

# Homebound Delivery from Portsmouth Public Library

## Overview

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.

This service is limited to residents of the City of Portsmouth who have a Portsmouth Public Library card. It is not available to nonresident cardholders at this time.

Upon requesting service, patrons must complete a Homebound Delivery Registration Form. This can be completed over the phone, but must be signed on the first delivery visit.

## Delivery

Portsmouth Public Library will deliver every three weeks on a Wednesday morning. You will receive materials at this time unless you call or email to suspend the service.

All items will be loaned for a period of three weeks. To renew items, you may speak to delivery staff, contact the library by phone or email, or use your online account.

You will not receive the usual email notifications from the library while receiving Homebound Delivery. However, feel free to email or call us if you have questions or request between visits! All your items will check out for three weeks, and any items you'd like to renew will be due at the time of your next visit.

Deliveries will not occur on holidays, or during inclement weather, as determined by the Library Director and/or Assistant Director. In the event of inclement weather, delivery will be rescheduled if possible, and all items renewed where appropriate.

## Contact us

If you have questions or concerns, feel free to contact Jennifer Bassett, Library Assistant, at 603-766-1702 or email [jabassett@cityofportsmouth.com](mailto:jabassett@cityofportsmouth.com).

Or, call the main library desk at 603-427-1540!

## 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 should be present to receive Homebound Delivery items. If neither person can be present to receive items, patron may fill out a liability waiver (attached) which accepts responsibility for the value of all materials once library staff leave them in the designated area.
  - 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.

# Homebound Delivery Registration Form

## Participant

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

## Emergency Contact

Name: \_\_\_\_\_

Phone/Email: \_\_\_\_\_

Relationship: \_\_\_\_\_

*If you would like your emergency contact to have full access to your account and any information the library keeps, please fill out the attached **Privacy Card**. This person(s) will also be authorized to receive your delivered items.*

## Library Card

- I have a library card. My number is: \_\_\_\_\_
- I do not have a library card yet. Please contact me about setting up a card.

## I am requesting service:

- until further notice
- for the following time period: \_\_\_\_\_

## Privacy Options

- Please select materials for me using my answers below. I understand that this entails keeping a more detailed record of my reading history and preferences (this data will be kept confidential and only accessed by library staff).
- I will select my own materials and place holds through the online catalog or over the phone. Please do not keep any additional data in my record about my preferences or reading history.

## Format preferences

- Book
  - Paperback
  - Hardcover
  - Either
- Large Print
- Audiobook on CD
- DVD
- Magazine
- Music CD
- Kindle  
(these come with many titles on one device, and type size can be adjusted!)

**Ideally, how many items would you receive at a time?**

- 1-2
- 2-5
- 6-10
- 10-15

**Genre preferences:**

(select all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Biography & Memoir | <input type="checkbox"/> Religion & Spirituality |
| <input type="checkbox"/> Cookbooks & Food   | <input type="checkbox"/> Romance                 |
| <input type="checkbox"/> Fantasy            | <input type="checkbox"/> Science Fiction         |
| <input type="checkbox"/> Gardening          | <input type="checkbox"/> Self-Help               |
| <input type="checkbox"/> Historical Fiction | <input type="checkbox"/> Social Justice          |
| <input type="checkbox"/> History & Politics | <input type="checkbox"/> Suspense                |
| <input type="checkbox"/> Horror             | <input type="checkbox"/> Thriller                |
| <input type="checkbox"/> Literary Criticism | <input type="checkbox"/> Young Adult             |
| <input type="checkbox"/> Literary Fiction   | <input type="checkbox"/> Youth/Children's        |
| <input type="checkbox"/> Mystery            | <input type="checkbox"/> Other: _____            |

**Yuck! Wherever possible, please avoid books with:**

(select all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Addiction               | <input type="checkbox"/> Obscene language |
| <input type="checkbox"/> Dark or Cynical Humor   | <input type="checkbox"/> Religion         |
| <input type="checkbox"/> Death                   | <input type="checkbox"/> Violence         |
| <input type="checkbox"/> Disease                 | <input type="checkbox"/> War              |
| <input type="checkbox"/> Explicit sexual content | <input type="checkbox"/> Other: _____     |

**What are a few of your favorite books/authors/films?**

**What are some books, authors, films, or genres you do not like?**

**Anything else you'd like us to know?**

I understand that I am responsible for materials delivered to me through the Homebound Delivery program.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Homebound Delivery Liability Waiver

**Please only complete this form if you would like library staff to leave your items unattended if you or your designated person(s) are not available to accept them.**

I assume the responsibility for the loss of any and all items left by library staff in the area indicated below. I expressly acknowledge and agree that the record kept by library staff on the day of delivery shall be conclusive proof of whether or not delivery has been made.

Designated Area for Dropoff: \_\_\_\_\_  
(ex: front porch, building mailroom, front desk)

Name: \_\_\_\_\_

Signature: \_\_\_\_\_