



## BRACEBRIDGE LIBRARY POLICIES AND PROCEDURES

Policy Number: OP-07  
Title: Visiting Library Service

Category: Operational  
Policy Replacing: Circulation #7 – Visiting Library Service

Board Approval Date: September 2022

Year of next review: 2026

### **PURPOSE:**

The Visiting Library Service provides a wide range of library materials to Bracebridge residents who, for reasons of restricted vision, mobility, or long-term illness are unable to use regular library facilities. This policy is intended to accommodate those residents but is limited by the availability of the Visiting Library Service volunteers.

### **POLICY STATEMENT:**

Eligible patrons must be residents of the Town of Bracebridge who are homebound for a period of 3 months or longer. Library patrons who wish to use the Visiting Library Service must complete an application form. 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. Visiting Library customers are not charged fines for materials returned late. In the event that materials are not returned, a bill for the replacement cost of the items will be sent to the address on file. If the items in question are returned, the charges will be removed from the account. 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 Community Engagement Coordinator will match 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 provided by the client, deliver materials to the client, and return said materials to the Library.

**Previous Revisions:** Governance #8

**Related Documents:**