

St. Johns County Public Library System

www.sjcpls.org



Policy Title: Books by Mail Service

Effective Date:

Approved by LAB: May 8, 2019

Approved by BCC: November 19, 2019

Books by Mail (BBM) offers Library patrons an opportunity to request and borrow items from the St. Johns County Public Library System (SJCPLS) collections and receive them at home through the U.S. mail. Books by Mail consists of two different types of services geared toward specific customers. Standard Books by Mail service is available to all St. Johns County residents, reciprocal borrowers and paid non-resident borrowers holding a SJCPLS library card in good standing. Free Homebound Books by Mail service is available to patrons who are unable to leave home because of temporary or permanent disability, and hold an SJCPLS card in good standing. Applications for either service are available at the public service desk of any SJCPLS branch or fill out a request form online on the Library website www.sjcpls.org.

Standard Books by Mail service

Library materials are mailed to the patron's home address free of charge in mailing pouches. The patron can either return the items to any branch location (or book drop) free of charge, or mail them back to the library by paying US Postal Service (USPS) Book Rate postage. Library patrons must complete a Books by Mail application to begin using this service. This document is available on the Library website www.sjcpls.org.

Free Homebound Books by Mail service

Requested items are mailed to the patron's home address free of charge in a special *Free Materials* pouch. The patron returns the materials in the *Free Materials* pouch through the USPS free of charge. Library patrons must complete a Books by Mail Application and a Certificate of Eligibility to begin using this service. Both documents are available on the Library website www.sjcpls.org.

Registering for Books by Mail Service

Books by Mail service is available to St. Johns County residents, reciprocal borrowers and paid non-resident borrowers holding a SJCPLS library card in good standing. The patron must submit certification of visual impairment or physical inability to come to the library to register for Free Homebound service.

Material Checkout

Most books, audiobooks (CDBs and MP3s) and DVDs are available for checkout to BBM patrons. Oversized materials are not available to Books by Mail patrons due to the risk of damage during the mailing process. Patrons may check out a maximum of 35 items per library card. Items may be renewed a maximum of 2 times unless there is a hold placed on an item by another borrower.

Books by Mail Patrons are eligible for *in network* Inter-Library Loan requests (ILL). All SJCPLS patrons are restricted to 10 ILLS at any given time during any stage of transaction.

New Adult Fiction and New Non-Fiction print: limit 10 books per card

New/High Demand DVDs: limit 10 titles per card

Books and Audio Books (CDBs and MP3s): checkout period 4 weeks; DVDs older than 6 months: checkout period 4 weeks

New DVDs: checkout period 2 weeks

Imposition of Fees

Book by Mail Patrons shall return items in the same condition in which they were received. The Patron assumes responsibility for any damages that may occur during the use of library materials.

If items are not returned, including mailing pouches; are returned damaged; or are lost; the Patron is subject to replacement charges and/or revocation of borrowing privileges. *The Library is not liable for damage to machines used to play or view non-print items.*

The most recent schedule of Fees, Fines, and/or Charges is posted on the library website at www.sjcpls.org.

Households with multiple cards

Each card in good standing can be used to request materials through Books by Mail so multiple members of the same household are eligible for the service. Materials checked out by Books by Mail Patrons in the same household can be returned in the same mailing pouch(es).