

Home-based Services

Books by Mail and Designated Pick-Up Support for Portage District Library Members

Do you or someone you care for have difficulty getting to the library due to health challenges? Our Home-based Services program offers free delivery or pick-up support for eligible Portage District Library cardholders.

Who Can Use Home-based Services?

This service is available to:

- Portage residents or paying non-resident members with active library cards
- Individuals aged 16 or older who have cognitive, mobility, or health-related challenges and are unable to visit the library
- Applicable situations may include long-term illness, recovery from injury or surgery, limitations imposed by cognitive and/or physical abilities, or other serious health conditions

Please Note: Reciprocal borrowers are not eligible for Home-based Services.

What Are My Options?

There are a few ways to receive library materials through Home-based Services:

Books by Mail

Library items are mailed to your home once a month, and a pre-paid return bag is included so you can send items back easily.

Designated Pick-Up

Choose a trusted friend, family member, or caregiver to pick up your materials from the library on your behalf.

Digital Services

We also offer a wide variety of downloadable and streaming options, no mail or pick-up required. Enjoy eBooks, eAudiobooks, movies, and music from anywhere using your computer, tablet, or smartphone. Library staff are happy to help you get set up with these easy-to-use services, so you can start enjoying digital content at home right away.

What Can I Borrow?

Materials available through Home-based Services include:

- Regular and Large Print books (adult, teen, or children's)
- Audiobooks (CD, MP3, or Playaway)
- DVDs (movies and television)

Not eligible for mailing or pick-up through this service:

- Library of Things items
- Book Club kits
- Interlibrary Loan/MeLCat items

How Does Books by Mail Work?

Choose your items

Place holds by:

- Using the online catalog
- Calling the library
- Emailing our staff
- Asking us to choose items for you based on your interests

Receive your shipment

- Items are sent on a monthly basis.
- Once your items are ready:
- We package up to 3 books/audiobooks (or up to 4 items if DVDs are included).
- The due dates will be adjusted to allow for mailing time (6-week checkouts).
- Included in your pack will be a return shipping bag with pre-paid postage.

Send items back

- Place the materials in the return bag and hand them off to USPS. We cover the return cost.

- Optional: Fill out a ratings card included with your shipment to help us improve your selections!

How Do I Sign Up?

Fill out the form on the next page or online at <https://qrco.de/pdlhomebasedservices/>. You may return your completed form to any desk at the library or mail it to the Portage District Library c/o Home-based Services, 300 Library Lane, Portage, MI 49002.

Once we receive your application, a staff member will contact you within 7–10 business days to confirm eligibility and explain how to get started.

Important Notes:

- Home-based Services are free of overdue fines.
- You are responsible for returning, replacing, or reimbursing any lost or damaged items.
- Library materials are considered lost when they are 28 days overdue.
- Repeated loss or damage of items may result in suspension from the program.
- Cards must be in good standing to participate.
- The library is committed to protecting your privacy in accordance with the Library Privacy Act. However, please note that once items are mailed, the library cannot guarantee the privacy or security of materials while in transit through the postal system.

Questions?

Email inquires to at-home@portagelibrary.info or give us a call at (269) 329-4544.

Home-based Services Application

Date:

Person Initiating Request:

Name:

Address:

City:

State

Zip

Phone:

Email:

Birthdate:

Do you have an existing library card with PDL?

☐

Yes

☐

No

Library card Number:

Which Home-Based Services would you like to utilize?

Select all that apply.

☐

Books by Mail

☐

Designated Pickup

☐

Digital Library

Designated Pickup

If you wish to participate in the Designated Pickup program, please provide your designated pickup person's contact information below. If you do not wish to participate in this service, leave these fields empty.

Designated Person's Name:

Email:

Would you like a Readers' Advisor to select books for you?

If yes, the Outreach Coordinator will contact you to learn about your interests.

☐

Yes

☐

No