

HOME DELIVERY POLICY

Adopted by C.A. Friday Memorial Library Board of Trustees: 11/5/2019

The Friday Memorial Library offers free Home Delivery Service to New Richmond area residents who are unable to get to the Library due to illness, disability or transportation limitations. Volunteers deliver books and other materials to participants every four weeks.

Participant Information

Who is eligible?

Home Delivery is available to those who:

- Reside within the New Richmond School District.
- Have health issues that prevent them from coming to the Library such as illness, disability or recovering from a medical procedure.
- Have transportation limitations.

What materials are available?

- Books
- Audiobooks
- DVDs
- CDs
- Magazines
- Launchpads

Home Delivery participants should:

- Complete the Home Delivery Service application/preference form and agree to all items stipulated therein.
- Understand that they are responsible for damage, or loss of library materials checked out to them during Home Delivery services.
- Understand that the library staff will select materials for use, check them out to the participant for a designated loan period, and that the Library will arrange to have a volunteer deliver the materials to their home on a scheduled basis.
- Further, understand that the volunteer assigned will be available only for scheduled visits to discuss library selections and delivery of materials. Volunteers will not provide assistance with activities of daily living or advice on financial or personal matters.
- Understand that the program is supervised by the library staff and that any problems or conflicts with the staff or volunteer are to be reported to the Library Director. Also, understand that the participant may become ineligible for this program if they do not abide by the guidelines set forth.
- Provide safe conditions and environment for any library volunteer delivering to their home.

Volunteer Information

Home Delivery volunteers should:

- Have an approved volunteer application on file.
- Support the importance and need for life-long recreational and educational reading for all people including those who cannot, or who find it difficult to, come into the library to make their own selections.
- Have an interest in assisting others in need.
- Be available to deliver library materials to the same participant(s) once every four weeks. This may take an hour or two on a day agreed upon by the Library, the volunteer and the participant. Library materials will be ready for pickup on the agreed upon date.
- Have their own transportation and be a licensed and insured driver.
- Follow instructions given at the time they begin as a volunteer with particular note of the policy of confidentiality regarding program participants' library material choices.

Checklist for volunteers:

- The participant will have an approved application/preference form on file before the first visit is made.
- Staff will give the volunteer the selected items, a due date receipt and a materials received form. Please have the participant verify all the materials on the receipt have been received. If everything is accounted for, both the participant and volunteer should sign the materials received form. This form will be kept in the participant's file at the library.
- All materials, unless requested otherwise, will be checked out for four weeks.