

# Home Delivery

Menomonee Falls Public Library, with the help of our dedicated volunteers, offers home delivery service to individuals who are physically unable to visit the library, including the elderly, the disabled, and those who are temporarily incapacitated by illness, accident, or pregnancy. Our volunteers deliver to area retirement housing, assisted living communities, and private residences. Included in our routes are the Arboretum, Heritage Court, Menomonee Place, Messner Manor, Riverview Village, Village At The Falls, and Vista Pointe.

## How do I qualify?

To qualify for this free service, a Menomonee Falls community member must lack dependable transportation and meet at least one of the following criteria:

- Possess a permanent or temporary medical mobility limitation
  - Possess a significant cognitive impairment or a developmental disability
  - Be of fragile health
  - Be confined to bed rest due to illness, injury or pregnancy
  - Be deaf or visually impaired
- If you qualify, you can sign up to receive a delivery from the library once per month.

## How does delivery work?

Your assigned volunteer will deliver a bag of materials to you once per month on a pre-determined schedule, Wednesday through Saturday. You will be given a reminder call by your volunteer prior to the day that you both agree upon. If for any reason you won't be available on one of those 4 days, please notify the volunteer coordinator (262-532-8918) and/or your volunteer.

## What can I borrow?

Materials may include print materials such as books, large print books, magazines; DVDs, CDs, Audiobooks in CDBook or Playaway form, and digital talking books. These materials must be owned by Menomonee Falls Public Library.

## **Items that cannot be borrowed**

- Materials normally not available for checkout such as Reference and Historical Collection items.
- Home delivery participants are not eligible for Interlibrary Loan borrowing (materials owned by other libraries)

## **How we choose**

A volunteer selects the materials, based on the information you initially give us. Therefore, when signing up, please be as specific as possible. You may later choose to request certain authors, titles or subjects. What gets chosen will depend on availability at the time your delivery is picked off the shelf. If you wish to change your criteria please let us know by writing a note and including it with your return delivery.

## **How long may I borrow the items you bring me?**

The lending period through the homebound program is one month or until the volunteer's next visit.

## **May I renew the materials?**

If you would like to renew an item, please let your volunteer know, and they will contact Library staff to request a renewal. You will then be able to keep the material for another four weeks.

## **Fees**

The home delivery service is free. Typically there are no late fees. We reserve the right to charge late fees if you continually keep items longer than 4 weeks. You are responsible for any loss or damages to library materials you borrow. You would be charged the cost to replace the item.

## **May I come to the library to check out material?**

If at any time you find that you can visit the library on your own with family/friends/caretakers, we ask that you do not attempt to check out your own materials. Your card has been set up to allow your volunteer to check out materials on your behalf. If you are able to visit the library and find a title you might enjoy, please

include the title or author on a note with your next pickup and we will try to include it in a future delivery.

## **I have more questions, who can I ask?**

If you or someone you know is interested in receiving home delivery service or you have any other questions about the program, please contact Maggie Davis at 262-532-8918 or email [mdavis@menomonee-falls.org](mailto:mdavis@menomonee-falls.org).