

# Home Delivery

The Delafield Public Library provides home delivery of materials to patrons living in the Delafield Public Library service area.

## Available to anyone who is

- struggling to leave home due to physical or mental restrictions
- unable to leave home without assistance
- confined due to illness
- considered at risk
- living with or related to someone who is considered at risk

## Ordering materials

- Order materials by using your online account or calling the library
- You may not request materials that are not holdable (i.e. browsing books, rental movies, etc.)
- We will hold requested items at the circulation desk for up to 1 week or until you call to set up a delivery date, whichever comes first

## Delivery and pickup

- Delivery
  - Set a date and time with us for delivery services
    - If you are unable to accept the scheduled delivery or pickup, you must notify the library at least 24 hours in advance
  - On the scheduled delivery date, we will leave the materials near your front door or other previously designated space to minimize contact
- Pickup
  - In the last week of your 3-week loan period, contact us to set up a pickup date
  - We will return to your address to pick up the due materials
    - Leave these in the designated space
  - We will also then provide new materials if requested

## Loan periods and fines

- You may keep all items for 3 weeks, except for TV series (2 week loan) and DVDs (1 week loan) belonging to libraries other than Delafield Public Library
- You may renew eligible items for an additional 3 weeks
- Fees associated with lost or damaged items will be assessed per library policy

## Getting started

To begin, please contact Jess Hurtgen ([jhurtgen@delafielibrary.org](mailto:jhurtgen@delafielibrary.org)).