



Hollis Social Library · 2 Monument Square · Hollis, NH 03049
Phone: (603) 465-7721 · Fax: (603) 465-3507 · hollislibrary.org

Hollis Social Library: Homebound Delivery Policy

I. General Statement

1. The Hollis Social Library is committed to providing access to materials for all eligible community members. The Homebound Delivery Program offers free delivery of library materials to Hollis residents who are temporarily or permanently unable to visit the Library due to age, illness, disability, or convalescence. This policy outlines the eligibility requirements, borrowing guidelines, and delivery procedures for the service, as well as staff responsibilities and liability considerations.

II. Patron Eligibility

1. Residency Requirement
 - a. To qualify for this service, the Library member must reside in Hollis, New Hampshire.
 - b. This service is not available to nonresident cardholders.
 - c. Eligible residents who do not yet have a library card must either visit the Library in person once or complete the online library card application.
2. Homebound Criteria
 - a. The Library member must be confined to their home due to one or more of the following:
 - i. Prolonged illness.
 - ii. Extended convalescence.
 - iii. Advanced age with no household member available to retrieve materials.
 - iv. Temporary or permanent physical or mental disability that prevents Library visits.
3. Account Standing
 - a. Library accounts must be in good standing.
 - b. The Library reserves the right to require payment of outstanding charges before initiating home delivery, depending on individual circumstances.

III. Delivery Guidelines

1. Deliveries will be made by a Library staff member during the workweek (Monday–Friday).
2. Deliveries will be made to the patron's front door. Staff will not enter the home.

3. Return items should be left at the front door for pickup. If additional time is needed for items, patrons must call the Library in advance to request a renewal.
4. Home delivery may be suspended or discontinued at the discretion of Library staff if there is consistent failure to return materials, safety concerns, or other violations of this policy.

IV. Borrowing Guidelines

1. Patrons receiving homebound delivery are eligible to borrow all circulating items owned by the Hollis Social Library.
2. The Library reserves the right to restrict circulation of high-demand or short-loan items to homebound patrons on a case-by-case basis.
3. The Library does not charge late fees, however, patrons will be charged for lost or damaged items. Repeated issues may result in discontinuation of service.
4. Only items owned by the Hollis Social Library are eligible for home delivery. Interlibrary loan materials are not eligible for delivery.

V. Staff Delivery and Vehicle Use

1. Library staff may choose to use their personal vehicles for homebound deliveries. Staff participation in deliveries is voluntary.
2. Staff members who agree to use their personal vehicles must:
 - a. Maintain a valid driver's license and automobile insurance.
 - b. Assume all cost, risk, and responsibility associated with the use of their vehicle for deliveries.
3. The Library is not liable for any damage to personal vehicles, tickets, accidents, or other incidents incurred during the course of making homebound deliveries.

VI. Policy Review

1. This policy shall be reviewed every three years or sooner if needed to ensure its effectiveness and alignment with the Library's mission and services.

Approved: June 9, 2025

Reviewed/Revised:

Reviewed by Legal Counsel: May 19, 2025

Hollis Social Library Homebound Delivery Program: Staff Delivery Agreement

As part of the Library's Homebound Delivery Program, Library staff may volunteer to deliver materials to eligible patrons using their personal vehicles. Staff participation is entirely voluntary.

By signing this agreement, I acknowledge and agree to the following:

Voluntary Participation

- I am volunteering to deliver library materials to homebound patrons and understand that this is not a required duty of my position.

Use of Personal Vehicle

- I will use my own personal vehicle to conduct deliveries and assume full responsibility for its operation, maintenance, and fuel costs.

License and Insurance

- I certify that I possess a valid driver's license and current automobile insurance coverage as required by New Hampshire state law. I will notify the Library immediately if my license or insurance becomes invalid.

Liability

- I understand that the Hollis Social Library and the Town of Hollis are not responsible for:
 - Any damage to my personal vehicle;
 - Any traffic violations, fines, or citations;
 - Any accidents, injuries, or losses incurred during the course of delivery.

Delivery Expectations

- I will follow the Library's Homebound Delivery procedures, respect patron privacy, and not enter any homes. I will report any incidents, concerns, or delivery issues to the Library Director or designee immediately.

Withdrawal of Participation

- I understand I may withdraw from participation in the Homebound Delivery Program at any time.

Employee Name: _____

Library Director: _____

Signature: _____

Signature: _____

Date: _____

Date: _____