

Eligibility for Home Library Service

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Position Title of Responsible Business Unit Manager:	Manager Libraries, Arts and Culture	

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1. TITLE

Eligibility for Home Library Service

2. OBJECTIVE

To define criteria for eligibility to receive Home Library Service.

3. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
N/a	

4. POLICY

- 4.1 Glen Eira residents who are unable to visit a library due to illness, frailty and/or disability are eligible to receive Home Library Service.
- 4.2 Recipients of Home Library Service may reside in private homes or in residential care facilities.
- 4.3 Recipients of Home Library Service are required to become members of Glen Eira Libraries.
- 4.4 On receiving an application for Home Library Service, a Glen Eira Libraries staff member will consult with the applicant to determine eligibility. This will involve asking the applicant questions about their state of health, the nature of any disability or illness and their degree of mobility. Options for service other than Home Library Service (such as selection of material to be collected on the applicant's behalf) may be considered.
- 4.5 Once eligibility is confirmed, a Glen Eira Libraries staff member will further consult with the applicant to ascertain information including their degree of vision and/or hearing; options for days and times for visits; preferred subject matter and format of items to be delivered.
- 4.6 Glen Eira Libraries may need to place eligible persons on a waiting list if a place in the Home Library Service is currently unavailable.
- 4.7 Home Library Service customers should expect their eligibility to be reviewed if their circumstances change.
- 4.8 The personal information of Home Library Service customers is managed in accordance with the Privacy and Data Protection Act 2014

5. HUMAN RIGHTS CHARTER COMPATIBILITY

This Policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006*.

6. ASSOCIATED DOCUMENTS

Conditions of Use: Internet Access and Computer Use
Council's Local Law 2009
Eligibility for Membership and Use of Libraries Policy Library
Membership Conditions
Libraries PC and Internet Access and Use Policy
Libraries Payment of Fees and Charges Policy
Privacy Policy

7. REFERENCES/RESOURCES

Charter of Human Rights and Responsibilities Act 2006 (Vic)
Privacy and Data Protection Act 2014 (Vic)