

## **Bracknell Forest Library and Information Service**

### **Home Library Service for housebound customers**

#### **What is the Home Library Service (HLS)?**

The HLS is Bracknell Forest Libraries' service for housebound customers. We provide a delivery and collection service for books, story cassettes/CDs and other library loan items to customers unable to visit our libraries in person.

#### **Who is eligible for this service?**

The service is available to persons living in the Bracknell Forest area who for physical or mental health reasons are unable to use our libraries. For example, this might include persons who are visually impaired or those with mobility difficulties. It may also include persons with conditions such as agoraphobia or claustrophobia.

#### **How does the HLS work?**

When you join the HLS we will discuss with you what you like to read. We will then select books or spoken word items for you according to your preferences or requests. This means that you can ask for specific books, or tell us what type of items you want to receive (e.g. particular authors, genres or subjects).

You will be visited every two or three weeks on the same day of the week, at about the same time. You will either be visited by a member of HLS staff or by one of our volunteers. You will be introduced to your volunteer before they visit you for the first time.

You can expect to be visited by the same person each time. If for any reason someone else will be visiting instead we will notify you in advance.

#### **What if I haven't finished with the books when you visit?**

Just let your volunteer or HLS staff member know as it is usually possible for you to keep the items until the next visit.

#### **If I don't need a visit how do I cancel it?**

If you know in advance you can let us know at an earlier visit, alternatively you can phone the HLS directly on 01344 352406.

#### **Does it cost anything to join?**

No, it is completely free to become an HLS user and you will not be liable for any fines, hire charges or request fees.

#### **How can I apply for this service?**

You will need to complete an HLS application form which needs to be signed by either your Doctor or Health Visitor. Application forms are available from any Bracknell Forest Library or by telephoning the HLS on 01344 352406.

#### **If I have any questions or comments on the service who should I contact?**

For further information please contact:

Fiona Atkinson  
Community Services Manager  
Bracknell Library,  
Town Square,  
Bracknell.

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Tel. 01344 423149