

Section 5.3:

Homebound Delivery Program

The Homebound Delivery Program offers free delivery service of library materials to eligible patrons who reside within the Bulverde Area Rural Library District.

To be eligible to receive library materials for home delivery, the customer must be “homebound,” as defined by: “Having a condition or illness preventing them from leaving their home in the short- or longterm without assistance.” The library may request verification of a patron’s homebound status. Qualifying status may need to be provided by a person with professional knowledge of the patron’s medical condition or illness, such as a doctor, social worker or case manager.

Any person applying for the Homebound Delivery Program must have a library card in good standing. Those without a library card may request in-person registration at their home if they reside within the library district boundaries. Interested parties may contact the library with questions or to request in person registration.

Once registered, patrons may place items on hold through the library’s online catalog, request library staff choose materials on their behalf based on preferences, or call the library and request items through the Outreach Department.

Delivery and collection of library materials will be scheduled at the mutual convenience of the library representative and patron every two or three weeks. All Section 7 Library Loan Periods and Guidelines will apply to homebound patron use.

Items delivered to and retrieved from a patron’s home must be received in person at the door by the patron, a caregiver, or a representative for the patron such as a family member or residence staff member and will follow these guidelines:

- Library items cannot be left outdoors or unattended, such as on a porch, in a mailbox, etc.
- Customers who will not be able to receive or return items on their designated day should contact the library Outreach Department at least 24 hours prior to their scheduled time to cancel the appointment.
- Customers receiving Homebound Delivery Service must keep the pathway to their residence safe, sanitary, and clear to allow access for delivery. Pets, with the exception of service animals trained to assist a disabled person, must be kept confined during the delivery.
- No person within the residence may behave in a threatening, abusive, or obscene manner towards the library representative. Persons receiving delivered library materials should be fully clothed.
- All library materials must be protected from damage.
- Library representatives may deny delivery if any person is exhibiting signs of a communicable illness which may jeopardize the staff member/volunteer.

A library representative may recommend suspension of the Homebound Delivery Service if any conditions above exist to the Library Director. Recommendations for suspension must include the reason and length of time for the requested suspension. Customers will be notified via phone or email of the suspension, the length of time it will be in place, and the reason it occurred. Temporary suspensions may be put in place; however, sustained inappropriate and/or dangerous circumstances may result in permanent suspension of service. Suspensions, both temporary and permanent, may be appealed in writing to the Library Director.

Approved: 3/12/2023