



Home Delivery Service Guidelines

ELIGIBILITY

Patrons qualify for the service if they are unable to access the library due to a temporary (3 weeks or more) or permanent disability, injury, or illness. Physician certification is not required. Disability may include frailty due to age. Patrons must be over 18 years of age and reside within the St. Francis city limits. Patrons are not eligible if they live in a facility that participates in the St. Francis Mobile Library Service. Patrons under house arrest or other legal restrictions are ineligible for this service.

REQUESTING MATERIALS

Unless you specified differently, books and other items will be chosen or you based on the preferences you indicated on your application form and during the intake interview. You will also be given a form at each delivery for additional requests. Phone requests are available within one week prior to your scheduled delivery date by calling the library at (414)481-7323 and speaking with a librarian. All eligible items must be owned by and currently on the shelf at the St. Francis Public Library. Unfortunately, we are unable to place or deliver holds on materials.

EXCHANGING MATERIALS

You will have a scheduled date and time for a staff member or volunteer to deliver your materials and pick up items that you are returning. Your items will be delivered in a designated library bag. A staff member or volunteer will make a reminder call prior to your scheduled delivery. When it is time to exchange materials, please place all returning items in the library bag, along with your request slip for the next delivery. The exchange of materials will take place at the door; staff may not enter your home. Please be sure to have any ice or snow cleared from your walkways and stairs prior to delivery and make sure any pets are properly restrained. If the delivery area is inaccessible, delivery will not be made. If you have a conflict and cannot be home at the scheduled delivery time, you must notify the library at least 24 hours in advance and arrange an alternate delivery date.

OTHER INFORMATION

- You are limited to 10 items, which must be owned by the St. Francis Library. Available items are books, large print books, audiobooks, DVDs, and CDs. DVDs and CDs must no longer have a "new" status.
- Your library card status will be changed to "Home Delivery Patron". During the time that you are using the service, we ask that you not place holds online as we are unable to deliver those items in a timely manner.
- You will still be able to access online resources and downloadable titles with your library card.
- You will be responsible for checking the items in the delivery bag against the receipt and notifying the library immediately if there is a discrepancy.
- Repair or replacement fees will be charged for damaged or lost items.
- Three or more missed deliveries will be cause for cancellation of service.
- It is your responsibility to contact the St. Francis Library if you no longer require the service.
- The attached Home Delivery Service Agreement must be signed and returned at or before the first delivery of materials.