New Castle Library District

Library-by-Mail



The Library-by-Mail service provides a way for residents in Armstrong, Butler, Lawrence, and Mercer Counties, who are permanently or temporarily homebound, to receive library materials through the mail. To be eligible for this service, one must be a resident in the listed service area and be unable to physically come to the library, whether due to a physical disability, house arrest, or other situation that prevents them leaving their house for an extended period of time. Each library can use their own discretion when making the final approval of eligibility; however, no documentation is needed to prove that they are eligible for this service. For Mercer and Armstrong County libraries, if you have county residents from unserved areas interested in this program, please send their application to the District Consultant.

*Library-by-Mail*

Program

Patrons of this service can receive, with a few exceptions, any library item that can be borrowed by coming to your public library. This includes best sellers, audio books, DVDs, music CDs, and magazines. Circulation length will be determined per situation; however, the minimum circulation length should be no less than 3 weeks. Due to the extended circulation period, ILL requests are not recommended; however, you can use your judgment to work with libraries within our district to provide materials outside of your collection.

Procedures:

* Promote the program using the *Library-by-Mail Brochure* created specifically for your library. Contact the District Consultant if you need copies made of the brochure.
* Interested patrons complete the Library-by-Mail application on the brochure and return it to your library staff. (If the patron is from an unserved area in your county or if your library is unable to implement this program, please send the application to the District Consultant.)
* Once applications are received, contact the person and discuss their eligibility and interests (status of current card if already a patron, reason they are requesting this service, type of materials they want, genres, etc.).
* Once a person is approved for this service, complete the following steps:
	+ Create a library card for the patron, if necessary. Card should be kept at the library.
	+ Pull materials and check out to the patron for at least 3 weeks.
	+ Put materials in the Library-by-Mail designated blue canvas bags – Each library received three to five of these bags when this program was introduced.
	+ Include in the canvas bag your library specific *Library-by-Mail Program Information and Guidelines* and the *Materials Request Card* – Contact the District Consultant if you need these documents.
	+ Fill out two sides of an address card – One side will have the address for the patron and return address of the library and one side will just have the address for the library – Address cards can be cut from cardstock and should be slightly larger than an index card.
	+ If your library has a postage machine, add postage to each side for both sending and returning the item. Keep track of the postage amount and submit a postage log reimbursement request to the District Library on a quarterly basis. – Contact the District Consultant if you need this document.
	+ If your library does not have a postage machine, send the ready to mail bag to the District Center via the delivery van and New Castle will add the sending and returning postage to the item and mail the bag.

It is at the discretion of each library, how and where this program will be publicized. It is recommended that all libraries within the same county work together to market this service. The District will supply all *Library-by-Mail Brochures* and *Materials Request Cards* to the public libraries in the district upon request; however, it is the responsibility of the public libraries to print out the *Library-by-Mail Program Information and Guidelines* since these documents must be customized for your library. Please contact the District Consultant if you need the template for the *Library-by-Mail Program Information and Guidelines*.