

POL-LIB-2017-10	Issue No: 1.0	March 23, 2017
Prepared by: Elise Vidal	Page 1 of 3	Approved by: 
“Books to You” Policy		

PURPOSE

The mission of Thomas Branigan Memorial Library (TBML) is to have a positive impact on our diverse community by providing lifelong learning and literacy resources. The primary focus of the “Books to You” (BTY) program (formerly known as Homebound Books) is to provide library materials to patrons who are permanently or temporarily living in a residential care facility. Registered volunteers with the City of Las Cruces Network Volunteer Center function as the BTY program’s delivery mechanism.

POLICY

1. Requirements for Recipients of Library Materials
 - a. “Books to You” (BTY) is available to residents of the City of Las Cruces: who have a library card AND
 - b. Who are either permanently or temporarily living in a nursing home, residential care facility, assisted living facility, rehabilitation facility or other City-approved care facility; OR
 - c. Who are already accepted into the Homebound Books Program prior to January 1, 2016 and who have completed the required BTY application signed by a medical professional, social worker, clergy, or the BTY Coordinator, and who have completed an interview with a BTY volunteer to fill out an Interest Survey and requisite forms.

2. Requirements for Delivery of Library Materials:
 - a. Recipients must be present at the delivery site to receive materials, OR
 - b. Have a pre-designated approved person or place to receive delivery that is safe and appropriate.

3. Code of Conduct:
 - a. In situations where the patron and/or members of the household are perceived to be in imminent danger, the BTY volunteer is required by law to file a report with the facility and to call the BTY Coordinator immediately after an incident and report the situation.
 - b. Anyone found to be in violation of BTY requirements for delivery will receive a written warning for the first offense and will lose services with a second offense. Every patron has the right to file a grievance as outlined in the Library’s *Behavior Policy*.
 - c. Participants must notify the BTY Coordinator if service is no longer needed or if there are any changes in relevant information.

POL-LIB-2017-10	Issue No: 1.0	March 23, 2017
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4. Requirements for Patrons during Delivery:
 - a. Recipients should be clean and dressed appropriately.
 - b. Conversation between recipients and BTY volunteer should be free of harassing, insulting or suggestive language.
 - c. Patrons should keep pets under control.

5. Recipients and others present should refrain from:
 - a. Engaging in or threatening physical violence, assault or battery.
 - b. Acts of harassment or retaliation.
 - c. Consumption of illicit drugs or smoking.
 - d. Requests that exceed scope of book delivery.

6. Options for Requesting Material:
 - a. Fill out an interest survey. If patron selects “I will choose my own titles,” the BTY Coordinator will send only the titles specifically requested; OR
 - b. Request materials through the Library’s online catalog; placing the library materials on hold; OR
 - c. Call 575-528-4010 and speak with the BTY Coordinator; OR
 - d. Place written requests in the reusable BTY return bag.

7. Checkout Policies and Procedures:
 - a. Recipient must have a valid library card. Library cards are kept on file in the library.
 - b. Each recipient’s materials will be placed in a reusable bag by the Books to You Coordinator.
 - c. All checked out items are wrapped and that wrapping should not be removed.
 - d. Materials are delivered 2 times a month by a Books to You Volunteer.
 - e. Volunteer provides recipient his/her materials, collects books to be returned, and places them in reusable bag.
 - f. Items are checked out for two weeks, with option to renew for two additional weeks.
 - g. Maximum check out limit is eight items at a time.
 - h. Only books and audiobooks held in the library’s permanent collection are available for checkout.
 - i. DVDs or interlibrary loans are not a part of the BTY service.
 - j. Patrons are subject to regular lost and damage fees.

POL-LIB-2017-10	Issue No: 1.0	March 23, 2017
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“Books to You” Policy		

8. Requirements for BTY Volunteers:

- a. Volunteers must register with the City of Las Cruces Network Volunteer Center.
- b. They should refrain from wearing heavy perfumes or fragrances during delivery.
- c. They will deliver books in pairs.
- d. The BTY volunteers are prohibited from accepting gifts, gratuity, payment, or loans of any kind from a patron, family members or their caretakers.
- e. BTY volunteers cannot sign a patron’s personal check, prepare a legal document, or use a patron’s credit card.
- f. BTY volunteers cannot act as the “Responsible Party” and/or be listed on a patron’s savings or checking account or any financial document.
- g. BTY volunteers cannot conduct personal business for the patron.

INFORMATION

The “*Books to You*” program may be discontinued at any time.

PEER REVIEW	
Title: Library Administrator Renee Payne Frankel	Title: Interim Community & Cultural Services Director, Sonia Saldana
Title: Library Supervisor Elise Vidal	Title: Library Assistant Estella Gonzalez
Title: Library Advisory Board, President Ellen Young	Title: Library Advisory Board, Vice President Jose Aranda
Title: Library Advisory Board, Secretary Susan Pinkerton	Title: Library Advisory Board, Friends Liaison Susan Fletcher
Title: Library Advisory Board Member Sue Patterson	Title: Library Advisory Board, Member Sharon Shoemaker
Title: Library Advisory Board, Member Elsie Ramirez	Title: <i>Books to You</i> Volunteers: Casey Ancker, Carol Baker, Anna Chieffo, Verlaine Davies, Rae Gundersen, Jan Hampton, Millie Maschke, Linda Ott, Betty Aggson, Maureen Howard, Jeanne Libby.