Cumberland County Library System

STAR (Service to Adult Readers)

Description of Service
Through a network of trained volunteers, the Cumberland County Library System provides special library services for adults who live at nursing homes, senior centers, senior apartments, group homes, or retirement complexes and for 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;
- Availability of public transportation 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.

STAR Homebound Borrowers
Eligible adult residents who are unable to visit the library regularly due to age, chronic illness, or disability may request free, personalized selection and delivery of books, audio books or video recordings. STAR service is also available for hospice patients and family members.

Loan Periods for Homebound Borrowers:

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Loan Period</th>
<th>Renewals (if item is not requested by another)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>42 days (2 weeks for items on waiting list)</td>
<td>1</td>
</tr>
<tr>
<td>STAR large print books</td>
<td>42 days</td>
<td>1</td>
</tr>
<tr>
<td>Audio recordings</td>
<td>42 days (2 weeks for items on waiting list)</td>
<td>1</td>
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</tbody>
</table>
New materials that are in high demand are not available for lending periods longer than those set for all other regular adult borrowers.

Fees Charged to STAR Homebound Borrowers:
STAR homebound borrowers and their volunteers are usually not charged fines or fees for overdue or lost materials. STAR customers are charged lost fees for interlibrary loan materials received from libraries that are not part of the Cumberland County Library System. It is acknowledged that CCLS 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.

STAR Self-Service Borrowers
Eligible adult residents who are unable to visit the library regularly due to lack of regular transportation to and from the library for reasons that are related to the resident’s age, chronic illness, or disability may be eligible to borrow items for longer periods of time, as long as the item is not on a waiting list for others. Borrowers must provide proof of limited means for transportation.

Loan Periods for Self-Service Borrowers:

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Loan Period</th>
<th>Renewals (If item is not on waiting list)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>21 days (2 weeks for items on waiting list)</td>
<td>1</td>
</tr>
<tr>
<td>STAR large print books</td>
<td>21 days</td>
<td>1</td>
</tr>
<tr>
<td>Audio recordings</td>
<td>21 days (2 weeks for items on waiting list)</td>
<td>1</td>
</tr>
<tr>
<td>Video recordings</td>
<td>21 days (1 week for items on waiting list)</td>
<td>1</td>
</tr>
</tbody>
</table>

Fees for STAR Self-Service Borrowers:
Fines are charged at standard rates for STAR Self-Service Borrowers. Items that are lost are also charged standard rates. Hold pick-up fees are waived.

STAR Digital Only Service
Eligible adult residents who are unable to visit the library regularly due to age, chronic illness, or disability may request STAR Digital Only library service. Borrowers with this type of card may borrow digital materials such as eBooks and eAudios or use other library web site resources. If customers wish to borrow printed materials or use Internet computers at the library, their card’s privileges may be changed to a full-service card.

Loan Periods for Digital Only Service:
Digital items are lent for the same period of time as they are to all other customers.
STAR Institutional Service
The Claremont Nursing and Rehabilitation Center, Cumberland County Senior Centers, and select Cumberland County nursing homes, senior apartments and retirement complexes may request free volunteer book delivery to be placed on site for lending to residents. Deliveries of 10 to 20 books are usually made once a month.

STAR institutional service may be discontinued to a STAR site, if:

- Volunteers are unavailable for the assignment, or
- A significant loss of materials persists with no institutional support to locate missing materials or assistance in preventing damage to materials.

Loan Periods for Institutional Service:
Books and large print books are loaned to STAR Sites for 56 days with the option to renew for another 56 days if no one else has requested the book. No other item types are available for circulation to STAR Sites.

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 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 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.

Fees Charged to 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 or the service is abused.