

Albany Public Library

ALBANY PUBLIC LIBRARY HOME LIBRARY SERVICE PROTOCOL

Introduction

The Albany Public Library Home Library Service (HLS) has been developed to provide services to users who are unable to access the library due to age, disability and/or limited mobility.

Objective

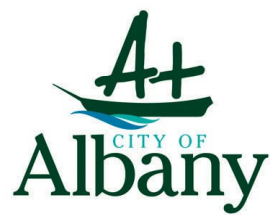
To ensure equality of access for all Albany Public Library (APL) members through the provision of a quality and reliable Home Library Service.

Eligibility

- Albany residents who cannot visit a library due to illness, frailty and/or disability and who do not have someone else who can do so on their behalf are eligible to receive home library service.
- Recipients of Home Library Service may reside in private homes or in residential care facilities.
- Recipients of home library service are required to be members of the Albany Public Library.

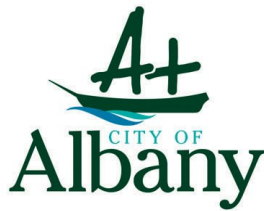
Application

Completed written application forms (see Appendix A / NF097866) for Home Library Service will be passed on to HLS Officers for assessment to determine priority and eligibility. Additional information regarding general state of health, nature of disability,



Albany Public Library

infirmity and degree of mobility may be required. Based on all collated information, other options may be explored.



Albany Public Library

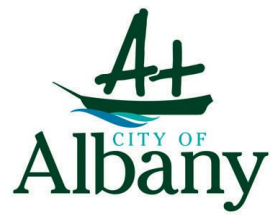
Once accepted as an HLS patron, a subsequent interview will take place to determine preferred subject matter and format of items to be delivered. This information (see Appendix B / NF097870) will be recorded for future reference and regular re-evaluation. The Albany Public Library may need to place eligible persons on a waiting-list if there are no current HLS spaces available.

Borrowing

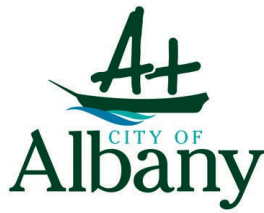
- HLS patrons may loan up to 12 items at a time. Provision of an additional three items, making a total of 15 altogether, may be negotiated but is subject to HLS numbers and associated demand.
- The following materials are available for loan:
 - Fiction and non-fiction books (standard & large print)
 - Magazines
 - DVDs and videos (maximum 4 per loan period)
 - CD-ROMs (maximum 4 per loan period)
 - Talking books
 - Music CDs
 - Jigsaws
 - Multi-language materials
- Loan period is one month with an option to renew for a further month.
- All items borrowed are the responsibility of the patron and subject to the APL's standard Conditions of Borrowing (see Appendix C / NF097867)
- Charges may apply for overdue, lost and damaged items.
- Next of kin details must be provided when joining the HLS. In the unfortunate event of a patron's demise, HLS staff will liaise with family/nursing homes re return of Library items.

Co-Operation with Care-Providing Organisations

A close working relationship with care-providing organisations in the local community is considered extremely important for the effective provision of this service. Agreements (see Appendix D / NF097865) with nursing homes, Silver Chain and other support agencies, as applicable, must be completed.



Albany Public Library



Budget/Finance

All financial implications are subject to the City of Albany budgetary process.

Associated Documents

- HLS application form including next of kin details.
- HLS membership form including likes, dislikes, genres and formats etc.
- APL 'Conditions of Borrowing' form
- Home Library Service OSH guidelines
- HLS Agreement forms

Definitions

- HLS – Home Library Service
- APL – Albany Public Library
- OSH – Occupational Safety and Health

Duration

The 'Home Library Service Protocol' has been approved by the Manager of Library Services at the Albany Public Library. The policy will be monitored annually and amended, when necessary, by the Adult Services Librarian. It will be subject to review every three years by the Manager of the Albany Public Library in consultation with the Adult Services Librarian and HLS Officers.

MLS Authorisation: _____ Date: ___/___/___

ED/CEO Authorisation: _____ Date: ___/___/___