

Home-Bound Service



Home-Bound Service Policy

Individuals who are unable to drive to a Polk County Library Cooperative (PCLC) Library site, due to a temporary or long-term medical disability, are eligible to receive library materials postage-free through the United States Postal Service (USPS) postal provisions called “Free Matter for the Blind or Handicapped”.

To qualify for this benefit

- The USPS requires certification of eligibility by either a medical professional or a librarian.
- Patron must be a resident of Polk County who is unable to visit any of its public libraries because of a disability or medical conditions.
- Patron gives permission to Books by Mail (BMail) service to keep a record of the library materials sent in order to avoid duplication. This information is confidential.

Services

- Patron must have a library card. Library card can be picked up at any PCLC Libraries, including Bookmobile or mailed through BMail.
- Home-Bound Patrons have access to all library materials, including audiobooks. BMail does not provide the electronic device necessary to play the audiobooks.
- Home-Bound service materials are checked out for 6 weeks and do not incur overdue fines if late.
- Return of library materials is provided free of charge by the USPS.

Ineligibility

- Library materials lost or returned damaged will suspend all Home-Bound service until lost item(s) have been returned or payment has been made for the lost or damaged item(s).
- BMail does not own the library materials lent to patrons. If items are damaged or lost, payment for fees must be made to the owning library.
- Home-Bound Patrons will not be held liable for library materials damaged or for loss of materials that occurred during shipment to them or while being returned to the library.