

**Category:** Public Service  
**Policy Number:** 6-10  
**Policy Name:** Visiting Library Service

**Purpose:**  
 To describe the rationale for providing Visiting Library Services.

**Policy:**  
 Waterloo Public Library is committed to providing library service to residents of the City of Waterloo who for reasons of restricted mobility, physical or visual disability or long-term illness are unable to visit or use regular library facilities. Requests for this service may be forwarded to the Library by family, friends, physicians, service agencies or the person wishing to receive the service.

Visiting Library Service staff match eligible customers with Library volunteers who select and deliver material approximately once a month to homes or long-term care facilities.

Library staff reserve the right to set delivery schedules and to determine the amount of material that can be borrowed based on demand for the service and in the interest of providing fair and equitable access for everyone.

Extended loans of six weeks are available on most material for Visiting Library Service members.

Visiting Library Service members are exempt from overdue fines but are obliged to pay the replacement and processing costs for lost or damaged material.

**Privacy Issues:**  
 Visiting Library Service customer membership records are accessed routinely by their assigned volunteer who checks out and checks in library material that is selected for delivery. Volunteers are required to maintain confidentiality of all personal information including details about the titles a customer borrows. This information should only be used for the purpose of service delivery.

A record may be kept of titles borrowed by a Visiting Library Service customer. This information is used to aid in the selection of appropriate material and to avoid duplication in titles selected.

**Document Record:**

June 2003	Initial Release
July 2015	Reviewed
June 2019	Reviewed