



## Library at Your Door Policy

The following policies govern the Humboldt County Library's Library at Your Door delivery service.

### Eligibility

- Permanent Humboldt County Library card holders without any fines, who live within five miles of the Eureka, Arcata, McKinleyville or Fortuna libraries are eligible to receive delivery service.
- Patrons must have a dry and covered location accessible for delivery, i.e. covered porch or covered stepway. It must be open with no closed gates, and safe without any loose animals.

### Application

Patrons can fill out an application through one of the following ways:

- By filling out the [LYD online application form](#).
- By visiting the Eureka, Arcata, McKinleyville or Fortuna branch to pick up and submit a paper form.
- For those with accessibility limitations, give the library at your door a call at 707-269-1954 to receive a mailed printed application form with a prepaid envelope.

Once the LYD coordinator receives the completed application form, the LYD coordinator will be in touch with the patron to know what library materials they want and to schedule the first delivery.

## Requesting Materials

- There is a 5-item limit per delivery.
- Some items may not be suitable for delivery due to size and condition, some exceptions include Reference materials, which are for “in-library use only”.
- To request library materials, please call 707-269-1954 or email [LYD@co.humboldt.ca.us](mailto:LYD@co.humboldt.ca.us)

## Materials

Patrons can borrow 5 items total per account of any of the following formats.

- Books
- Audiobooks on CD
- DVDs

## Loan Periods

- 4-week loan period for books, CDs, and Audiobook CDs.
- 1 week loan period for DVDs.
- Overdue fines are not charged at this time.

## Delivery

- Library at Your Door is contactless, which means the requested materials will be dropped off at your doorstep, and no personal hand-off is required.
- Deliveries are made at the request of the patron. To schedule a delivery call 707-269-1954.
- Deliveries are made once per week and may be subject to cancellation or change based on weather or other unforeseen factors. In the event of a cancellation, the delivery driver will give patrons as much notice as possible.
- Materials are delivered in a library issued tote bag that is checked out to patron’s account. Items to be returned should be placed in the same tote bag for pick-up. The replacement fee for a lost or damaged tote bag is **\$25.00**.

## Delivery Schedule

- Arcata and McKinleyville - Wednesdays between noon and 2 p.m.
- Fortuna - Thursdays between noon and 2 p.m.
- Eureka - Fridays between noon and 2 p.m.

## Renewals

- You may ask for renewal via telephone during operating hours at any branch (please call or check the website for branch hours) or renew via the online catalog by logging on to your personal account with your library card.
- Library materials may be renewed twice, unless there is a hold request for the item.

## Returns

Library at Your Door will not pick up materials without drop-off. Returns will only be picked up if there is a delivery requested. Once a delivery has been scheduled with the library at your door coordinator place your returns outside your front door on delivery day in the provided tote bag. LYD will take your returns and drop off your new items in the same location.

If a patron cancels service for any reason, it is the patron's responsibility to return materials back to the nearest branch.

## Lost or Damaged Materials

Replacement fees for lost or damaged materials are enforced. Damaged library materials will result in a charge to your account based on the library's materials policy. Lost materials will result in a charge to your account, which includes the cost of the book and a processing fee.

Once a delivery of library materials is made, it is the responsibility of the patron to ensure that the delivered materials are treated responsibly and returned in the same condition. In addition to fees, failing to do so may result in being removed from the Library at Your Door Program.

The replacement fee for a lost or damaged tote bag is **\$25.00**.

For any other inquiries or information please contact the Library at Your Door team directly:

[LYD@co.humboldt.ca.us](mailto:LYD@co.humboldt.ca.us) or 707-269-1954