

# PAULINE HAASS PUBLIC LIBRARY

## **POLICY: Home Delivery Service**

Approved by Library Board: December 15, 2021

Home Delivery is a contactless delivery service where library volunteers deliver and pick up library materials for those who are eligible to participate in this program. Home Delivery Service availability is subject to change based on the availability of volunteers, the weather, and other extenuating circumstances.

### **Eligibility**

To be eligible for this service, participants must: 1) live within the Pauline Haass Public Library service area, 2) lack dependable transportation, **and** 3) meet at least one of the following:

- Possess a permanent or temporary medical mobility limitation
- Be confined at home due to illness, injury or pregnancy

Any participant who breaks the Home Delivery Service Agreement will be terminated from the service.

### **Apply**

The Home Delivery Service Application & Agreement must be completed and signed. Once your application has been received, residency has been determined, and a volunteer is available, the library will reach out to you to set up your Home Delivery Service-only library card and delivery schedule. If you are unable to complete a written Home Delivery Service application, please contact the library for assistance.

### **Library Card**

While you are enrolled in Home Delivery Service, you will only be able to receive library materials through this service. You will still have full access to all digital resources including e-book and e-audiobook access via Libby and OverDrive. If you don't have a library card, we will work with you to set up a Home Delivery-only library card. If or when you no longer require Home Delivery service, your library card will be converted to one with normal (in-person) borrowing privileges.

### **Delivery & Pickup**

Items will be delivered to your home every 4 weeks or otherwise scheduled as needed. At the time of delivery, the volunteer will also pick up your materials to be returned to the library. These items will be left outside your door in a special bin provided by Pauline Haass Public Library to protect the materials from weather and to help ensure contactless delivery and pickup. If a delivery time needs to be canceled or rescheduled, 24 hours' notice is required. You will need to be home at the time of delivery. Confirmation of receipt is required in order to leave materials.

For everyone's safety, volunteers are not allowed to enter your residence. If you need help moving library materials, you will need to arrange for someone to assist you. If you have any questions, please *do not* ask the volunteer. Please call the library at 262-246-5181 before your delivery date and library staff will help you.

Walkways must always be cleared for access and any pets must be contained in your home at the time of delivery, or your items may not be delivered.

### **Materials**

On your application you will provide information about your interest in books, DVDs, music CDs and magazines. You can receive a maximum of 10 items per month. You are welcome to request specific items each month. Please submit your requests to library staff. Library staff and volunteers can also help select materials based on your interests. Books, including large print books and audiobooks, may be eligible for renewal. Popular items with extensive holds lists are not available for Home Delivery.

### **Fines & Fees**

The Home Delivery Service is free. Generally there are no late fees, but we reserve the right to charge late fees if items are continually kept past their due date. If an item is lost or damaged (including the Home Delivery bag and bin), the participant may be charged with a replacement cost.

### **Emergency Contact**

All participants are required to list an emergency contact.

### **Ending Service**

If you are moving outside of the Pauline Haass Public Library service area, or you are no longer in need of this service, you must let our staff know so we can update your account and assign our volunteer to another Home Delivery participant.

### **Home Delivery Service Volunteers**

Volunteers delivering items to your home are required to go through a background check. Volunteers are also interviewed and trained by library staff.



PAULINE HAASS  
— PUBLIC LIBRARY —

## Home Delivery Service Application & Agreement

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LAST NAME

FIRST

MIDDLE

---

STREET ADDRESS

---

CITY/TOWN/VILLAGE

STATE

ZIP

(     )

   /     /

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PHONE NUMBER

DATE OF BIRTH *MM/DD/YYYY*

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EMAIL ADDRESS (optional)

Do you have a preferred first name? Please list it here: \_\_\_\_\_

EMERGENCY CONTACT \_\_\_\_\_

CONTACT PHONE \_\_\_\_\_ CONTACT EMAIL \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

- Do you currently hold a library card in Bridges Library System? **Yes -OR- No** (circle one)
  
- Is your Home Delivery Service request: **Temporary -OR- Permanent** (circle one)  
If temporary, how long are you in need of Home Delivery Service? \_\_\_\_\_
  
- Do you live in a: \_\_\_ **Single Family Home**     \_\_\_ **Apartment**     \_\_\_ **Condo**  
                  \_\_\_ **Other:**

- Can the entrance to your home be accessed from the outside? **Yes -OR- No (circle one)**  
If no, how can it be accessed? \_\_\_\_\_
  
- Do you have access to snow removal service during the winter? **Yes -OR- No (circle one)**
  
- Do you have any pets? \_\_\_\_\_

## HOME DELIVERY SERVICE AGREEMENT

By signing and submitting this application, I affirm that the above information is true and correct. I understand that I am not guaranteed Home Delivery Service by filling out this application, and I understand that the service is dependent on the availability of volunteers. I meet the eligibility requirements listed in the **Home Delivery Service Policy & Guidelines**, and I will notify the Library if I no longer require Home Delivery Service.

I authorize the Library to track my checkout history, to check out materials on my behalf, and, if necessary, share a list of checked out items with my emergency contact. I have read and will adhere to the **Home Delivery Service Policy & Guidelines**.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

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### Selection Preferences

How many items would you like to receive each delivery (limit of 10)? \_\_\_\_\_

#### What do you like to read?

**Format:** What format(s) would you like? Please check ALL that apply.

\_\_\_\_ REGULAR PRINT BOOK      \_\_\_\_ LARGE PRINT BOOK      \_\_\_\_ PAPERBACK ONLY  
\_\_\_\_ HARDCOVER ONLY      \_\_\_\_ CDBOOK      \_\_\_\_ PLAYAWAY      \_\_\_\_ MAGAZINES

**Fiction:** Place a check next to the genre(s) you are interested in. Please check ALL that apply.

\_\_\_\_ CLASSICS      \_\_\_\_ FANTASY      \_\_\_\_ GENERAL FICTION      \_\_\_\_ HISTORICAL  
\_\_\_\_ MYSTERY      \_\_\_\_ ROMANCE      \_\_\_\_ SCIENCE FICTION      \_\_\_\_ SHORT STORIES  
\_\_\_\_ SUSPENSE/THRILLER      \_\_\_\_ WESTERN      \_\_\_\_ OTHER (PLEASE LIST)

**Nonfiction:** Place a check next to the genre(s) you are interested in. Please check ALL that apply.

\_\_\_\_ ART      \_\_\_\_ BIOGRAPHY      \_\_\_\_ FOOD      \_\_\_\_ GARDENING  
\_\_\_\_ GOVERNMENT      \_\_\_\_ HEALTH      \_\_\_\_ HISTORY      \_\_\_\_ POETRY  
\_\_\_\_ PSYCHOLOGY      \_\_\_\_ RELIGION      \_\_\_\_ SPORTS      \_\_\_\_ TRAVEL  
\_\_\_\_ OTHER (PLEASE LIST)

**Authors:** Are there any specific authors you enjoy? List below.

**Magazines:** If you would like to receive magazines, are there any titles or subjects you enjoy? List below.

**Would you like to receive movies? Yes -OR- No (circle one)**

**Format:** If yes, what format(s) would you like for movies?

\_\_\_\_\_ BLU-RAY

\_\_\_\_\_ DVD

What genres do you enjoy for movies? List below.

**Would you like to receive music CD's? Yes -OR- No (circle one)**

If yes, what genres or artists do you enjoy for music? List below.