

Delafield at Home Policy

I. Mission

The Delafield Public Library provides home delivery of materials to patrons who cannot visit the library in person. Home delivery is provided for patrons living in the Delafield Public Library service area, which includes the City and Town of Delafield, Dousman, Wales, and Nashotah.

II. Home Patron Definition

- a. Broadly defined, a person may be considered a home patron if he/she meets one or more of the following conditions:
 - i. He/she has difficulties leaving home.
 - ii. He/she is confined to home for medical reasons.

III. Application

- a. Patrons wishing to set up home delivery of library materials must complete an application, including the patron's name, library card number, home address, and phone number, etc.
- b. Any patron unable to complete a written application can contact the library for assistive services (e.g., application by phone); or allow a designated caregiver/family member/care partner to complete the form.

IV. Ordering Materials

- a. Home patrons may order library materials using their online account or by phone.
- b. If a home patron is on the holds queue for an item, the item will be delivered at the next delivery date after it becomes available for that patron.
- c. Home patrons may not request library materials that are not holdable (e.g., Browsing Items).
- d. Items requested by home patrons will be held at the circulation desk until the next delivery date.

V. Delivery and Pick-Up of Materials

- a. Materials are delivered and picked up every 6 weeks by a member of library staff; or may be picked up and returned to the library by a designated representative of the home patron (e.g, spouse, caregiver, care partner, other family member).
- b. Home patrons must choose one of three set days/times for delivery services. If a home patron is unable to accept delivery or pick-up, he/she must notify the library at least 24 hours in advance.
 - i. Mondays 12:30pm-2pm
 - ii. Wednesdays 10am-12pm
 - iii. Fridays 10am-12pm

- c. Home patrons will be asked to initial a delivery receipt form for verification purposes when their items are delivered and when they are picked up.

- VI. Designated Representatives
 - a. Home patrons must note their designated representative on the application along with the representative's contact information.
 - b. Designated representatives must provide photo identification when picking up the home patron's items.

- VII. Loan Periods and Fines
 - a. All items checked out to home patrons circulate for 6 weeks, with one exception:
 - i. The loan period for new release and/or high demand items from libraries other than Delafield Public Library is 3 weeks only.
 - b. Late fines are waived for home patrons.
 - c. Fees associated with lost or damaged items will be assessed per library policy.

Adopted by Library Board of Trustees