

POLICY TITLE: Homebound Delivery & Outreach Services

ADOPTION/LAST REVISION: Adopted 01/15/2026

Overview

The Everett Roehl Marshfield Public Library is committed to providing equitable access to library resources and services for all members of our community. Our Homebound Delivery and Outreach Services help ensure that individuals who are unable to visit the library in person can still enjoy reading, learning, and connection through library materials.

Qualification

Homebound delivery is available to Marshfield and Town of McMillan residents who are physically unable to visit the library due to a medical condition, disability, or temporary health issue. This monthly service is offered free-of-charge based on staff availability.

To qualify, patrons must:

- Reside within the City of Marshfield or Town of McMillan.
- Have a library card in good standing.
- Be unable to visit the library in person due to a medical or mobility limitation and do not have family or friends who could pick up items at the library on their behalf.

Patrons recovering from surgery or other temporary medical conditions may request service for a limited time.

Items available for loan

- Regular and large print books
- Audiobooks (CDs or Playaway devices)
- DVDs that are at least six months past publication or release or are not in high demand.

Please note:

- Equipment and new/high-demand items cannot be borrowed through this service.

Loan Periods and Renewals

- Loan periods are extended up to six weeks.
- No overdue fines are charged for homebound materials.
- Items may be renewed unless they have been requested by another patron.

Patron Responsibilities

- Outreach patrons are responsible for maintaining library materials in good condition.
- Although overdue fines do not apply, lost or severely damaged items will be billed to the patron.
- To help the library provide personalized service, outreach patrons agree to allow the library to maintain a record of their borrowed items. This reading history is used solely for service purposes and is viewable only by library staff and the patron.

Delivery and Safety

Before each delivery, library staff will contact patrons to confirm delivery details and ensure someone is available to receive materials.

We ask patrons to:

- Confine pets during delivery.
- Dress appropriately.
- Maintain a courteous and safe environment for library staff.

Library staff have the discretion to:

- Decline to enter a home.
- Leave a residence.
- Recommend suspension of service if they feel uncomfortable or unsafe for any reason.

If a patron is not home or does not answer the door, staff will attempt delivery a second time. If no contact is made after the second attempt, service will be temporarily suspended until the patron contacts the library to reinstate it.

Outreach to Assisted Living & Nursing Home Facilities

The Everett Roehl Marshfield Public Library partners with local assisted living and nursing home facilities to provide residents with convenient access to library materials through scheduled outreach visits.

Each request for service is evaluated individually to ensure it aligns with library resources and staffing availability. Outreach is one of the many core services of the library and follows standard library procedures, with some special considerations for participating facilities.

Services Provided

Library staff coordinate regular visits to participating facilities to offer browsing hours where residents can explore, borrow, and enjoy a rotating selection of materials.

Available materials include:

- Regular and large print books
- Books on CD
- Playaway digital audiobooks

Residents may also make special requests for specific titles. If a requested item is not owned by the library or cannot be obtained through interlibrary loan, the request may go unfilled.

Loan Details

- All materials are checked out on a facility's outreach library card.
- Loan periods are extended to six weeks.
- No overdue fines are charged.
- Facilities are responsible for all items checked out on their cards.

If lost or damaged items become an issue, outreach services may be suspended. Library staff will communicate consistently with facility contacts to resolve concerns and provide opportunities to locate missing materials. If a resident moves or leaves the facility, any borrowed materials should be returned to the facility's designated library contact.

Arranging a Visit

To begin outreach service, the facility administrator or their designated outreach contact should reach out to the Adult Services Supervisor at the Everett Roehl Marshfield Public Library.

Each participating facility must provide:

- A signed outreach service request form.
- A signed copy of this outreach policy prior to the first scheduled visit.

The Adult Services Supervisor will work with the facility to establish a visit schedule that accommodates both the library's resources and the facility's needs.

Health and Safety Notifications

Facility staff are asked to inform library staff of any health, safety, or security concerns as soon as possible.

If a health concern is reported less than 24 hours before a planned visit, the library reserves the right to cancel or postpone the visit. Staff will coordinate with the facility's outreach contact to reschedule when appropriate.

Program Adjustments

The library may adjust outreach services as needed based on staffing levels and schedules.