

Cumberland County Library System

STAR (Service to Adult Readers)

(Creation & revision: 7/27/1997; 6/15/2009; 8/16/2010; 5/21/2012; 11/16/2013; 3/21/2016)

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:

Item Type	Loan Period	Renewals (<i>If item is not requested by another</i>)
Books	42 days (2 weeks for items on waiting list)	1
STAR large print books	42 days	1
Audio recordings	42 days (2 weeks for items on waiting list)	1

Video recordings	21 days (1 week for items on waiting list)	1
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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 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.

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:

Item Type	Loan Period	Renewals (If item is not on waiting list)
Books	21 days (2 weeks for items on waiting list)	1
STAR large print books	21 days	1
Audio recordings	21 days (2 weeks for items on waiting list)	1
Video recordings	21 days (1 week for items on waiting list)	1

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, 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 30 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 for Institutional Service:

Books 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 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 (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