

# BPL Delivers Policy

*Approved by: Library Board of Control, Date: Prior to 2010; Revised: Aug 2018*

## Introduction

BPL Delivers helps fulfill the library's mission by offering services to Bossier Parish residents who are homebound due to illness, disability, age, or are otherwise physically unable to visit the library. Residents are considered homebound if they have a condition that restricts their ability to leave their place of residence without assistance. In most circumstances, if a resident drives, the individual would not be considered homebound.

## Eligibility

To qualify for delivery service, patrons must reside in Bossier Parish, have a valid library card or qualify to sign up for one, provide documented eligibility from a qualified health professional, or otherwise meet the definition of homebound as established by the library.

- The individual is not typically able to leave home without assistance.
- The individual should not leave home unless accompanied by a responsible person.
- When the individual leaves home, it must be to get medical care or for short, infrequent reasons such as getting a haircut, attending religious services, etc.
- The individual leaves the house once a week or less.
- The individual is confined to home for medical reasons.
- The individual cannot afford a vehicle and lives in a community which does not offer mass transportation, or one in which the mass transportation routes do not stop near the library.
- The individual lives in long-term or short-term health facilities where group transportation is the norm.

## Regulations

Individuals must initially register for BPL Delivers Service by completing a BPL Delivers Application. Applications may be completed online, or a physical copy can be delivered either by mail or by hand by a library representative. Requests for physical copies can be made by phone to any of our library locations.

Mail physical application to:  
Bossier Parish Libraries  
ATTN: BPL Delivers  
4915 Shed Rd.  
Bossier City, LA 71111

- If the patron does not have a valid library card, an application will be filled out by phone or online and the Coordinator will bring the card application and the BPL Delivers Service Application with them for the patron's signature on the first delivery date.
- Participants may borrow up to five (5) items per delivery. Limit of 2 DVD per delivery.
- Selection of items for each delivery will be made by information supplied on the application or by request.

- All items are borrowed for 30 days, with the option of one (1) renewal for an additional two (2) week period.
- Adult and children's materials are available, with the exception of reference materials, new DVDs, magazines, and History Center items.
  - New DVDs are, for this purpose, defined as those released or added to the library's catalog in the preceding three (3) months.
- Materials will be delivered either by the BPL Delivers Coordinator or by an assigned library representative.
- The BPL Delivers Coordinator will drop off the materials at the door. Under no circumstances will the Coordinator enter the patron's home unless prior agreement made due to necessity.
- The Library retains the right to assess fees and/or discontinue service if borrowed items are damaged and/or not returned in the same condition as they were delivered.
  - Payment of fees must be made prior to the next scheduled delivery at which time a receipt will be provided to the patron confirming receipt of payment.

### **Homebound Environment Required for Delivery**

Patrons requesting BPL Delivers services must provide a safe and appropriate environment for staff members who make deliveries to their homes and patrons must protect all library materials while in their custody.

Staff members may recommend suspension of the service if any of the following conditions exist:

- Pets are not confined (with the exception of trained service) and cause the library representative to feel unsafe.
- Any person in the home:
  - is dressed in revealing attire
  - presents threatening behavior
  - uses abusive or obscene language, makes obscene gestures or displays obscene images
  - harasses the library's representative
  - exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness
  - engages in any illegal activity in the presence of the library's representative
- Any library material currently in the possession of the patron appears to have been willfully defaced, mutilated or damaged while in their custody.
- Conditions in the home are unsafe or unsanitary.

If a Staff member wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the home environment for delivery unsafe or inappropriate, the staff member shall provide the Director with written notice of why such action occurred together with any recommendation for length of suspension of service. The situation shall be reviewed by the Director and a course of action shall be determined. If action is required, written notice of the decision will be mailed to the patron stating the reason for and the length of any suspension of service. Any homebound patron may request in writing that the suspension of service be reviewed by the Board of Control at the next monthly Board meeting.