

## Media by Mail Policy

### Policy Statement

As part of its mission of service to the community the library has established *Media by Mail*. Through this program, the library will offer free delivery of certain materials to individuals within its legal service area who are unable to visit the library, or whose ability to visit the library is limited, due to age, infirmity, disability, mobility issues, or injury.

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### Regulations

#### 1. Eligibility

- A. The applicant must verifiably be a resident of the Van Buren District Library service area and eligible for a valid VBDL Resident/property owner card. A caregiver or associate may assist the applicant in obtaining a library card by delivering to the library a completed library card application and proof of local residency on the applicant's behalf. Library staff may also verify residency through Van Buren County's Property Record database.
- B. *Media by Mail* service is only available to homebound persons. "Homebound person" means:
  - i. A person who is unable to leave their home or residence facility unassisted;
  - ii. A person for whom leaving home takes considerable and taxing effort.
  - iii. A homebound person is not typically able to leave home because of medical-related mobility challenges, permanent or temporary disability, or an illness.
  - iv. Patrons who lack mobility or disability issues but still do not wish to enter the library are encouraged to ask the library about curbside service options.
  - v. The library may request evidence from a recognized authority such as a medical doctor or social worker that the applicant meets one of these criteria.
- C. At its discretion, the library may choose to limit the number of individuals it will accept into the *Media by Mail* program at any given time.

#### 2. Materials

- A. The library will loan up to 10 pounds in weight of materials at any one time to the participant.
- B. Patrons receiving *Media by Mail* services may only borrow one shipment of library materials at a time. Items from the previous shipment must be returned before the library will authorize another delivery of materials to the participant.

- C. Two (2) items must be requested before a shipment will be issued.
- D. Items not eligible for loan through the *Media by Mail* program include:
  - i. New items, or items that have been in the library's collection less than 180 days will not be loaned as part of the Media by Mail program.
  - ii. Mobile Internet hotspots.
  - iii. Interlibrary loan or MeLCat requested items.
  - iv. Any items not permitted by USPS mail guidelines.
- 3. Borrowing
  - A. Items loaned through *Media by Mail* will be loaned for eight (8) weeks at a time.
  - B. Items loaned through *Media by Mail* are exempt from fines, damage charges, or lost fees.
- 4. Delivery
  - A. Items will be delivered free of charge to participants via the U.S. Postal Service at the library's expense; patrons will not be charged for this service.
  - B. Participants will return materials to the library at the library's expense using a postage paid reply card included with the original delivery; patrons will not be charged for return postage.
- 5. Discontinuation of Services
  - A. A patron's eligibility for *Media by Mail* services may be periodically reassessed and discontinued if the patron's eligibility expires.
  - B. Services may also be temporarily suspended for the following reasons:
    - i. Items are continuously returned damaged.
    - ii. Items are continuously lost.
    - iii. There is evidence of a pest infestation. In the event that there is evidence of a pest infestation, the patron will be notified and services will be suspended to give the patron time to remediate the infestation and show proof that the infestation has been remedied per the library's Bed Bug & Pest Control Policy (MGT-09).
  - C. Once a patron's account is returned to good standing, *Media by Mail* services may resume so long as the patron is still eligible.

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Approved: June 24, 2025.  
Van Buren District Library Board of Trustees