

<b>Policy Type:</b> Operational	<b>Policy Number:</b> OP-20
<b>Policy Title:</b> Home Service	<b>Policy Approval Date:</b> February 2026
	<b>Policy Review Date:</b> February 2029

**Introduction:**

The Norfolk County Public Library wishes to be accessible to all residents as part of our universal access strategy.

**Purpose:**

This policy will provide the delivery of library materials for free to residents of Norfolk County who are unable to visit a library Branch. This includes individuals who are confined to their homes, have a disability, or are in assisted care or long-term care facility. All ages are eligible to participate. Long term, short term and seasonal services are available.

**Types of Service:**

**Branch Pick-up**

The participant will designate up to two (2) individuals to pick up materials. All library material formats may be borrowed through this service. The participant will be notified when material is ready for pickup.

**Service Details:**

**Who can Join?**

Any resident of Norfolk County who is eligible to receive a library card can apply to Home Service. They must also have a temporary or permanent health condition, illness, or disability that prevents them from visiting a Library Branch.

**How to Apply?**

Application forms are available at all NCPL Branches or on the library website; ncpl.ca. Any interested participant will complete the application which will be reviewed by the NCPL Community Engagement Coordinator, prior to start of service.

**Delivery of Materials**

Library materials will be picked up on a schedule that will be determined between the participant and the library.

**Loan Periods**

Home Service participants have extended borrowing privileges, including longer loan periods for six (6) weeks. Library materials may be put on hold for pick-up by a designate. Materials may not be renewed.

**Fines**

Home Service will be offered free of charge with the following exceptions. Late fines will be charged for interlibrary loan items. Materials that are lost or damaged will be charged the replacement cost.

**Service Review**

Participation in the service will be reviewed annually.

**Suspension of Service**

Repeated loss or damage of library materials will result in a suspension of service.