



Temple Public Library

Policy: Homebound

Revision Date: 4/26/2022

Customer Eligibility

The Temple Public Library offers homebound delivery services to eligible customers who reside within the Temple, Texas city limits. Addresses will be verified through the Bell County Appraisal District.

Homebound Criteria

To be eligible to receive library items for home delivery, the customer must be “homebound,” defined as falling into one of the two categories below:

1. Confined to their home due to prolonged illness, extended convalescences, or inability to safely drive or utilize public transportation to travel to and from the library; or
2. Have a temporary or permanent physical or mental disability that prevents them from coming into the library.

The library may request verification of a customer’s homebound status. Qualifying status may be provided by a person with professional knowledge of the customer’s medical condition or physical or mental disability, such as a doctor, social worker, or case manager.

Registration & Use

A customer applying for Homebound Service must first have a Temple Public Library card in good standing. If the customer does not have a library card, they may apply online at exploretpl.com or call the library to request in-person registration at their home. Interested parties may contact the library at 254.298.5295 with questions or to request in-person card registration.

Customers registered for Homebound Service may place items on hold through the library’s online catalog, request library staff choose materials on their behalf based on preferences, or call and request items at 254.298.5295. Questions should be directed to the Temple Public Library’s Outreach Division at outreach@templetx.gov or by calling 254.298.5295.

Delivery Schedule & Loan Period

Delivery and collection of library materials will be made by a library representative monthly on Fridays. Delivery schedules are determined by City quadrant (see map below) and may be affected by holidays. Library items loaned through the Homebound Service will be loaned for a period of one month. The number of items that can be delivered at one time will vary based on space availability in the Outreach vehicle and cannot exceed the number of checkouts as outlined by the Temple Public Library’s Loan Policy.

Items delivered to a customer’s home must be received in person at the door by the customer, a caregiver, or a representative for the customer, such as a family member, including children. Items will not be left outdoors or unattended, such as on a porch, in a mailbox, etc. Additionally, library staff and/or volunteers will not retrieve returned library items on loan through the Homebound Service from

porches, driveways, mailboxes, etc. Customers who will not be available to receive or return items on their designated day should contact the library Outreach Division at least 24 hours prior to their regular delivery time by emailing outreach@templetx.gov or calling 254.298.5295.

Homebound Service is provided on a once-a-month basis and coincides with the City of Temple Council Districts. Deliveries are made on the First Fridays of the month to Council District 1; Deliveries are made on the Second Fridays of the month to Council District 2; Deliveries are made on the Third Fridays of the month to Council District 3; Deliveries are made on the Fourth Friday of the month to Council District 4; No deliveries are made in the event of a fifth Friday. To find out which City of Temple Council District a customer resides in, visit <https://templetx.gov/council> and click on **Councilmember District Map** under **Related Pages**.

Fines/Fees/Renewals

There is no fee for participation in the Homebound Service. No overdue fees will be incurred; however, items that are damaged or lost will be subject to standard fines and replacement costs. Interruptions in delivery and pickup will not result in fines or fees.

Homebound Service Conditions

1. Customers receiving Homebound 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.
2. 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.
3. All library materials must be protected from damage.
4. 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 Service if any condition at the delivery residence is unsafe, hazardous, or jeopardizes the health, safety, or well-being of the library representative. Likewise, the library representative may recommend suspension if any person in the home exhibits behavior that threatens, intimidates, harasses, or makes him/her reasonably uncomfortable. If materials are left outside the residence as a means of return, or if the customer or any person in the home requests that delivery be made by leaving the materials outdoors, the library representative may also request that service be suspended.

Volunteers or staff members who recommend suspension of homebound service will do so 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. If a suspension is upheld by the Director, customers may request an appeal to the Library Advisory Board.

If the appeal is submitted at least 30 days before the next scheduled Library Advisory Board meeting, the appeal will be heard at the meeting. If the customer submits their appeal within 30 days before the next scheduled Library Advisory Board meeting, the appeal will be heard at the following Library Advisory Board meeting. No appeals may be heard at special called meetings.

The Library Director will provide the submitted appeal request and recommendation for suspension information to the Library Advisory Board before the meeting at which the appeal will be heard. The customer will be notified of when and where the meeting will be held.

The Library Advisory Board reserves the right to limit the length of public comments. The Library Advisory Board has the responsibility and liability for the final decision regarding the appeal. All Library Advisory Board decisions are final.

The Library Director has the responsibility of notifying the customer as to the Library Advisory Board's decision regarding the suspension. Once a reconsideration decision becomes final, the customer will no longer be eligible for homebound service.