



Whitewater
PUBLIC LIBRARY

HOME DELIVERY SERVICE POLICY

Through the Whitewater Public Library's Home Delivery Service, collection items will be delivered to city residents who are temporarily or permanently home due to disability or health problems. Senior citizens who are unable to drive may also qualify for Home Delivery Service.

The Home Delivery Service provides the opportunity for community members to enjoy the collections of the library without having to visit the library building. Whether it is books or magazines to read or audiovisual items to view or listen to, the library will arrange to have materials delivered to and picked up from a participant's home by library employees or volunteers.

The guidelines for this program are as follows:

1. The Whitewater Public Library loans a wide variety of print and non-print materials to Whitewater residents who qualify for this service. Specific types of materials are cited on the Application for Home Delivery.
2. All participants in the Service must be residents of the City of Whitewater. They also must complete an Application for Home Delivery form and return it to the library. The Home Delivery Coordinator will contact applicants after their completed form has been received to obtain additional information, if necessary, and to set up a delivery/pickup schedule. Residents who are confined to their homes due to house arrest or other legal restrictions resulting from criminal conduct are ineligible for Home delivery.
3. Participants will be listed as a Whitewater Public Library Home Delivery borrower. Their new card will be kept on file at the library and will replace their regular card. Participants will agree to activate their reading history and permit the Home Delivery Coordinator access to that history to aid in their selection of materials for the participant.
4. Participants in the program may not check out any materials in the library on their own. All items will be received through the Home Delivery Service. If at any time a participant is able to visit the library on their own with family/friends/caretakers, we ask that they do not attempt to check out their

- own materials. If they find a title they might enjoy, they should include the title or author on a note for the Home Delivery Coordinator who will try to include it in a future delivery.
5. Participants may borrow up to 30 items per delivery.
 6. Materials will be loaned for approximately 35 days to accommodate the delivery schedule. Renewals will be allowed only at the discretion of the Home Delivery Coordinator; one renewal will be allowed for Whitewater items that are not on hold for someone else; and no renewals will be allowed on items belonging to other libraries.
 7. Staff will generally select materials for each delivery by using the information supplied on the Home Delivery application.
 8. Materials will be delivered to and picked up from each participant's home. Materials should be ready for pickup by the delivery service on the due date. Please do not return materials by any other means. In the event of severe weather or other unforeseen circumstances, delivery may be rescheduled.
 9. If the participant is not going to be available at the scheduled delivery/pickup time, alternate arrangements should be made by calling the library at 262-473-0530 and asking for the Home Delivery Coordinator.
 10. Overdue fines are not charged for materials loaned under this service. However, please have items ready for pickup on the scheduled delivery/pickup day. Since program participants are responsible for items checked out on their card, please do not lend library books and audiovisual items to others. Participants will be charged the replacement cost for all materials that are lost and/or damaged while in their care. Library materials are considered lost when they are 30 days overdue.
 11. Some limits are placed on the level of library service provided to Home Delivery patrons.
 - a. Items from other library systems are not available through the Home Delivery Service.
 - b. There can be no more than one delivery/pickup day for any individual per month.

City residents as well as library patrons living outside the city limits may be eligible to apply for Service through the Wisconsin Regional Library for the Blind and Physically Handicapped. If needed, the Home Delivery Coordinator can help you establish this service.