

# Butt-Holdsworth Memorial Library Homebound Delivery Policies

## **Patron Eligibility**

The Butt-Holdsworth Memorial Library offers homebound delivery services to eligible patrons who reside within 10 miles of the library.

Homebound Criteria: To be eligible to receive items for home delivery, the patron must be the following;

1. Confined to their home due to prolonged illness, extended convalescences, or advanced age and have no household member available to get to the library for items.
2. Have a temporary or permanent physical or mental disability that prevents them from coming into the library.
3. The library may request verification of an applicant's homebound status. Acceptable verifying entities may include a doctor, social worker or case manager.

## **Registration & Use**

A patron applying for homebound service must first have a Butt-Holdsworth Memorial Library card in good standing. If the patron does not have a library card, a library representative or volunteer will supply a library card application which can be filled out and returned to the library by the volunteer, library representative or by mail to the library at: 505 Water St. Kerrville, Texas 78028. Interested parties may contact the library at 830.258.1274 if they have any questions.

Patrons registered for Homebound Service may call or email the library to request specific titles, or they can request that a librarian select materials based on preferences. For assistance with material selection, please contact the library at 830.258.1274 or via email at [Library.webmaster@kerrvilletx.gov](mailto:Library.webmaster@kerrvilletx.gov).

## **Delivery Schedule & Loan Period**

Delivery and collection of library materials will be made by a library representative weekly on Thursday between the hours of 10 am to 2 pm based on material availability or as staffing levels permit. A loan period of one month will apply to items provided through Homebound Services. At this time, homebound patrons will be limited to 10 items.

## **Fines/Fees/Renewals**

There is no fee for participation in the homebound service. No overdue fees will be incurred; however items that are damaged or lost will be subject to standard fines and replacement costs.

## **Homebound Environment Required for Delivery**

Patrons requesting homebound services must provide a safe and appropriate environment for staff members or volunteers who make deliveries to their homes, and patrons must protect all library materials while in their custody. Volunteers or staff members may not to enter a home. Volunteers or staff may recommend suspension of the service if any of the following conditions exist:

1. Pets are not confined (with the exception of service animals trained to assist a disabled person)
2. Absence of a clear and safe path to the home
3. Any person in the home is dressed in revealing attire

4. Any person in the home presents threatening behavior
5. Any person in the home uses abusive or obscene language, makes obscene gestures, or displays obscene images
6. Any person in the home harasses the library's representative
7. Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness
8. Any person is engaging in any illegal activity in the home at the time of the library's delivery
9. Any library material currently in the possession of the homebound patron appears to have been willfully defaced, mutilated, or damaged while in the custody of the homebound person
10. Conditions approaching the home are unsafe or unsanitary

If a volunteer or staff member must leave the home, deny service, or wishes to recommend suspension of service due to the occurrence of any of the above, and deems that the home environment for delivery is unsafe or inappropriate, the volunteer or staff member shall provide the Library Director with notice of why such action occurred along with a recommendation for length of suspension of service.

The Director shall send written notice to the patron of the reason for and the length of any continuing suspension of service. No suspension of service in excess of 30 days shall be imposed unless it is recommended by the Library Director. Any homebound patron may request in writing that the suspension of service be reviewed by the Executive of General Operations within seven days of service suspension.