



County of SLO Public Libraries

ADULT SERVICES DEPARTMENT LIBRARY BY MAIL POLICY

County of SLO Public Libraries provides a full range of collections, resources and services for people visiting the Library. However, some senior residents of our community may not be able to visit one of our 14 library locations or use the library through traditional service methods. To provide access for these individuals, a Library by Mail (LBM) service and policy has been established by the Adult Services Department to ensure that homebound seniors are able to access library materials.

The administration of the LBM service to homebound seniors consists of: patron intake, readers' advisory and selection of materials, secure packaging, pre-paid postage to and from the patron's residence, and delivery by USPS to seniors. This service is free.

The purpose of the Library by Mail Policy is to establish clear criteria for eligibility of LBM services. It is recognized that homebound service is labor intensive, that postage paid materials are costly, and LBM should be reserved for those who are truly in need of it. Individuals eligible for LBM service and library materials eligible for shipment are outlined in this document.

1. County Library cardholders age 60+ residing within the library's service area (Arroyo Grande, Atascadero, Grover Beach, Morro Bay, Pismo Beach, San Luis Obispo, and the unincorporated areas of SLO County) without a way to get library materials due to transportation constraints or lack of a proxy borrower.
2. Seniors living a skilled care facility receiving library outreach services are not eligible for LBM.
3. LBM shipments are priced using the Library Mail rate set by the USPS and include content and eligibility standards. Library materials that are eligible for Library Mail rate include books (regular print and large print), Periodicals, DVDs, Music CDs, and Audiobooks on CD. Media Mail and Library Mail are not sealed against postal inspection. Regardless of physical closure, the mailing of articles at Media Mail or Library Mail prices constitutes consent by the mailer to postal inspection of the contents.
4. Postage is prepaid for the return of items back to the library. Since the postage is based on weight, patrons may not include additional items in the LBM pouches for return.

Residents who are unable to read or use standard print materials due to temporary or permanent visual or physical impairment such as low vision, blindness, or manual disability, may also apply for services from the [Santa Barbara Center Braille Institute](#).

Materials shipped as LBM include the same circulation and renewal policies as items checked out in person. The library does not charge fines on materials, but lost or non-returned items will be charged to patron accounts.

For additional information on LBM, please visit our FAQ's on the [Library by Mail](#) page at [slolibrary.org](#).