

CITY OF
CANADA BAY
LIBRARY
SERVICES

HOME LIBRARY SERVICE POLICY

Date of Adoption: 19 July 2011

Effective Date: 19 July 2011

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Objectives

The objectives of this policy are to:

- Outline the requirements for people who wish to become members of the City of Canada Bay'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.

Scope

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

Definitions

'Home Library Service' refers to a service which is available to housebound residents who, for reasons of age, illness, carer status or other incapacity, are unable to visit the library personally.

The Home Library Service (HLS) provides:

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

'Customer' refers to a library member, in this instance a Home Library Service client.

Principles

Membership Availability

Although membership of the City of Canada Bay Library Service 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 Canada Bay.

No age restrictions apply.

Membership Requirement

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

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 Council's Schedule of Fees and Charges. Any aids such as carry bags, magnifying tools or audio players remain the property of the City of Canada Bay Library Service and are only on loan to the member while they remain a member of the service.
- If the HLS member is going to be away from home when their visit is due, they should inform the HLS Officer. Leaving the material in a safe and covered area is permitted if prior arrangements have been made.

Customer satisfaction

- The HLS Officer or their representative will endeavour at all times to meet the information, recreation, cultural and/or education needs of the housebound through the delivery of library materials or information sources, 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 already been provided. This will especially apply to long term members, and in this circumstance library staff will then choose the closest alternative using their experience and judgement. As far as possible alternate selections will be made in consultation with members.

Responsibilities

Primary responsibility for implementing this policy rests with the Manager Library Services, Client Services Co-ordinator and Home Library Officer(s). Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

Procedures

Specific procedures for the implementation of this policy are clearly outlined in *City of Canada Bay Library Service's Procedures Manual*.

Complaints

- Any complaint or appeal will be dealt with in the first instance by the Home Library Officer(s). Complaints or appeals may also be emailed to library@canadabay.nsw.gov.au.
- Complaints or appeals that cannot be resolved at this level will be referred first to the Co-ordinator, Client Services and if still unresolved then referred to the Manager, Library Services.
- If the member remains unsatisfied, they may write to:
The General Manager
City of Canada Bay
Locked Bag 1470 Drummoyne NSW 1470
Email: council@canadabay.nsw.gov.au