



## **Henderson County Public Library Mobile Library and Home Delivery Policy**

The Henderson County Public Library District provides mobile library and home delivery services to ensure that all residents of Henderson County have access to library materials, including those who may be unable to visit the main library due to distance, mobility issues, illness, or disability. This comprehensive policy outlines the guidelines and services offered to individuals, public stops, and partner institutions.

### **Eligibility and Access**

- Any Henderson County resident with a valid library card may use the mobile library at public stops or request home delivery services if eligible. Residents who do not have a library card can apply directly through the mobile library, provided they meet the registration requirements outlined in the Circulation Policy.
- Library services are also provided to institutions such as schools, childcare centers, after-school clubs, and nursing homes. Partner institutions may receive one “mobile institution” account for use by their students, teachers, or residents, specifically for mobile library services.

### **Schedule and Stops**

- **Public Stops:** The mobile library visits public stops throughout Henderson County. The schedule for these stops can be found on the library’s website at [www.hcpl.org](http://www.hcpl.org). Patrons can request new public stops, which will be evaluated based on location, schedule availability, and anticipated use.
- **Seasonal and Institutional Stops:** Some stops may be designated as seasonal. High-attendance seasonal stops may be permanently added to the schedule. Institutional stops are restricted to partner institutions only, and the schedule for these is not publicly available.
- **Home Delivery Scheduling:** Home delivery patrons receive services on a regularly scheduled day and time, which is arranged during their initial delivery. Library staff will work to accommodate convenient delivery times.

## **Borrowing and Materials**

- All patrons are subject to the library's Circulation Policy. Charges apply for lost or damaged items.
- Patrons using the mobile library or home delivery service can check out books, movies, music, magazines, and books on CD. High-demand or limited-availability items (e.g., holiday-themed materials or new release DVDs) may have borrowing limits per person or classroom.
- Home delivery service patrons may exceed typical borrowing limits if library staff determine there is a need.
- Patrons can request specific library items for delivery to their chosen public stop or home. Items not claimed at the next scheduled stop or delivery will either be returned to library shelves or passed to the next patron in the holds queue.

## **Service Interruptions and Closures**

- Mobile library and home delivery services are not provided when the main library is closed. Weather-related closings and schedule changes will be announced on the library's Facebook page.
- Mobile library stops may be canceled due to snow, ice, or other hazardous driving conditions to ensure the safety of staff and patrons.
- During the summer, if the heat index reaches 105 degrees or above, mobile library stops may be canceled to protect the health and safety of staff and patrons.
- If service is interrupted due to staff absence or unplanned library closures, patrons will be contacted at the earliest opportunity, and due dates will be adjusted accordingly.

## **Patron Responsibilities and Communication**

- Patrons must notify the library at least 24 hours in advance if they are unavailable for a scheduled delivery. Failure to provide advance notice more than three times in a 12-month period may result in cancellation of home delivery services.
- Undelivered items will be held at the main library for 48 hours after a scheduled delivery appointment before being returned to library shelves.

This unified policy ensures that all residents, including those unable to visit the library in person, have access to library services through flexible, mobile, and home delivery options while maintaining the safety and well-being of library staff and patrons.

Adopted by the Henderson County Public Library Board of Trustees on November 14, 2024. This policy takes the place of the Bookmobile Policy and Home Delivery Policy.