

# 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. This ensures that mail can be sent and received from the patron's address.
  - 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, as the program is intended for those unable to visit the 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.
  - d. Individuals may cancel Home Delivery and return to in-person use of the Madison Heights Public Library at any time.
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. While there is no waiting period for reapplication due to participant request, a person disqualified from Home Delivery due to ineligibility or a policy violation must wait at least one year before reapplication to the program.