



HOMEBOUND DELIVERY SERVICE POLICY

PURPOSE: The Homebound Delivery Service Policy allows the Surprise Public Library System to meet patrons in the community; the service allows individuals who are homebound to utilize library services.

POLICY ISSUE DATE: 08/16/2023

POLICY AMENDED DATE:

LIBRARY DIRECTOR APPROVAL:

APPROVAL DATE: 08/16/2023

Pilot Program: The program detailed below is intended to be a pilot program. Bi-weekly deliveries will be made each month with households allowed one delivery each month (4 weeks between dropoff and pickup). After six months of service, the Arts, Culture + Library Department will review the successes and opportunities of the program and adjust the policy accordingly.

Surprise Public Library System (SPLS)'s direct-delivery outreach service meets the changing need of the community and serves people where they live, learn, work and play. Words on Wheels is a free library materials delivery service to SPLS residents of all ages who are unable to visit a library because of temporary or long-term illness, injury, impairment, medical condition or disability.

This service is offered to all residents within Surprise city limits. The overall objective of the service is to promote equity of service provision by enhancing the opportunity of access to library services. Homebound delivery provides flexible library service and should be considered as an integral part of essential library services.

Words on Wheels offers critical access to books and resources that provide library services to people who are homebound, for seniors, or for persons with a disability. Words on Wheels not only extends the reach of the Library but also creates a platform to communicate and strengthen access to City services.

To be eligible for direct-delivery, patrons must:

- Have an active Surprise Public Library card
- Live within Surprise city limits
- Be unable to visit a library on their own because of temporary or long-term illness, injury, impairment, medical condition or disability
- Be able to manage your online account, search and select items, place holds, etc.
- Read and sign the Service Patron Agreement

To apply, fill out and submit the form below. A staff member will contact you to confirm the details.

Independent medical certification of homebound status is not required.

Guidelines:

1. Every four weeks, the Library will deliver materials to the patron's home. Materials are selected based on patron input. Included with every delivery is an interest form. The Library is not able to fill requests for Interlibrary Loan materials or special collections. Patrons may select specific items through the Library catalog by placing holds online or by calling 623-222-2900.
2. Materials must be ready for pick-up on the day indicated on the yellow "Words on Wheels" card attached to your materials. On the morning of your delivery date, materials need to be returned to the provided bag and ready for pick-up at the designated location.
3. All materials delivered must be returned by the next delivery date. Patrons may call or email the Library prior to scheduled pick-up to inquire about renewing materials.
4. If the materials are not returned after two consecutive deliveries, patrons may be suspended from further delivery of any materials until all outstanding materials are picked up.
5. Patrons are responsible for replacing or paying for any materials lost or damaged while enrolled in this program. The Library reserves the right to suspend borrowing privileges when patrons' materials are overdue or lost. Once accounts have been brought current, service may be resumed.

Starting Homebound Services:

To initiate service, an individual must complete an Application for Words on Wheels.

Homebound Borrowing Policies:

- SPLS provides a wide variety of library materials, including books, DVDs, music, audiobooks, and Large Print. Materials are limited to regular collection only.
- A homebound patron may borrow up to five items at a time.
- Fees will be charged for lost or damaged library material consistent with Library guidelines.
- The Library reserves the right to restrict titles and formats requested for homebound service based on their availability.
- Patrons must follow all policies outlined in the Circulation Policy.