



Home Delivery Service Policy

The St. Francis Public Library Home Delivery Service provides the delivery of library materials to residents who are physically unable to come into the library due to a temporary or permanent disability.

Eligibility:

- Patron must be at least 18 years old, live within the St. Francis city limits, and have a valid library card.
- Patron may not be under house arrest or any other legal restrictions.
- Patron must certify that they have a temporary or permanent disability that prevents them from visiting the library. A temporary disability is defined as one that is of 3 or more week's duration. The disability can be a physical disability or injury, an illness, or frailty due to age. A doctor's certification is not required.
- Patron must complete the required application/interview process and sign the Home Delivery Service Agreement.

Checkout and materials guidelines:

- Deliveries will occur once per month.
- Patrons are limited to 10 items per delivery. Materials must be owned by the St. Francis Public Library and must be currently available for checkout. Patrons may receive books, audiobooks, CDs, and DVDs. DVDs and CDs must no longer have "new" status.
- Items will be checked out to the patron for approximately one month. The due date will be the next scheduled delivery date.
- The patron will be responsible for any lost or damage fees for items received.
- The patron must check the items delivered against the receipt and notify the library immediately if there is an error.
- Holds may not be placed or delivered while the patron is participating in this program.
- Friends/relatives of the patron may not use the patron's card to place holds or check out physical items from the library.
- The patron will be able to use their card to access online resources and downloadable materials.

Privacy:

- The patron agrees to allow the library to keep a list of all items checked out to the patron while they are using the service. The library may share that information with the patron's emergency contact, if the need arises.
- The library agrees to delete the list of checkouts when the patron is no longer participating in the service.

Other requirements:

- The patron must be home to receive the delivery. If they have a conflict, they should contact the library at least 24 hours in advance.
- The patron must keep the sidewalks and driveways clear of snow, ice, and debris so that items can be safely delivered.
- The patron must keep any pets restrained while the delivery is being made.
- The service will end once the patron no longer requires the service or is no longer able to abide by the service rules.
- The library reserves the right to terminate the service.