



Outreach to the Homebound Policy

Outreach services are available to Methuen residents who are physically unable to get to the library. This service is for the elderly, the disabled, and those who are incapacitated due to injury or illness. Temporary service is also available during recuperation time.

Volunteers are matched up to patrons according to availability of times and needs for both the patron and the volunteer.

Volunteers may be responsible for choosing and delivering books and media, unless their homebound user has specific requests to be filled. They may, however, ask the staff to assist in finding titles to bring to the patron.

In compliance with the Massachusetts General Laws, the Nevins Library requires all volunteers to undergo a Criminal Offense Record Investigation (CORI) check. The Library Business Manager will execute this check through the Library's third-party vendor, and volunteers must cooperate with this procedure. Only after the CORI check has been completed satisfactorily may the volunteer begin to deliver materials.

Volunteers are screened but Nevins Library is not responsible for the conduct of volunteers or the patrons accepting this service.

Complaints about volunteers or patrons will be reviewed and volunteers/patrons service may be terminated at the Library's discretion.

Due dates are determined on an individual basis. Homebound patrons are subject to the same rules, regulations, and limitations as all other patrons.

All items are checked in and out by the staff of the Nevins Library. All patron records are kept by the staff of the Nevins Library.

Patrons are responsible for lost and damaged materials in their possession.

Volunteers who deliver materials to patrons must strictly abide by the Patron Privacy/Confidentiality Policy found on the Library's website.

<https://www.nevinslibrary.org/about-nevins-library/policies/#PrivConfidentialPol>

NOTE: In addition to home delivery, the Library offers outside pickup of material, at any time during regular library hours. Patrons must call in advance to make a pick-up appointment, and must be prepared to call the Main Desk when they arrive to alert staff that they are waiting outside.