



**Title:** Library Services – Home Library Service

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**Policy owner:** Director of Corporate Services (Library Services)

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**Related legislation:** New South Wales Library Act 1939

**Related policies:** Library Membership, Library Borrowing, Library Bus

**Related procedures:**

**Related forms:**

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## 1. Purpose

The purpose of this policy is to define and outline the criteria of eligibility and procedures of the Home Library Service (HLS), as well as the responsibilities and expectations of both staff and clients in the ongoing provision of this service.

## 2. Objectives

The objectives of this policy are to:

- Outline the requirements for people wanting to become a member of the City of Canterbury's Home Library Service; and
- Outline the responsibilities and conditions of such membership.
- Ensure that Home Library Service members have the same rights and access to all types of library materials as other library users and receive an equally high standard of service.

## 3. Scope

This policy applies to all members of the public who are currently or wish to become a member of the City of Canterbury's Home Library Service.

## 4. Definitions

### “Home Library Service”

Refers to a service which is available to housebound residents who, by reason of age, illness or other incapacity, are unable to visit the library personally.

The Home Library Service provides:

- A personalized service to individuals who are unable to access the library because of illness or disability.
- Bulk loans to residential facilities; such as hostels, nursing homes and hospitals.
- Service to residents that provide full-time care.
- A temporary service for residents convalescing.

### “Patron”

Refers to a library member, in this instance a Home Library Service client

## 5. Principles

### 5.1 Membership Availability.

While membership of the City of Canterbury Library is free to all residents and non-residents, Home Library Service membership is only available to individuals or institutions that are within the borders of the City of Canterbury. No age restrictions apply.

### 5.2 Membership Requirement

All people who apply for the Home Library Service are required to provide a written declaration from either a doctor or other health care professional stating that for medical / physical reasons they are in need of a housebound service.

### 5.3 Responsibilities of HLS Members.

Each patron is responsible for the materials delivered to them by the Home Library Service Officer. Any lost or damaged items should be reported promptly and we may require replacement of the item in accordance with our Lost Items Policy.

Any aids such as carrying baskets, magnifying tools or audio players (CD or tape) remain the property of the City of Canterbury Library and are only on loan to the client while they remain a member of the service.

If the HLS member is going to be out when the visit is due, they should inform the HLS Officer. Leaving the materials, as they were delivered, in a safe and covered area is permitted if prior arrangements have been made.

### 5.4 Customer Satisfaction.

The HLS Officer or their representative will endeavor at all times to meet the information, recreation, cultural and / or education needs of the housebound, as this is the aim of the Home Library Service.

Materials will be chosen according to the individual's requirements, including preferred genres and authors. However, there will be times when all available preferences have been already provided, (especially applying to long term clients), and using their experience and judgement, the library staff will then choose the closest alternative. As far as possible alternate selections will be made in consultation with clients.

## 6. Responsibilities

Primary responsibility for implementing this policy rests with the Manager of the library Services and HLS Officer. All Library Services staff share responsibility for implementing this policy.

## 7. Procedures

Specific procedures for the implementation of this policy are clearly outlined in the City of Canterbury Library Services Procedures Manual.

### 7.1 Complaints

- Any complaint / appeal will be dealt with in the first instance by the Shift Supervisor.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services or an authorised delegate (Co-ordinator Client Services or Co-ordinator Support Services).
- If the customer remains unsatisfied, they may write to:

Mr. Jim Montague  
General Manager  
Canterbury City Council  
PO Box 77 CAMPSIE NSW 2194