

## Home Delivery Service

# Can't come to the library? Let us bring the library to you!

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The Pauline Haass Public Library is pleased to introduce a home delivery service for those who are physically unable to visit the library. In keeping with COVID-19 restrictions and precautions, this is a contactless delivery service. Once per month, library volunteers deliver and pick up library materials for those who are eligible to participate.

## Who can participate?

To be eligible for this service, participants must: 1) live within the Pauline Haass Public Library service area, 2) lack dependable transportation, and 3) meet at least one of the following:

- Possess a permanent or temporary medical mobility limitation
- Be confined to bed rest by a doctor due to illness, injury or pregnancy

The [Home Delivery Service Policy/Application & Agreement](#) must be read, completed and signed. If you are unable to complete a written Home Delivery Service application, please contact the library at 262-246-5181 for assistance.

If you already have a library card within the Bridges Library System, you must surrender your existing library card in order to participate. While you are enrolled in Home Delivery Service, you will only be able to receive library materials through this service. If you don't have a library card, we will work with you to set up a Home Delivery-only library card.

## How home delivery works

You can receive up to 10 items per month. Library staff and volunteers will select books, movies, magazines, or music based on your interests. Only items owned by Pauline Haass Public Library are available for Home Delivery. Books, including large print books and audiobooks, may be eligible for renewal. Popular items with extensive holds lists are not available for Home Delivery.

Items will be delivered to your home once a month. At the time of delivery, the volunteer will also pick up your materials to be returned to the library. These items will be left outside your door or in your building's lobby in a special bin provided by Pauline Haass Public Library to protect the materials from weather and to help ensure contactless delivery and pickup. If a delivery time needs to be canceled or rescheduled, 24 hours' notice is required.

For everyone's safety, volunteers are not allowed to enter your residence. If you need help moving library materials, you will need to arrange for someone to assist you. If you have any questions or special requests, please call the library at 262-246-5181 before your delivery date and library staff will help you.

## Fines and fees

The Home Delivery Service is free. Generally there are no late fees, but we reserve the right to charge late fees if items are continually kept past their due date. If an item is lost or damaged (including the Home Delivery bag and bin), the participant may be charged with a replacement cost.

## Find more information and sign up:

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If you have questions or would like help getting started, please call the Adult Services department at 262-246-5181.

## Interested in being a home delivery volunteer?

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Home Delivery Volunteers help pick out library items for participants based on their interests. Volunteers also provide contactless delivery to the homes of Home Delivery Service patrons and pick up items that need to be returned to the library.

Home Delivery Volunteers must be 18 years old or older, go through a background check, hold a valid driver's license, provide proof of auto insurance, and have access to a vehicle. Volunteers will be interviewed and trained in providing Home Delivery Service.

If you would like to help please fill out the [Pauline Haass Public Library Volunteer Application](#) and return it to the library by dropping it off, mailing it or emailing a copy to [info@phpl.lib.wi.us](mailto:info@phpl.lib.wi.us).

