

LIBRARY HOME DELIVERY POLICY

Effective: DRAFT

Supersedes: Home Delivery Service Policy. June 1, 2023.

PURPOSE:

Madison Heights Public Library Home Delivery Service is available for mail delivery of library materials for residents unable to visit the library due to illness, disability, or mobility limitations.

Residents aged 50 and up who need assistance with transportation to the library, please reach out to the Active Adult Center at (248) 545-3464. Home delivery service is limited to people unable to travel.

RULES & REGULATIONS:

1. Home delivery participants will adhere to all library policies.
2. Home delivery applicants that do not yet have a valid Madison Heights Public Library card must apply for a card before applying for the Home Delivery Service.
 - a. Applications and renewals for home delivery participants must be completed via USPS mail.
 - b. Applications for minors must be completed by the minor's parent or legal guardian.
3. Once approved, Home delivery applicants will no longer be able to use in-person services at Madison Heights Public Library.
 - a. Library of Things, computers, and electronics are excluded from Home Delivery.
 - b. Home delivery participants are eligible for e-content materials such as ebooks, downloadable audiobooks, and streaming video, which can be found on the library website: <https://bit.ly/mhdigital-library>.
 - c. In-person use of the Madison Heights Public Library or another physical library location disqualifies a person from using Home delivery.
4. Materials and account information cannot be provided to a third party without the participant's permission.
5. Material must be returned by Home Delivery participants by the material's due date using the mailing container provided.
 - a. Items delivered to a participant are subject to lost and damage fees.
 - b. Some materials may be eligible for renewals on loan periods.
 - c. Participants are ineligible to receive additional materials if there are lost items or unpaid fees on their account.
 - d. Once all items are returned and any replacement fees have been paid, a participant is eligible to resume Home delivery.
 - e. Participants may not have more than two mailing containers checked out at a time.
6. Home Delivery Service can be stopped:
 - a. By participant request.
 - b. Due to ineligibility.
 - c. Due to violation of a library policy.
7. A person disqualified from Home Delivery may reapply after a one-year waiting period.