



Home Library Service Policy

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Version:	2
Division/Department:	Community Services/Woollahra Libraries
Responsible Officer:	Community Engagement Officer – Home Library
HPE CM Record Number:	20/221397

1 Policy Statement

The Home Library Service (HLS) exists as an alternative service for those unable to access their local library due to temporary or permanent circumstances, including disability, illness and limited mobility. The Home Library Service is a mainstream and integral part of Woollahra Libraries, with priority equal to other services of the library. All members of the community are entitled to equal access to library information, resources and a quality standard of service. This should be provided to the customer free of charge as per the Library Act 1939.

“No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill-health or disability cannot reasonably be expected to attend the library in person.” (Section 10, Paragraph [d], Library Act 1939)

2 Objective

The Home Library Service Policy reinforces Woollahra Libraries commitment to ensuring Home Library members have the same rights as other library members and receive an equal standard of service. It also outlines eligibility criteria, registration requirements, terms & conditions, staffing and resources, and related policies and procedures.

3 Definitions

Term	Meaning
Home Library Member	A Library member living in their own home or an aged care facility who is unable to access their local library in person due to temporary or permanent circumstances, including disability, illness and limited mobility
Home Library Staff	Employees recruited for paid employment within Woollahra Municipal Council.
Volunteer	A person who undertakes work of his/her own free will without payment for the benefit of the community as well as their own personal skill development, enjoyment and fulfilment.

4 Community Strategic Plan, Delivery Program and Operational Plan

This Policy relates to Themes, Goals and Strategies outlined in Council’s Community Strategic Plan Woollahra 2030 and Priorities outlined in Council’s Delivery Program and Operational Plan, specifically:

Theme: **Community wellbeing**
Goal 2: A supported, enabled and resilient community
Strategy: 2.2: Provide support for vulnerable people
Priority: Support for healthy ageing and activities to engage seniors and isolated people in our community, programs and services that are inclusive of people with a disability, and quality library services

5 Relevant Legislation

Library Act 1939

Privacy and Personal Information Protection Act 1998

6 Eligibility

The Home Library Service is available to residents of the [Woollahra municipality](#). No age restrictions apply. Full-time carers are also eligible to join the service. A medical certificate or referral may be required to confirm eligibility. Membership is renewed every 12 months to maintain accurate administration of the service.

7 Registration

Applicants may be a new or existing member of the library. New members of the library are required to provide one form of identification, which must show their name and current address.

To apply to become a Home Library member, the applicant or someone on their behalf may either:

- Submit the online [Home Library Service Application Form](#) or
- Complete the [PDF Home Library Service Application Form HPE 20/230721](#)

When applying to become a Home Library member, applicants agree to the Terms & Conditions of the Woollahra Libraries Home Library Service and give permission for Home Library staff and volunteers to enter their premises/room for the purpose of delivering library services. All information obtained is strictly confidential as per the Privacy and Personal Information Protection Act 1998.

Terms & Conditions

Members will:

- accept responsibility for all library material borrowed on their card
- have library material ready for collection by library staff or volunteer on the due date
- agree to: pay for the loss of, or damage to, any library material (physical and digital) borrowed; give notice of any change of address; pay any charges incurred; observe all related Library rules and guidelines
- advise Woollahra Libraries of any changes to circumstances affecting delivery, e.g. absence due to holidays, illness, etc.
- agree that in the event they are unable to be contacted, Library staff will contact their designated emergency contact

In the event that a Home Library member does not meet these terms & conditions, the library reserves the right to restrict or debar access, end the service or withdraw membership.

Once an application is received and assessed, Home Library staff will contact the applicant to confirm their eligibility, ensure their personal details and emergency contact information is correct, determine their profile preferences, notify them of a preliminary site assessment, and complete the registration process.

8 Discontinuation

Home Library members are able to request to pause or discontinue their Home Library Service at any time. In the event that a Home Library member discontinues their service or becomes deceased, Home Library staff must endeavor to obtain and return all outstanding library material.

9 Staffing

Administration, planning and coordination of the Home Library Service is the responsibility of the Community Engagement Officer – Home Library, assisted by the Library Courier and volunteers. This role is responsible for delivering a personalised service to individuals or their carers who are unable to access the library, providing temporary service for residents convalescing, and liaising with aged care and residential facilities.

All Home Library staff and volunteers are expected to have a current Working with Children Check and be cleared for a preliminary Police Check, and subsequently every 2 years. An annual flu shot is mandatory for staff and volunteers who visit a Home Library member's premises.

Volunteers are interviewed and inducted by the Library Volunteer Supervisor and trained by the Community Engagement Officer – Home Library.

In the absence of Home Library staff, other adequately-trained library staff should be available to maintain the continuity of the service.

10 Resources

All resources held by the library is made available to Home Library members. Reservation and Inter-Library Loan fees do not apply, nor do late fines incur.

11 Bulk Loans

Aged Care facilities in the Woollahra Municipality are able to request bulk loans. This policy is at: *HPE 18/148806*

Related Policies and Procedures

	HPECM Reference
Home Library Service Operational Procedure	20/221398
Library Lending Policy	18/148526
Library Membership Procedure	19/85057
Bulk Loan Policy	18/148806
Library Inter-Library Loan Requests and Suggestions for Purchase Policy	17/205241
Library Courier Safe Work Procedure	19/77464
Home Library Service Volunteers Risk Management Procedure	15/146272

Policy Amendments

Date	Responsible Officer	Description

This Policy will be reviewed as required in the event of legislative changes. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of the approval of the Library Manager.