

Carlsbad Public Library

Homebound Delivery Policy

The Carlsbad Public Library offers Homebound Delivery Services for those patrons who are unable to visit the library. 'Homebound' is defined as being generally confined to one's residence either temporarily, due to illness or accident, or permanently due to disability, age, or other mobility issues.

A. Patron Eligibility

1. Patrons must fill out the Carlsbad Public Library Homebound Application to be considered for this service.
2. Patrons must be in good standing to qualify for this service.
3. Patrons must reside inside Carlsbad city limits to qualify for services. Geographical limits do not apply to a designated borrower.

B. Library Card Registration/Use

1. Patrons must possess a library card.
2. If the patron does not have a valid library card, a library card application will be required. If the patron cannot come into the library, staff can bring the application for completion and signature on the first delivery.

C. Delivery Schedule, Loan Period, and Designated Borrower

1. Deliveries of library materials will be made by library or by volunteers* as material availability or staffing levels permit. Participating patrons will be contacted in order to set a time for delivery. Standard library loan periods apply to items provided through this service. At the time of delivery any items ready to be returned will be retrieved.
2. If a patron has someone that can deliver materials to them instead of library staff or volunteers, they can utilize a designated borrower. A designated borrower can borrow and return materials on the patron's behalf. Patron must appoint the designated borrower in writing. The designated borrower must provide photo ID and address verification. Designee contact information will stay on homebound patron's account only for the duration of homebound services. It is the patron's responsibility to inform the library if they wish to remove or change their designee.

*** Employees and volunteers shall undergo a criminal background check in order to deliver materials. Volunteers will be organized through the City's volunteer program.**

Reviewed and approved by the Carlsbad Public Library Board of Trustees 06/09/2021

Employee or volunteer shall carry City or volunteer program identification. City employees will use a City authorized vehicle for deliveries.

D. Fee, Fines, and Renewals

1. There is no fee for homebound delivery.
2. Overdue fines may be incurred if the library does not receive items by the end of the loan period.
3. Patrons are responsible for the replacement cost of any lost or damaged materials.
4. Carlsbad Public Library retains the right to discontinue service if borrowed materials are lost, damaged, and/or not returned in the same condition as they were delivered.
5. Materials will be automatically renewed as long as no one has reserved the item.

E. Materials Available for Homebound Delivery

1. All circulating materials are available for homebound delivery.
2. Account loan limits apply. See circulation policy.
3. If a desired material is not owned by Carlsbad Public Library, it can be requested through Interlibrary Loan. Patrons must have a signed Interlibrary Loan policy on their library account.

F. Homebound Environment Required for Delivery

1. Staff or volunteers are only allowed to pick up/drop off library materials, and library card applications. Not to assist in any other ways.
2. Staff or volunteers shall not enter a home or residence. If a patron is not available for drop-off, a safe secure place for items to be left (porch, screen door, etc.) must be provided.
3. It is the patron's responsibility to keep track of all materials for return. Staff or volunteers will not search for missing or misplaced materials.
4. Patrons requesting homebound delivery services must provide a safe and appropriate environment for all staff or volunteers who make deliveries to their homes. Patrons must protect all library materials while in his or her possession. Staff or volunteers reserve the right to leave a property immediately and/or to recommend suspension of the service if a safe and secure place is not provided.
5. If staff or volunteer must leave the property, deny service, or wishes to recommend suspension of service because the home environment is

deemed unsafe or inappropriate, the staff or volunteer shall provide the Library Director with notice of why such action occurred together with any recommendation for length of suspension of service.

6. Library Director will send written notice to the patron of the reason and the length of any continuing suspension of service.
- G. Questions or Exception Requests
1. Questions about this or any library policy may be addressed to the Library Director during regular business hours.
 2. Exception requests to library policies may be made to the Library Board of Trustees at any regular scheduled meeting. Meeting dates are posted on the City of Carlsbad's website at cityofcarlsbadnm.com