Eligibility for Homebound services is determined on an individual basis through a personal interview, which evaluates the need for such service and the availability of other sources (family members, social agencies, etc.) to assist in the provision of library service. Reading preferences and formats are also determined at the personal interview. After eligibility is confirmed, service is initiated as the Outreach department schedules and staffing permit.

Trained library staff selects materials based on the individual’s preferences. A wide variety of materials in alternate formats designed to meet the special needs of disabled individuals are available through Homebound services. Homebound patrons have full access by request to all circulating materials owned by the RCPL system and to NC Cardinal materials. The Outreach staff acts as a liaison between the Library’s Reference Department and the homebound patron to insure that these patrons have full access to the library’s information resources.

Materials are transported to homebound individuals, long-term care facilities, and other senior citizen’s organizations on a monthly basis except during holidays or inclement weather. Missed stops will not be rescheduled and materials due for return will be automatically renewed.

The Outreach Department acts as a liaison between the State Library for the Blind and Physically Handicapped to facilitate the delivery of materials from that agency to individuals meeting eligibility requirements for those services.