



## SALT LAKE COUNTY LIBRARY SERVICES

Authorized By:		Salt Lake County Library Board of Directors				
Subject:		Library at Your Door Policy				
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### Policy Statement

Salt Lake County Library is committed to providing equitable access to library materials and services to library patrons. Library at Your Door is offered to any Salt Lake County inhabitant who is unable to physically access the library due to illness, injury or disability.

### Regulations

#### 1.0 Eligibility

- 1.1 Eligibility is established if the customer affirms they are homebound and cannot visit the library and they are a Salt Lake County inhabitant.
  - 1.1.1 Salt Lake County inhabitants are those people living within the Salt Lake County Library taxing area.
- 1.2 This service is not subject to reciprocal borrowing privileges.

#### 2.0 Borrowing parameters

Maximum number of items allowed on card	50
Maximum number of holds	20
Restrictions on number of item type	None
Overdue fines waived	Yes, except for those accrued on interlibrary loan items.
Maximum amount allowed unpaid before suspending service (fees from lost, damaged or interlibrary loan items)	See Fines & Fees Policy
Maximum number of overdue items allowed before suspending service	15
Can be sent to collections	Yes
Check out period for all item types except DVDs	5 weeks
Check out period for DVDs	3 weeks
Items can be renewed up to three times by phone or through the Salt Lake County Library web site	Yes, provided there are no holds on the item.
Items borrowed through interlibrary loan are subject to the loan period determined by the lending institution.	
Charge for lost or damaged materials	See Fines and Fees Policy

### **3.0 Requesting materials**

- 3.1 Homebound customers have full access to library materials and services.
- 3.2 Requests may be made by mail, phone, e-mail, or through the Salt Lake County Library website.
- 3.3 The homebound patron is also given the option of being assigned a homebound book advisor who will regularly send materials selected to meet the patron's stated reading and viewing preferences.

### **4.0 Mailing items**

- 4.1 Items are mailed at the library's expense via the United States Postal Service.
  - 4.1.1 A list of all materials checked out to the patron, along with their due dates is included.

### **5.0 Returning materials**

- 5.1 Friends or family members of the homebound may return materials and mailbags to any Salt Lake County Library.
- 5.2 Returns may also be sent by mail using the return postage label included in each package.
  - 5.2.1 The library incurs the cost of the postage when the label is used.

### **6.0 Removing a Homebound Patron**

- 6.1 Homebound cards are not transferable: they are for use only by the homebound patron who qualified for enrollment in the program.
- 6.2 Homebound cards are issued for mailing purposes only: they are not for use by the patron, family or friends inside the library.
- 6.3 Homebound cards are not considered permanent: program eligibility will be frequently reviewed and patrons who no longer qualify will have their borrower type set to 'resident' and all of the resident parameters will be applied.

Adopted by the Salt Lake County Library Board of Directors, April 27, 2009. Revised by the Salt Lake County Library Board of Directors, April 25, 2011.

Richard H. Nixon, Library Board Chair

