

Home Service Policy

The Oconomowoc Public Library's Home Service provides home delivery and pickup of materials for patrons who cannot visit the Library in person.

Home Service Eligibility

- A person may be eligible for Home Service if they:
 - Are temporarily or permanently unable to visit the Library due to an illness, disability, or other qualifying circumstances
 - Do not live in a senior living facility that participates in Mobile Library Service
 - Live in the Oconomowoc Public Library service area, which in this case is defined as the boundaries of the Oconomowoc Area School District
- Persons under house arrest or other legal restrictions are ineligible to receive Home Service.
- A patron's repeated failure to abide by this policy and/or the "Home Service Guidelines" could result in termination of Home Service.

Application

- Patrons wishing to participate in Home Service must complete an application.
- Any patron unable to complete a written application may contact the Library for assistance or designate a person to complete the form on the patron's behalf.

Ordering & Renewing Materials

- Please see Home Service Guidelines for instructions.
- Some items, such as those with long hold lists and/or short loan periods, may not be available through Home Service.

Delivery & Pickup of Materials

- Please see Home Service Guidelines for instructions.
- Home Service patrons will be asked to initial a delivery receipt when their items are delivered and when they are picked up.
- Service availability is subject to change based on weather, availability of volunteers, and other extenuating circumstances.
- Patrons must cancel a scheduled delivery or pickup by 4 pm the day prior to the delivery.
- For the safety of all parties, volunteers are not allowed to enter patrons' homes. Rather, Library materials must be exchanged at the door.

Emergency Contact

- Home Service patrons must designate an emergency contact on their application.

Loan Periods & Fines

- Overdue fines are waived for Home Service patrons.
- Fees for lost or damaged materials will be assessed per the [Overdue Library Materials Policy](#).

Volunteers Must:

- Pass a City of Oconomowoc background check.
- Complete a volunteer interview and training.
- Provide proof of insurance that meets City standards.
- Sign a liability waiver indemnifying the Oconomowoc Public Library and the City of Oconomowoc against any injury or loss.

Exceptions to the Home Service policy may or may not be granted at the discretion of the Library Director.