



Henderson County Public Library Home Delivery Policy

The library provides home delivery service to Henderson County residents who are homebound or otherwise unable to regularly visit the library due to advanced age, illness, or disability. This service can be provided on a short-term basis, such as during the winter months or while one is recovering from surgery, or on a full-time basis. The home delivery service may also assist the education of students in Henderson County by visiting instructional sites where a full Bookmobile visit is not required, but circumstances make it difficult for an educator to visit the library with his/her pupils.

- All delivery service patrons will be visited in their home monthly on a regularly scheduled day and time. Patrons will be given a schedule at their first delivery. Library staff will do their best to schedule deliveries that are convenient for the patron.
- Instructional sites will be scheduled for a visit once per month and will be considered, “Partner Institutions,” as outlined in the Bookmobile Policy. A schedule will be given at the first delivery.
- All items checked out will be due on the next scheduled delivery date.
- Delivery service patrons can check out books, movies, music, magazines, and books on CD. Movies must have been owned by the library for at least 3 months to qualify for delivery.
- Delivery service patrons can exceed material type borrowing limits if the library staff determines there is a need.
- Patrons must notify the library at least 24 hours in advance if no one will be home on the day of their delivery. Failure to notify the library in advance more than 2 times in any 12-month period may result in the cancelation of delivery service.
- Library staff will not deliver items to a patron’s porch, car, garage, or other unattended space outside his or her home.
- Undelivered library items will be held at the main library for 48 hours after a scheduled delivery appointment. Items not claimed by the patron within this time will be returned to the library shelves or passed to the next patron in the holds queue.
- Patrons can request specific library items for delivery in lieu of or in addition to staff selected items. Any patron-requested items refused at time of delivery will be returned to the library shelves or passed on to the next patron in the holds queue.
- Patrons will not be placed back into the hold queue for unclaimed or refused library items.
- Delivery service is not provided when the library is closed. Weather-related closings will be announced on WSON, WFIE, Facebook, and Twitter.
- Patrons whose delivery service is interrupted due to unplanned library closings or staff absence will be contacted at the earliest possible time to reschedule. Any items that were due on the canceled delivery date will have their due date changed to reflect the rescheduled visit.

Adopted by the Henderson County Public Board of Trustees: January 14, 2016
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