

DEPARTMENT: LIBRARY

BY: JACQUELINE M. DODD MERIAM
PHONE: 966.8478

RECOMMENDED ACTION AND JUSTIFICATION:

AUTHORIZE THE COUNTY LIBRARIAN TO BEGIN THE MARIPOSA COUNTY LIBRARY'S HOMEBOUND PROGRAM

The Homebound Delivery Program is a service to provide library materials to residents of Mariposa County who are unable to come to the library. Trained volunteers will visit homebound residents on a monthly schedule to deliver, to pick up, and return library materials. Library Assistants will make library selections based on customer preferences previously indicated. The program will start at the main library in Mariposa and eventually be initiated to the other branch libraries. There is no anticipated cost to the Library.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

The Board of Supervisors have approved and supported other programs for the County Library. Res.03-79

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

If the program is not allowed to begin the Homebound residents of Mariposa County will not be able to receive library material in an ongoing and consistent manner.

Financial Impact? () Yes (√) No	Current FY Cost: \$	Annual Recurring Cost: \$
Budgeted In Current FY? () Yes () No () Partially Funded		
Amount in Budget: \$ _____		List Attachments, number pages consecutively
Additional Funding Needed: \$ _____		Homebound Delivery Program-1
Source:		Procedures Volunteers-2a-2b
Internal Transfer _____		Procedures Patrons-3
Unanticipated Revenue _____ 4/5's vote		Volunteer Information & Release-4
Transfer Between Funds _____ 4/5's vote		Patron Release Form-5
Contingency _____ 4/5's vote		
() General () Other		

CLERK'S USE ONLY:

Res. No.: 03-188 Ord. No. _____
Vote - Ayes: 5 Noes: _____
Absent: _____
AMJ Approved
() Minute Order Attached () No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.

Date: _____
Attest: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California

By: _____
Deputy

COUNTY ADMINISTRATIVE OFFICER:

Requested Action Recommended
 No Opinion
Comments:

CAO: *[Signature]*

DRAFT

HOMEBOUND DELIVERY PROGRAM

POLICY

It is the policy of the Mariposa County Library to provide library services to the residents of Mariposa County. The Homebound Delivery Program is a service to provide library materials to residents of Mariposa County who are unable to come to the library. Trained volunteers will visit homebound residents on a monthly schedule to deliver, to pick up, and return library materials. Library Assistants will make library selections based on customer preferences previously indicated.

HOMEBOUND DELIVERY PROGRAM

PROCEDURES

HOMEBOUND VOLUNTEERS

- 1) When a volunteer phones, the Homebound Coordinator will conduct a brief interview to provide information as to whether the volunteer is appropriate for the program. The volunteer must be physically able to deliver library materials, possess a valid California State driver's license, a release of liability, and have proof of auto insurance. They should also feel comfortable working with customers who are older adults or may be disabled.
- 2) The Homebound Coordinator will send the volunteer a cover letter with a volunteer application. The volunteer's name, address and phone number will be entered on the volunteer list.
- 3) Upon receipt of the signed volunteer application the Coordinator will enter the information into the Horizon Homebound Program and schedule the volunteer for a training session. The volunteer needs to bring their driver's license and proof of auto insurance to the training sessions.
- 4) The training involves the knowledge and skills necessary to prepare the volunteer for home visits and about the library. Volunteers will be furnished with a packet of information on basic gerontology, working with adult with disabilities, and the observance of boundaries that are important for safety. Conversation about the program and the training material will be encouraged to be sure the volunteers understand the material.
- 5) During the first training session the Homebound Coordinator will get copies of the volunteers driver's license and proof of insurance. The copies will be attached to the volunteer's application and kept in the Homebound Volunteer file as long as the person remains in the program. License and proof of insurance will need to be updated as necessary. After the training session the volunteers will be given forms to be fingerprinted by the Mariposa County Sheriff's Department. The volunteer may be fingerprinted whenever they wish, however, no one will be allowed to deliver materials to a customer until clearance from the Sheriffs Department.
- 6) Upon completion of the training the volunteer will be assigned to a patron. Assignment should be based on proximity to home for the

volunteer and the number of patrons a volunteer is serving. A volunteer should have a minimum of 2 patrons.

- 7) Volunteers are to call the patron to set up the day and time for delivery. It is the volunteer's responsibility to pick up the library materials in a timely manner and to deliver to the patron's home in a timely manner. If a volunteer is unable to deliver to a patron it is their responsibility to notify the Homebound Coordinator so other arrangements may be made. All attempts should be made to deliver library materials.
- 8) Volunteers may call the library a few days prior to delivery date so the coordinator will have time to locate books and have them available for the volunteer to pick up.
- 9) Volunteers are to keep track of the time they spend in the library, on the road, and in the patron's home. A monthly time sheet will be provided. The Homebound Coordinator will collect the information monthly and keep statistical information.
- 10) It is important that the volunteers feel valued for the service they provide because without them there is no program. The Homebound Coordinator needs to phone or visit with each volunteer on a frequent regular basis. The Coordinator should track with the volunteer how each patron is doing in the program and query the volunteer for potential problems or challenges.

HOMEBOUND DELIVERY PROGRAM

PROCEDURES

HOMEBOUND PATRONS

- 1) When a homebound patron phones, the Homebound Coordinator will interview the patron for appropriateness into the program. An individual is eligible for the service if they are a Mariposa County resident and are unable to come to the library due to a permanent condition, i.e. no longer able to drive, mobility problems, etc., or a temporary condition that will last for 6 weeks or more, i.e. bed rest, a broken leg, etc. A cover letter with a patron application form, reading preference form, and a patron release form will be sent to the patron. The patron's name, phone number, and address will then be entered on the Homebound Patron list.
- 2) Upon receipt of the completed forms a copy of the application and the reading preference list will be forwarded to the Homebound Coordinator to be input in the Horizon Homebound Program. The original forms will be kept in a file titled "Homebound Patrons".
- 3) The Homebound Coordinator will assign and notify a volunteer with patron information: providing name, address, phone number and any pertinent information, such as directions or important information about the patron. If the patron has special needs such as complete hearing loss or mobility problems the Coordinator will inform the volunteer.
- 4) The volunteer will make arrangements with the patron for the day and time of delivery.
- 5) Feedback forms will be sent to customers with each delivery of library materials. The Homebound Coordinator and the volunteer will encourage the patron to complete the forms as the feedback is important for the Library Assistant to select appropriate materials.
- 6) A patron may remain in the program for as long as the service is needed. However, the Homebound Coordinator will remain informed about the patron through the volunteer and contact the patron periodically for an update status.

DRAFT

MARIPOSA COUNTY LIBRARY'S HOMEBOUND DELIVERY SERVICE
HOMEBOUND VOLUNTEER INFORMATION AND RELEASE FORM

Last Name: _____ First Name: _____

Street Address: _____

City: _____ Zip Code: _____

Home Phone: _____ Work Phone: _____

Driver's License Number: _____

Proof of Insurance Attached: _____ Fingerprint on file:(Date) _____

Emergency Contact Person: _____ Relationship: _____

Emergency Contact Phone: _____

Release of Liability:

I am aware that my participation as a volunteer for the Mariposa County Library is strictly voluntary and I hereby agree to indemnify and hold harmless the County of Mariposa and any of its officers, agents, volunteers, or employees from any liability or claim or action for damages resulting from, or in any way arising out of my participation, including but not limited to, any damages arising out of driving a vehicle to perform the services as a volunteer in the Mariposa County Library Homebound Delivery Program.

Signature

Date

DRAFT

MARIPOSA COUNTY LIBRARY'S HOMEBOUND DELIVERY SERVICE
HOMEBOUND PATRON'S RELEASE FORM

By my signature below, I hereby agree to hold harmless and release Mariposa County, its officers, agents, employees, and representatives from any loss, liability, claim, suit or judgment that may arise out of or in conjunction with the Library Homebound Delivery Service.

I understand that the library staff will select materials for my use, check the materials out to me for a four week loan period, and that the library will arrange to have a volunteer deliver the materials to my home on a scheduled basis.

Further, I understand that the volunteer assigned will be available only for scheduled visits to discuss reading selections and delivery of books. They will not provide assistance with activities of daily living or advise on financial or personal matters.

I understand that the program is supervised by the Library staff and that any problems or conflicts with the volunteer are to be reported to staff. I also understand that I may become ineligible for this program if I do not abide by the guidelines set forth.

Homebound Patron Signature

Date

5