



BRACEBRIDGE PUBLIC LIBRARY POLICIES AND PROCEDURES

CATEGORY: Circulation #7

POLICY REPLACING: Circulation #7 -
Visiting Library Service June 12, 2007

SUBJECT: Visiting Library Service

BOARD APPROVAL DATE: February 9, 2016

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RATIONALE:

The Bracebridge Public Library recognizes that there may be individuals in our community who are unable to visit the Library due to physical disabilities or who require assistance to leave their residence. This policy is intended to accommodate those residents but is limited by the availability of the Visiting Library Service volunteers.

POLICY STATEMENT:

All residents of Bracebridge who qualify for membership at the Bracebridge Public Library but are unable to visit the Library due to physical disabilities or cannot leave their residence without assistance (eg. shut-ins) are eligible for the Visiting Library Service.

Library patrons who wish to use the Visiting Library Service must complete an application form in person at the Bracebridge Public Library or by phone. Those who do not already have a library card will be issued one based on the information from the application.

Patrons eligible for Visiting Library Service will receive a loan period of 42 days for print items and 14 days for music CDs and DVDs.

Overdue fines will be waived.

Charges for lost or damaged items will be considered on a case-by-case basis.

All volunteers for the Visiting Library Service are screened by the Ontario Provincial Police.

Once the volunteer has been approved, the Library staff member supervising this service matches the volunteer with a waiting client.

The volunteer is given the contact information for the client as well as a handbook outlining the procedures of the Visiting Library Service.

Volunteers contact the client to arrange visits, choose materials based on information from the client, deliver materials to the client and return materials to the Library. Records of visits and materials delivered are kept and remain in the Library.



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The client's library card is kept at the Library and accessed by the staff for the volunteer.

Volunteers visit on a regular basis, determined by the volunteer and client.

Clients and volunteers are encouraged to communicate with the Visiting Library Service Coordinator to ensure the service needs are being met as effectively as possible.

All volunteers are subject to the Bracebridge Public Library Confidentiality Policy.

RELATED DOCUMENTATION:

Volunteers #1 – Volunteer Policy

Volunteer Application Form

Visiting Library Service Handbook

Circulation Policy #3 – Confidentiality

Confidentiality Compliance Form