



Last Reviewed: 11/15/2023 Effective: 1/1/2024 Primary Approver(s): City Manager	 <p>City of PORTSMOUTH New Hampshire</p>	Page: 1 of 1 Dept: Library  <p>PORTSMOUTH PUBLIC LIBRARY</p>
TITLE: Homebound Delivery		

Homebound Delivery Policy

Mission: to make the Portsmouth Public Library resources available to homebound patrons through home delivery service.

“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.

1. This service is restricted to Portsmouth residents with a Portsmouth Public Library card.
 - a. If a resident is interested but does not have a library card, the library will arrange to provide the patron with a registration and library card, digitally or in person.
2. The loan period for all home delivery items will be 3 weeks.
 - a. If items are lost or damaged, the patron will be charged replacement costs.
3. Homebound library patrons may check out up to fifteen (15) items at a time.
4. Library staff and volunteers will not, at any time, enter the home of a patron.
5. When registering for Homebound Delivery patrons will provide information to assist in materials selection. This information will be stored in the patron’s record in the library’s system. Signing a Homebound Delivery form indicates consent to store this data.
 - a. Patrons may indicate on the Homebound Delivery form if they do not wish any additional data to be kept about preferences or reading history. In this case, they must place their own holds on items in the library system.
6. Homebound Delivery patron or designated person(s) given access to the patron’s account *must* be present to receive Homebound Delivery items. Library items will not be left at the door.
 - a. To change designated person(s) with access to the account, patron may fill out a privacy card at any time.
7. The library or patron is free to terminate this service at their discretion.
8. As part of this service, all patrons must adhere to the library’s [Rules of Behavior](#). The library reserves the right to discontinue service in the event that these rules are broken during delivery or other communications.