# G19. HOME LIBRARY SERVICES WORKSHEET

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| --- | --- |
| Library / Branch: | |
| Completed by: | Date: |

## Objective

To provide access to library information and resources for those community members who are unable to physically access their local library for any reason.

Relevant standards: S8: Staffing

## Guidelines

| **Guidelines**  *These Guidelines are from* Living Learning Libraries *5th ed. 2013* | **Action indicator**  *Select from drop down list* | **Commentary**  *Add comments on the library’s performance in the context of each Guideline* |
| --- | --- | --- |
| Home Library Service is available to all eligible citizens |  | Comments: |
| The library has a policy on eligibility for Home Library Service |  | Comments: |
| All resources held by the library including the reservation and interlibrary loan systems are to be made available to Home Library Service customers |  | Comments: |
| Customer profiles are maintained to ensure appropriate selection of materials |  | Comments: |
| Home Library Service is staffed by suitably qualified library staff |  | Comments: |
| Membership is based on physical need and no age restriction applies |  | Comments: |
| Service is available to carers who are housebound |  | Comments: |
| Bulk loans are provided to residential and day care establishments |  | Comments: |
| Loan periods, item restrictions and frequency of delivery are determined by the library service and comply with WHS regulations |  | Comments: |
| A vehicle suitably modified according to applicable work health and safety guidelines is provided |  | Comments: |
| Staff liaise with community organisations, nursing homes and day care centres to promote the service |  | Comments: |
| Staff receive training in:   * manual handling * first aid * communication with aged/disabled * disability awareness * personal safety and advanced driving skills * multicultural awareness (when appropriate) |  | Comments: |
| HLS membership forms contain a component providing permission for staff members to enter customers’ property |  | Comments: |
| Staff have access to mobile phones and wear name badges at all times. |  | Comments: |
| A Home Library Service customer satisfaction survey is conducted every 2–4 years |  | Comments: |

## Suggested performance indicators

* Annual loans for Home Library Service
* Proportion of population over 65 (or of eligible population) receiving Home Library Service
* Costs of providing Home Library Service (including unit costs)

## Things to consider

The Guidelines to Section 10 of the *Library Act 1939* discuss free delivery for home library services.

**Guideline 4: Free Delivery** states that:

“No charge is to be made for the delivery to a member of the library of any book 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.”

This relates to services currently known as ‘housebound’ or ‘home library’ services.

The intention of this provision is to ensure that no charge is levied where the local library provides a delivery service to members of the library who by reason of sickness or disability are unable to attend the library. Each local authority may determine the extent of the geographic area served by its delivery service where such services are provided.

Source: *Guidelines relating to section 10* [of the Library Act]; Guideline 4, April 1993: <http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html>

A remote central library may not be the most appropriate to deliver a Home Library Services in local communities. For libraries in regional library arrangements, a Home Library Service should therefore be resourced and delivered at the local level.

## Other resources

* [*Policy guidelines for NSW home library services*](http://www.sl.nsw.gov.au/services/public%5Flibraries/library_mgt/lib_management_docs/hlsdraft.rtf)(May 2008): <http://www.sl.nsw.gov.au/services/public_libraries/docs/hls_policy_guidelines.docx>
* *Risk management guidelines for NSW home library services*, endorsed by Public Libraries NSW – Metropolitan Association: <http://www.sl.nsw.gov.au/services/public_libraries/docs/hls_risk_management.doc>
* Australian Library and Information Association *Guidelines for Australian home library services*, adopted in 2000: <http://www.alia.org.au/about-alia/policies-and-guidelines/alia-policies/guidelines-australian-home-library-services>