

# HOM - HOME OUTREACH BY MAIL

providing library items to homebound residents of Lincoln/Lancaster County



# How does it work?

HOM services sends out items ...

HOM Services staff checks  
in returned items and  
mails bag with new items.



Patron receives items.



Patron returns items  
to the library

Patron requests items ...



# Who can receive HOM Services?

- 1** To be qualified, the patron needs to attest that they are unable to visit the library in person due to a temporary or permanent disability.
- 2** The patron needs to be a resident of Lincoln or Lancaster County.

# Rules:

**1**

While utilizing HOM Services, HOM Patrons may not come in to the library to check out items.

**2**

The maximum limit checked out to a HOM patron is 5 items, or what will fit in a single blue bag.

**3**

Items need to be returned in the blue bag by mail.

**4**

Items will be checked out for three weeks at a time, including DVDs. Items can be renewed up to 4 times.

**Occasionally, patrons  
will return bags to a  
branch, rather than  
sending by mail.**

**If that happens, please  
place the whole bag in  
delivery**

**and HOM services staff  
will take care of it when it  
arrives.**

**Do you know someone who would benefit from HOM services?**

**Invite them to download and fill out the form on our website,**

**or call 402-441-8537 and leave a message,**

**or email [lchome@lincoln.ne.gov](mailto:lchome@lincoln.ne.gov)**

**Staff in HOM services will mail the form to them,**

**if they are unable to download themselves.**

# Application Form

## HOME OUTREACH by MAIL

Lincoln City Libraries  
Lincoln, NE



www.lincolnlibraries.org  
402-441-8500

Are you unable to visit the library in person due to a permanent or temporary disability? Lincoln City Libraries provides **Home Outreach by Mail** services to homebound patrons who would like to access library materials. We will mail books, CDs, DVDs, and/or magazines to your home at no cost to you.



CITY OF  
**LINCOLN**  
LIBRARIES

### Home Outreach by Mail Application Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Birthday      /      /  
\_\_\_\_\_

Lincoln City Libraries card  
number:

2304500 \_ \_ \_ \_ \_

If you don't have a card, check  
here:

(circle one)

I require/prefer/don't need  
materials in large print.

I attest that I am qualified for  
**Home Outreach by Mail**  
service as I am unable to visit  
the library in person because  
of a temporary or permanent  
disability.

\_\_\_\_\_  
(signature)

\_\_\_\_\_  
(date)

After we review your  
application, we will give you a  
call to discuss the items you  
would like to have sent in your  
first blue bag. If you have any  
questions, please contact  
HOM services.

402-441-8537

lclhome@lincoln.ne.gov

**402-441-8500**

**We have 101 active HOM patrons;**

**Most patrons request 5 items at a time  
and return their bags monthly.**

**We've packed as many as twenty bags in  
one day, but most days we handle 8-10.**



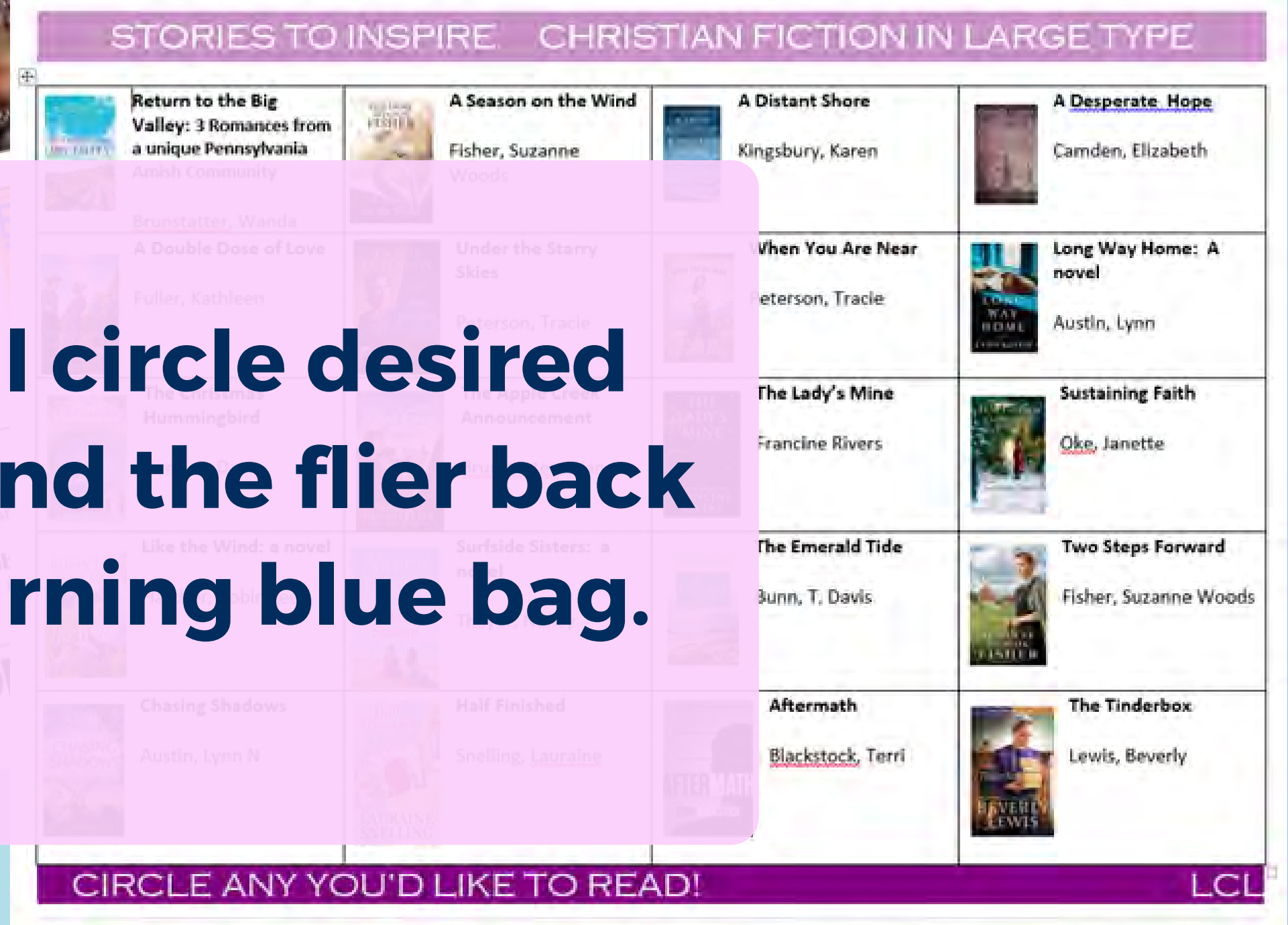
**In the past, HOM services staff would choose most of the books received by patrons.**

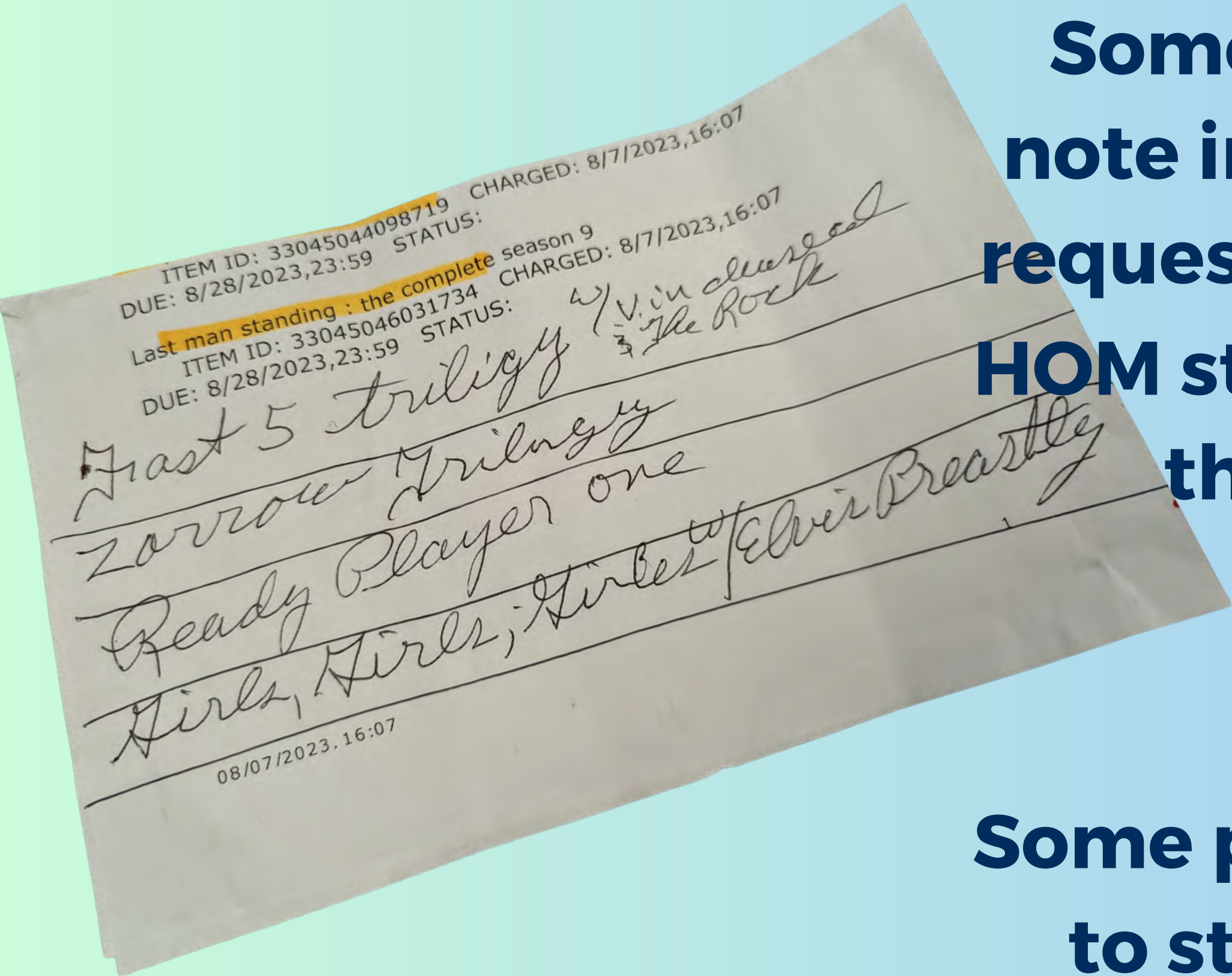
**Now, we are empowering patrons to make their own choices.**

# To make that easier, we sometimes send out fliers.



Patrons will circle desired items and send the flier back in their returning blue bag.





**Some patrons will send a note in their blue bags with requests for their new items. HOM staff will place holds on the items for them.**

**Some patrons will call to talk to staff about what they want next.**

**and that's where you can help:**

**If a HOM patron calls  
wanting to select some new items,  
YOU can ask them for titles and authors,  
and place holds on their account.**

**The only tricky part is making sure you choose EXT  
as the pick up location.**

**You can find a lot of information  
by looking at their account:**

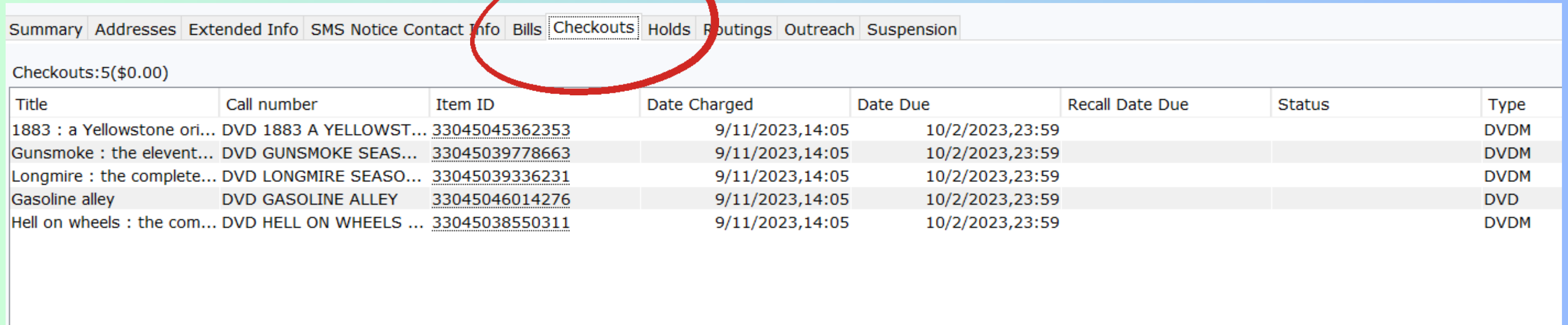
All HOM patrons will have (HOM) in their name.

You can search by just the first name and HOM,  
or the last name and HOM.

Display User \*  
Display User  
Alerts Notes  
Name: Name, Patron (HOM)  
Id: 2304500XXXXXX  
Profile name: HOME...

Alerts Notes  
Name: Name, Patron (HOM)  
Id: 2304500XXXXXX  
Profile name: HOME...  
Identify user  
User ID: 2304500XXXXXX  
Street:  
City, state:  
Zip:  
Email: lchome@lincoln.ne.gov  
Home phone:  
Summary Addresses Extended Info SMS Notice Contact Info Bills Checkouts Holds Routings Outreach Suspension  
Primary: 1  
Address 1  
Street City, state Zip Email Home phone  
lchome@lincoln.ne.gov

Look at their account-- if they have items checked out, that means their blue bag has not been checked in yet.



The screenshot shows a library account interface with several tabs: Summary, Addresses, Extended Info, SMS Notice Contact Info, Bills, Checkouts, Holds, Routings, Outreach, and Suspension. The 'Checkouts' tab is highlighted with a red circle. Below the tabs, it displays 'Checkouts:5(\$0.00)'. A table lists the checked-out items with columns for Title, Call number, Item ID, Date Charged, Date Due, Recall Date Due, Status, and Type.

Title	Call number	Item ID	Date Charged	Date Due	Recall Date Due	Status	Type
1883 : a Yellowstone ori...	DVD 1883 A YELLOWST...	33045045362353	9/11/2023,14:05	10/2/2023,23:59			DVDM
Gunsmoke : the elevent...	DVD GUNSMOKE SEAS...	33045039778663	9/11/2023,14:05	10/2/2023,23:59			DVDM
Longmire : the complete...	DVD LONGMIRE SEASO...	33045039336231	9/11/2023,14:05	10/2/2023,23:59			DVDM
Gasoline alley	DVD GASOLINE ALLEY	33045046014276	9/11/2023,14:05	10/2/2023,23:59			DVD
Hell on wheels : the com...	DVD HELL ON WHEELS ...	33045038550311	9/11/2023,14:05	10/2/2023,23:59			DVDM

This is a good time to place holds!  
It will give us time to gather their items while their bag travels back to the library.

Summary Addresses Extended Info SMS Notice Contact Info Bills Checkouts **Hold**s Routings Outreach Suspension

Total holds:13

Title	Item ID	Level	Status »	Placed	Pickup at	Pickup by	Suspended	Unsuspen
Yellowstone : seas...	33045046035339	TITLE	(available)	8/18/2023	EXT	11/15/2023		
Gunsmoke : the fo...	33045042694600	TITLE	(Suspended)	6/9/2022	EXT		6/9/2022	
Gunsmoke : the fo...	33045042694626	TITLE	(Suspended)	6/9/2022	EXT		6/9/2022	
Gunsmoke : the fif...	33045041944030	TITLE	(Suspended)	6/9/2022	EXT		6/9/2022	
Hell on wheels : se...	33045040424729	TITLE	(Suspended)	6/9/2022	EXT		6/9/2022	
Hell on wheels : se...	33045040541472	TITLE	(Suspended)	6/9/2022	EXT		6/9/2022	
Longmire : the co...	33045041265352	TITLE	(Suspended)	6/9/2022	EXT		6/9/2022	
Longmire : the sixt...	33045042690509	TITLE	(Suspended)	6/9/2022	EXT		6/9/2022	
Uncharted	33045046011801	TITLE	(Suspended)	10/12/2022	EXT		10/12/2022	
Gunsmoke : the t...	33045042694436	TITLE	(unavailable)	6/9/2022	EXT		6/9/2022	9/16/2023
Hell on wheels : th...	33045039423872	TITLE	(unavailable)	6/9/2022	EXT		6/9/2022	9/16/2023
Longmire : the co...	33045040448660	TITLE	(unavailable)	6/9/2022	EXT		6/9/2022	9/16/2023
Wagon train : the ...	33045037863871	TITLE	(unavailable)	6/9/2022	EXT		6/9/2022	9/16/2023

**Items with a pickup by date are ready to be sent in the patron's next bag.**



Summary | Addresses | Extended Info | SMS Notice Contact Info | Bills | Checkouts | **Holds** | Routings | Outreach | Suspension

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Longmire : the sixt...	33045042690509	TITLE	(Suspended)	6/9/2022	EXT		6/9/2022	
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**NOTE: Pickup location for HOM items is EXT.**



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**Suspended items have been chosen by staff or patron.**

**They form a pool of items that can be accessed quickly to fill requests.**

Each morning the mail delivers a stack of blue bags. Outreach staff empties the bags and then packs items to send out.

Mail goes out at 11, so some days we really need to hustle to get everything ready to go!



**Patrons sometimes call to ask where their bag is. It could be that the bag is just delayed in the mail, or their choices are in long hold queues.**

**If they have sent a list of items that needs to be researched, this also can hold up their bag's return.**

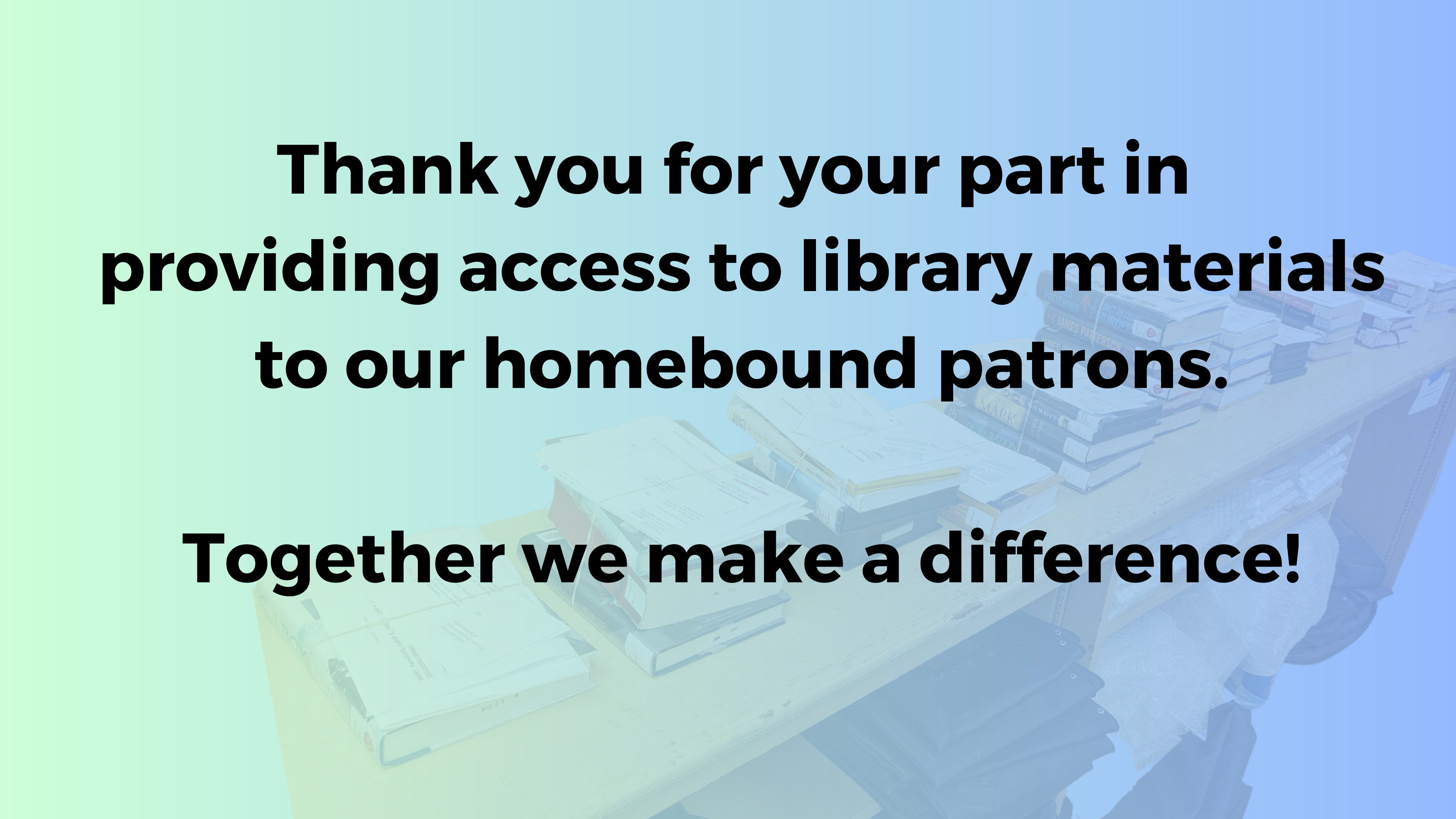


**We try to return the bag as quickly as possible.**

**With your help, we can supply the items they want!**

**Receiving HOM service bags really makes a difference to someone who can't get out to retrieve library materials.**





**Thank you for your part in  
providing access to library materials  
to our homebound patrons.**

**Together we make a difference!**