

The Muskingum County Library System provides library materials to residents of Muskingum County, who are temporarily or permanently unable to visit the library due to disability, impairment, illness, or impaired driving ability.

**Qualifications:**

1. Must be a resident of Muskingum County.
2. Resident has a permanent, long term disability or resident has a temporary condition that will last for six weeks or more.
3. Resident has a valid library card.
4. Resident does not have transportation to the library.

**Types of materials delivered:**

1. Materials in all formats are available including books with regular and large print, DVDs, CDs, audiobooks, and magazines.
2. House Call patrons may request specific titles including best sellers, popular DVD and CD titles.
3. Assistance with research questions can be obtained from Outreach staff or through the reference desk via phone, email, or the library website.
4. Materials are selected by house call patrons or Outreach staff and volunteers based on reading and viewing preferences indicated on the individual's application form and through discussions with the Outreach staff and/or volunteers.

**Conditions:**

1. Outreach staff and/or volunteers deliver to residents who are living at home, in a nursing home, retirement community or supervised living facility.
2. If a resident drives, they will not be considered for house call services.
3. House call services will cease if the Outreach staff or volunteer feels harassed or anxious about his/her safety. If services are to cease, the house call patron will be notified.
4. Books and most materials may be checked out for four weeks.
5. Generally, books and materials are delivered every four weeks depending on staff or volunteer availability.
6. House call delivery will cease during inclement weather as determined by the Outreach Services Manager.
7. Items are delivered to an agreed upon location that has been determined by both the patron and Outreach staff.
8. Items are checked out on the patron's card with the understanding that the patron is fully responsible for items left in their possession.

9. Library staff and/or volunteers are not authorized to provide any other errands or services to house call patrons.
10. House call patrons will not accrue late fines, but will be responsible for lost or damaged materials.
11. Services may be discontinued if the house call patron is unavailable on three (3) consecutive delivery dates without notice.
12. MCLS reserves the right to reassess any applicant for eligibility as well as the right to cancel services at any time.
13. Qualifying factors may be waived at staff discretion for delivery locations that are already being served.

### **House Call Environment Required for Delivery**

Patrons requesting house call services must provide a safe and appropriate environment for volunteers or staff members who make deliveries to their homes and patrons must protect all library materials while in their custody. Volunteers or staff members may choose not to enter a home, to leave a home immediately and/or to recommend suspension of the service if conditions exist, including but not limited to:

- a. Pets are not confined (with the exception of service animals trained to assist a disabled person).
- b. There is not a clear and safe path to the home.
- c. Any person in the home is under the influence of illegal drugs or alcohol.
- d. Any person in the home is dressed in inappropriate attire.
- e. Any person in the home presents threatening behavior.
- f. Any person in the home uses abusive or obscene language, makes obscene gestures or displays obscene images.
- g. Any person in the home harasses the library's representative.
- h. Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness.
- i. Any person is smoking inside the home at the time of the library's delivery.
- j. Any person is engaging in any illegal activity in the home at the time of the library's delivery.
- k. Any library material currently in possession of the house call patron appears to have been willfully defaced, mutilated, or damaged while in the custody of the house call patron.
- l. Conditions in the home are unsafe or unsanitary.