

## Friends of the Montague Public Libraries Homebound Delivery Program Policy

The Montague Public Libraries Homebound Delivery Program is a service directed and facilitated by volunteers for the Friends of the Montague Public Libraries. The program provides delivery and return of library materials to Montague residents who are unable to physically access the library due to ongoing or temporary illness, disability, or other challenges. Deliveries are made weekly on a designated day and time, during library open hours. Deliveries will not be made on any holidays, snow days, or any other days that the libraries are closed.

Participants in the Montague Public Libraries' Homebound Delivery Program are required to abide by and/or accept the following guidelines:

1. All Homebound Delivery Program participants must have a library card in good standing.
2. All Homebound Delivery Program participants must adhere to the code of behavior detailed in the Library Behavior Policy.
3. Program participants are to request materials for delivery from the Carnegie Library via phone or email (413-863-3214). If participants are unable to do so, then they may submit a list of requested items to the Homebound Delivery Program volunteer, who will pass it along to library staff. Questions about order status may be directed to library staff.
4. Participants must provide an appropriate dry space for the pick-up and delivery of materials. If such a space is not available and the participant or their proxy (a family member, home health aide, etc.) cannot answer the door during delivery, then waterproof bags will be provided for outdoor delivery. Items delivered in waterproof bags must be returned in these bags for continued service.
5. Volunteers are able to pick up returns even if no delivery is scheduled. If participants do not have items scheduled for delivery, but wish to have their returns picked up, then they must call the library the day before delivery day. Volunteers will not automatically pick up returns if there are no items for delivery that week.
6. Deliveries will not be made outside of the regular delivery schedule. If there is a change of delivery service, due to volunteer unavailability, patrons will be notified by library staff. Library staff cannot make deliveries.
7. Volunteers deliver by car. If a participant's street is inaccessible on delivery day, they must notify the library. Delivery will be made the following week.