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Homebound Reference: Serving Homebound Users with Disabilities

The needs of most remote users who are homebound due to disability or long-term medical condition can be served by the general and specific guidelines above. However, if a user informs reference staff that they need help beyond basic reference service and that their disability makes it impossible for them to come to a library, [Access Services](#) staff may be able to provide additional assistance.

Access Services staff will work with the user through the reference and research process and may fax or mail more than 10 pages of materials to users. In accordance with basic guidelines, Access Services staff will not draw conclusions or synthesize research for the user. Reference librarians can refer users to the librarian in [Friends for Life/Homebound Services](#), the [Library for the Blind and Print Disabled](#) Program Manager or the Access Services Manager. When these librarians feel it is appropriate, they may refer a homebound user to a subject specialist for an in-depth reference interview and then work with the specialist to find appropriate materials which may be sent to the user.

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