

SECTION:	PS 9	OUTREACH SERVICES AND INTERAGENCY RELATIONSHIPS
SUBSECTION:	PS 9.4	HOME DELIVERY OF LIBRARY MATERIALS
POLICY:	PS 9.41	HOUSE CALL SERVICES
REVISIONS:		09/16/2020; 09/18/24

The Ashtabula County District Library offers House Call services to those patrons residing in the Library's service district who are temporarily or permanently homebound. House Call services are available to all age groups from children to senior citizens. House Call patrons are those who are unable to visit an ACDL branch due to illness, disability, or caregiver responsibilities.

Eligibility

Individuals who are temporarily or permanently homebound and in good standing, holding valid library cards issued by the ACDL and/or SEO consortium, are eligible for House Call services from the Ashtabula County District Library. The eligible service area correlates closely with the Library's service district boundaries located in Ashtabula County as defined by the State Library of Ohio.

Materials

- Patrons who receive materials through House Call services may borrow any circulating items, including books, magazines, music CDs and DVDs.
- Patrons complete an initial survey to determine likes/dislikes and materials selections are determined based upon those preferences.
- Materials may also be requested by the patron by accessing the library's online catalog, or by contacting Outreach Services staff.
- Popular items may not be immediately available, but a hold will be placed on those items for a future delivery.
- All materials borrowed through House Call services are on loan for four (4) weeks.
- An item may be renewed only if there are no holds by other patrons.
- Materials are delivered to and picked up from each participant's home at least every four (4) weeks by library staff or qualified volunteers. Materials are not to be returned by any other means unless arrangements have been made in advance with Outreach Services staff.
- House Call patrons are responsible for any materials that may be lost or damaged while in their possession. Borrowers' accounts will be charged for any lost or damaged items. Fees charged to a borrower's account must be paid before continuation of service.