



Homebound Outreach Program (HOP)

Delivery and retrieval of library materials to and from patrons who choose to participate in the Smithton Public Library District's Homebound Outreach Program (HOP) will be provided, such service being free-of-charge so long as the following conditions are met:

- Outreach patrons must reside within the SPLD and have adult resident library cards in good standing to receive this service
- Outreach patrons must be 18 years old or older.
- Outreach patrons must sign and have the Homebound Outreach Program application on-file.
- Outreach patrons must provide a safe and appropriate environment for staff members who make deliveries.
- Outreach patrons must protect all library materials while in their custody.
- Delivery will be limited to library materials.
- Delivery will be limited to addresses within Smithton, Illinois.
- The library will maintain a reading history of all items the patron has borrowed in order to better facilitate service.

Staff members have discretion to not enter a home, to leave a home, and/or recommend suspension of service if the staff member feels uncomfortable at the residence for any reason. To ensure home delivery, we ask our outreach patrons to assist our staff by confining pets, dressing appropriately, and exercising good manners during the delivery process. Should a delivery concern arise, a library staff member will contact the patron to discuss the situation.

Weather conditions may alter delivery possibilities – to be assessed by the driver at the point of departure from the library property.

Outreach patrons are entitled to check out any format of materials from the library, including interlibrary loan materials. Outreach patrons are responsible for maintaining library materials in good condition. Materials that are lost or returned in severely damaged and/or unusable condition will be billed to the patron. Use of library card privileges will be suspended until payment is received.

Library staff will contact outreach patrons ahead of time so patrons know when to expect delivery. If a patron does not answer the door or is not home to receive materials, library staff will contact the patron and attempt to deliver the materials again. If the patron does not answer the door or is not home to receive the materials after a second attempt, the patron's delivery will be suspended, and the patron must contact the library to reinstate delivery.

Note: Patrons need to sign an agreement when signing up for the Homebound Outreach Program.

Adopted by the Board September 16, 2021. Revised March 20, 2025.