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## Smiths Falls Public Library



Policy Type: **Operational**

Policy Number: **OP-23**

Policy Title: **Visiting Library Services**

Policy Approval Date:

March 24, 2026

Last Review Date:

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The Smiths Falls Public Library aims to serve all members of the community and recognizes that some library customers are unable to visit the library building for medical reasons.

1. Library staff and volunteers have the right to refuse to enter homes that they believe are unsafe for any reason. In such cases, physical materials will be left at the door to the home.
2. To participate in **Visiting Library Services** a customer must sign a declaration stating that they are unable to visit the library for medical reasons and indicate whether their medical condition is temporary or permanent.
3. Physical materials will be delivered by library staff or volunteers approximately every three weeks to VLS customers residing within the Town of Smiths Falls. Alternatively, physical materials can instead be mailed with customers being responsible for returning the materials through the mail with provided return labels; this service is also available to residents of the Township of Montague.
4. VLS customers may elect to select their own materials or let staff select materials on their behalf.
5. When feasible, basic technology help (eg. how to download e-books to a device) may be provided in the VLS customer's home.
6. Staff will bring a physical library card to the VLS customer's home. This card, like any other card, may also be used to access electronic resources.
7. Staff will renew cards annually on VLS customers' behalf, provided they have used the service recently.