

4.1 Words on Wheels Service Policy

(Adopted by the Oak Park Public Library Board of Trustees on 3-15-22, revised on 10-17-23)

Program Statement

The Oak Park Public Library is committed to accessibility along with providing information and resources to all residents. The Words on Wheels Program aims to remove barriers to library service by increasing access through the delivery of materials to residents who are unable to physically access the library or have great difficulty accessing the library.

Eligibility

Participants must be a resident of Oak Park with an established library account. Those without a library account will receive assistance to establish one. The program is exclusively for residents who are generally considered to be homebound. Homebound, as defined by the Center for Medicare and Medicaid Services, means that leaving home takes a considerable effort and cannot be done without assistance. This program will be available to residents who are unable to get to the library due to permanent or temporary barriers caused by disability or health. Registration can be done by phone or in person.

Program Costs, Fees, and Fines

- There is no cost to participate in the Words on Wheels program.
- Participants will be responsible for the replacement cost of items not returned or damaged.
- Items that are owned by another library may incur fines and fees that exceed the replacement cost of the item when they become past due.

Materials Available

Participants can receive any material that is normally available for checkout by any library card holder. This includes materials obtained through interlibrary loan.

Delivery Requirements

Safety and Security Guidelines

The Oak Park Public Library is committed to ensuring that all delivery recipients are treated with respect, dignity, and impartiality. Equally important is the safety and well-being of staff members delivering materials. We ask that all delivery recipients provide an appropriate environment by adhering to the following guidelines:

- Pets must be secured and not loose.
- Conditions of property must be safe and accessible.
- There will be zero tolerance for threatening or harassing behavior.
- Participant must be appropriately dressed.
- Staff are not permitted to enter the home.
- If anyone in the home has signs of communicable disease, they must take proper precautions through masking, distancing, and/or temporarily suspending service.

If a staff member has concerns about their safety, the Library Director will be notified and services will be suspended until the concern is resolved.

Participation Guidelines

- Participants (or a representative) must be present for deliveries, or have made another arrangement with library staff in advance.
- Participants (or a representative) must ensure the library has their current phone number(s) and/or email address on file.
- Participants (or a representative) must communicate with the Words on Wheels staff member to coordinate all deliveries.
- Library staff are not permitted to wait long periods of time, so as to delay delivery to others.
- The library may restrict the total number of items deliverable at one time due to physical or logistical limitations.
- Participants with long overdue items on their account may not receive additional items until overdue items are returned.

Termination of Services

Delivery services may be terminated for any of the following reasons:

- The participant (or representative) has no communication with library staff over a period of several months.
- The participant has a period of inactivity for several months AND no communication regarding the inactivity.
- The participant has a pattern of not returning items or damaging items.
- The participant ceases to be in a homebound state, as defined by the Center for Medicare and Medicaid Services.

Permanent suspension of service may be considered if any of the delivery requirements are not followed. If service is ceased due to lack of communication, it is the participant's responsibility to re-initiate communication. The Words on Wheels program can be altered or discontinued by Oak Park Public Library at any time for any reason.

Questions about services may be directed to the Oak Park Public Library (248) 691-7480.