



Draft for Review

Newmarket Public Library

Visiting Library Service Policy

The Newmarket Public Library Visiting Library Service provides reading and/or audio-visual material to library patrons who are unable to come to the library because of a disability or illness.

Eligibility:

Any resident with a valid library card and living in the Town of Newmarket who is unable to visit the library due to a disability and/or illness is eligible to receive Visiting Library Service. Interested individuals must require this service for a minimum of three months. The Library will make every effort to provide service to all eligible applicants within limitations of staff and volunteer availability and safety.

Service guidelines:

1. Registered Visiting Library Service outreach customers (“patrons”) shall receive regular deliveries of Library materials, generally limited to books, magazines, large print books, DVD’s and talking books.
2. Those who qualify for service from the Centre for Equitable Library Access/CNIB Library or a related or successor organization may also receive materials for those with print disabilities, such as digital discs and/or Braille books
3. Deliveries shall be carried out by a volunteer engaged by the Library or by a Library employee if no volunteer is available.
4. Volunteers shall be recruited from time to time by the Library in accordance with the Volunteer Policy. A Vulnerable Sector Screening criminal reference check shall be required of all volunteers.
5. Prior to the start of service, Library staff shall visit the patron’s residence in order to conduct a site assessment, verifying the address and ensuring the volunteer’s access and safety. The volunteer shall be given the name, address and other contact information of the patron plus any pertinent information from the site assessment.
6. VLS patrons shall receive visits to deliver and collect library materials on a regular basis, with a loan period assigned to cover the period between visits.
7. At no time is the volunteer required to enter the patron’s home beyond the doorway.
8. The volunteer shall be encouraged to select materials for the patron with advice from Library staff; however, staff may perform this duty if needed. Every effort shall be made to provide materials according to the patron’s interests and to avoid repeating the same materials.

10. VLS patrons shall be exempt from overdue fines but will incur the costs related to damaged or lost materials including processing fees. The Library reserves the right to revoke the overdue fines exemption.
11. Volunteers shall be informed about overdue materials as well as reserved items to be picked up for the patron.
12. VLS patron library cards shall be stored at the Library to be accessed by staff for volunteers to obtain materials.

Related policies:

Volunteer Policy

Book Deposit Policy