

# Cumberland County Library System STAR (Service to Adult Readers) – Updated May 22, 2012

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Cumberland County Library System STAR (Service to Adult Readers).....	1
Description of Service .....	1
Individual Service .....	1
Institutional Service for Residents .....	2
Policy Notice .....	3

## Description of Service

Through a network of trained volunteers, the Cumberland County Library System provides special library services for adults at nursing homes, senior centers, senior apartments, or retirement complexes and adults in Cumberland County or the Shippensburg Area School District who are homebound due to age, illness or disability.

STAR service is also available for hospice patients and family members who are located in Cumberland County or the Shippensburg Area School District.

Service may be requested by contacting the library system’s Adult Outreach Services Coordinator.

STAR service is not available for all requesting customers. Reasons for declining service may include:

- Availability of household members to visit the library;
- Short-term nature of the individual’s reason for not being able to visit the library regularly;
- Unavailability of volunteers for the assignment; or
- Potential risks to the health and safety of staff or volunteers while visiting the homebound individual’s residence.

## Individual Service

Eligible adult residents who are unable to visit the library regularly due to age, illness, or disability may request free, personalized selection and delivery of books, large print books, books-on-tape or compact disc and videocassette recordings. STAR service is also available for hospice patients and family members.

### ***Loan Periods for Individuals:***

<b>Item Type</b>	<b>Loan Period</b>	<b>Renewals (If item is not requested by another)</b>
Regular print books	42 days	1

Large print books	42 days	1
Audio recordings	42 days	1
DVDs	14 days	1
Videocassettes	42 days	0
Interlibrary Loan	Set by lending library	

New materials that are in high demand are not available for lending periods longer than those set for all other regular adult borrowers.

***Fines or Lost Materials for Individuals:***

STAR customers and their volunteers are usually not charged fines or fees for overdue or lost materials. STAR customers are charged overdue fines for interlibrary loan materials received from libraries that are not part of the Cumberland County Library System. It is acknowledged that materials may be lost, but the library system's goal is to keep such losses minimal. Service may be withdrawn if losses are significant or the service is abused.

**Institutional Service for Residents**

The Claremont Nursing and Rehabilitation, Cumberland County Senior Centers, and select Cumberland County nursing homes, senior apartments and retirement complexes may request free volunteer delivery of large print books to be placed on site for lending to residents. Deliveries of 10 to 30 large print books are usually made once a month. (Until budget cutbacks in 2010, STAR site services were available to any Cumberland County senior facility. This service is now provided only to county-sponsored agencies and to those senior facilities that were receiving service as of August 16, 2010. STAR institutional service may be discontinued to non-county agencies if:

- The affiliated STAR volunteer retires.
- Material losses accumulate to more than \$100 per year and restitution is not made by the STAR site.

***Loan Periods:***

Large print items are loaned to STAR Sites for 8 weeks with the option to renew for another 8 weeks if no one else has requested the book.

***Institution's Responsibilities:***

To be eligible for STAR Institutional Service, facilities must agree to:

1. Designate a staff member as the primary contact for the STAR Volunteer and Library System Outreach Coordinator. This staff person will assist in finding overdue large print books and will help solve service problems as needed.

2. Designate a location that is readily accessible to residents for the STAR collection.
3. Display signs that publicize STAR service and explain how to borrow materials.
4. Post lists of overdue materials and make reasonable efforts to locate and return large print books in usable condition. The library system mails up to 4 overdue notices for materials beginning after the eighth week that the item was due. The facility's STAR volunteer and the CCLS Outreach Coordinator work together with the designated facility STAR liaison to distribute the list and search for overdue materials.

***Fines or Lost Materials for Institutions:***

STAR customers and facilities are usually not charged fines or fees for overdue or lost materials. It is acknowledged that materials may be lost, but the library system's goal is to keep such losses minimal. Service will be withdrawn if losses are significant (e.g. \$100 or more per year) or the service is abused.

## **Policy Notice**

This policy is subject to change at any time without notice. Updates to the policy may be obtained from the Library System.