

## HOME DELIVERY SERVICE POLICY

*Because we value access to materials, and care for all patrons, we desire to actively connect those who cannot physically come to the library to resources and opportunities for their learning and enjoyment.*

The Home Delivery Service at the Morton Public Library District (MPLD) provides library services to individuals who are residents within district boundaries and are unable to physically come to the library. Home Delivery is offered to residents who are confined to home temporarily or permanently. . In most circumstances, if a patron drives, he/she would not be considered eligible for home delivery. This service is open to all ages.

Home delivery services are provided at no cost to the patron. Patrons must be a resident of the Library District and have a current, unencumbered, library card. If the patron does not have a library card, an application can be filled out and a staff member will contact the applicant regarding our delivery services and policy.

Applications for Home Delivery can be accessed on our website, picked up at the library, filled out over the phone with a staff member, or filled out in person at time of initial service. Applicants who apply online or over the phone must provide identification at the time of initial service/delivery.

Patrons can apply for service by calling the library or applying online. Once the patron has applied, a staff member will contact the applicant to explain how to request books and other materials, as well as help with suggestions based on the application.

Materials will be delivered to and picked up from each participant's residence by library staff. Participants will be charged with the replacement cost for materials that are lost or damaged while in their care. No fines will be charged. Library records, by law, are confidential and cannot be released without a court order to anyone other than the person themselves. In signing up for this service, the applicant gives library staff permission to check out items to their card and to keep track of the titles they receive in order to ensure that they are not given duplicate titles. Patrons who do not want the library to track their checkouts may opt out of this service at any time. Please understand that opting out of this service may result in the patron receiving duplicate items.

Patrons requesting Home Delivery services must provide a safe and appropriate environment for staff members who make deliveries to their residences, and patrons must protect all library materials while in their custody. Staff will not provide assistance with activities of daily living or advice on financial or personal matters.

Staff may choose to not enter a home, leave a home immediately, and/or recommend suspension of Home Delivery service if any of the following conditions exist:

1. Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
2. Any person in the home harasses the library representative.
3. Any person in the home is engaging in illegal activity.
4. Any person in the home exhibits signs of illness that may endanger the health of the library representative.
5. The conditions of the home and/or property are unsafe or unsanitary.

MPLD has the right to terminate this service to any individual who does not meet the terms and requirements as defined above.

Approved July 12, 2017

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