



**CITY OF SANTA BARBARA**  
**LIBRARY BOARD REPORT**

**AGENDA DATE:** September 3, 2020  
**TO:** Library Board  
**FROM:** Administration Division, Library Department  
**SUBJECT:** Homebound Services Policy

**RECOMMENDATION:**

That the Library Board approve the new Homebound Services Policy.

**DISCUSSION:**

The Library has been investigating a method to provide delivery of materials to homebound patrons. Options like partnering with a volunteer organization or using staff to make home deliveries are not feasible given liability concerns and risks involved.

During the initial closure of the Library in March, April, and May of 2020, the Library was able to offer delivery of books, audiobooks, and DVDs through USPS media mail with funding from the Santa Barbara Public Library Foundation. The Library discontinued this service when the public health order changed and the Library was able to provide Sidewalk Service for pickup of materials. However, there have been many inquiries about the continuation of some form of homebound delivery service.

The Library developed a policy outlining how delivery of materials to homebound patrons, including patron eligibility and details of use.

The Library has allocated \$6,000 for the funding of delivery of materials through USPS media mail as a line item in the Collections budget.

**PREPARED & SUBMITTED BY:** Molly Wetta, Library Services Manager

**APPROVED BY:** Jessica Cadiente, Library Director





## **CITY OF SANTA BARBARA Santa Barbara Public Library**

### **HOMEBOUND SERVICE POLICY**

#### **Patron Eligibility**

Homebound service will be provided to residents of Santa Barbara Public Library's service area who are not able to visit the library. "Homebound" is defined as being generally confined to the residence either temporarily, due to illness or accident, or permanently, due to age, disability or other mobility problems.

#### **Library card registration/use**

In order to convert an existing patron account to Homebound status or to apply for a new account with Homebound status, a patron must complete a Homebound application. Account must remain in good standing in order to continue to check out materials. Materials checked out with a library card with a Homebound status will have a checkout period of six weeks. Standard renewal periods will apply.

Homebound patrons may also designate a person who is able to pick up, check out, or obtain information on their library card account by completing a designated user form.

#### **Homebound Services**

Homebound patrons may place requests for materials using the Library's online catalog or by calling the Library. Materials will be delivered to patrons' address of record via USPS media mail.

Homebound patrons are limited to two deliveries per month and no more than ten items total per month.

Homebound patrons are responsible for return of materials.

#### **Fines/Fees**

Homebound delivery service is free to patrons. Patrons are responsible for damaged or lost items. The library's standard fee schedule will apply for damaged or lost items.

#### **Materials Available for Homebound Delivery**

Books, audiobooks, music CDs, and DVDs from any of the SBPL locations are available for Homebound Delivery.

*approved by Library Board September 2, 2020*