

Thorntown Public Library

Homebound Delivery Guidelines

Homebound delivery will be provided to residents in the Thorntown Public Library service district who are unable to visit the library due to physical disabilities or illnesses. “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 challenges. Patrons must contact the library to set up this service.

Eligibility:

- Have a short term or permanent disability or mobility issue which prevents an individual from being able to visit the library.
- Live in Sugar Creek, Washington, or Jefferson Township and possess a Thorntown Public Library card.

Residents must register for a library card if they do not have one. Options exist for completing this process while homebound.

Services Provided:

- Regular and large print books, audiobooks, magazines, and puzzles are available for delivery.
- Each delivery may include up to 15 cataloged items.
- Items are checked out for 4 weeks and may be renewed. Delivery will occur approximately every 4 weeks based on the patron’s needs and the library staff’s schedule.
- Items in high demand or items with holds may not be available for homebound delivery.
- Homebound patrons may request specific items or ask library staff to select items based on their interests and preferences.

Conditions

- Library staff will deliver to a patron’s home. Items must be delivered directly to the patron.
- Contact-free delivery can be arranged as long as library staff can witness the retrieval of materials into the home before their departure. Items will not be left unattended.
- Items are checked out to the homebound patron’s card. Although there are no overdue fees, patrons are still responsible for lost or damaged materials.
- Library staff are not authorized to provide any other services to homebound patrons.
- Homebound patron must notify the library when service is no longer required.

Environment

The library is committed to ensuring that all delivery recipients are treated with dignity and respect. Employees should be treated with dignity and respect while making deliveries. Proper attire is required of patrons at delivery time.

Patrons are expected to be punctual and available at the scheduled delivery time. The library reserves the right to leave if a patron does not come to the door after waiting five minutes.

Library staff may choose not to enter a home or to leave a home immediately for any of the following reasons:

- Any person in the home threatens or harasses the staff member.
- Any person in the home is engaging in illegal activity.
- Any person in the home exhibits signs of illness that could be transferred to library staff.
- There are pets that pose a threat.
- Conditions in the home are unsafe or unsanitary.

Staff may recommend suspension of homebound delivery services for violation of the Homebound Delivery Guidelines. Suspension of service will be determined at the discretion of the Library Director.

Guidelines adopted August 2025