and/or to recommend suspension of the service if any of the following conditions exist:

- Pets are not confined (except for service animals trained to assist a disabled person),
- A clear safe path to the facility or home,
- A ner person in the facility or home dressed in revealing attire,
- Any person in the facility or home presents threatening behavior,
- Any person in the facility or home uses abusive language, make obscene gestures, or displays obscene images,
- Any person in the facility or home harasses JRML's representative
- Any person in the facility or home exhibits signs of illness that may jeopardize the health of the JRML staff member, and the library has not been notified of the illness,
- Any person engaging in any illegal activity in the facility or home at the time of JRML's delivery,
- Any library materials currently in the possession of the patron appear to be willfully defaced, mutilated, or damaged while in the custody of the patron.
- Conditions in the facility or home are unsafe or unsanitary

If the JRML staff member must leave the facility or home, deny service, or wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the environment for delivery unsafe or inappropriate, the staff member shall provide the Connections Specialist and the Library Director with notice of why such action occurred together with any recommendations for length of suspension of service.

The Connections Specialist will send written notice to the patrons of the reason for and length of any continuing suspension of service and shall provide a copy of the notice to the Library Direction. No suspension of service in excess of thirty (30) days will be imposed unless it is recommended by the Library Director and approved by the JRML Board of Trustees. Any Connections patron may request in writing that the suspension of the service be reviewed by the Library Board of Trustees at the next monthly Board meeting.

Termination of Services

Connections Delivery may be terminated for the following reasons

- At the request of the patron's parent or legal guardian, or an individual with power of attorney to act on the behalf of the patron.
- Delivery service eligibility requirements are no longer met.
- Failure of the patron to abide by any and all policies of the JRML.