



Home Delivery Service Guidelines

Home Delivery Service (HDS) from Sun Prairie Public Library provides free delivery of library materials to residents of the City of Sun Prairie who meet eligibility requirements of the program. Home Delivery Service availability is subject to change based on the availability of staff and/or volunteers, the weather, and other extenuating circumstances.

Eligibility

To be eligible for this service, participants must:

- Reside within the City of Sun Prairie, and
- Be unable to visit the library due to age, disability, or illness, and
- Have a current library card in good standing. If the patron does not have a library card, a library card application can be completed during the initial home visit.

Any participant who breaks the Home Delivery Service Agreement will be terminated from the service.

Apply

The Home Delivery Service Application & Agreement must be completed and signed. If you are unable to complete an online or written Home Delivery Service application, please contact the Home Delivery Coordinators for assistance. Once your application has been received and eligibility confirmed, the library will reach out to arrange an initial home visit to conduct a Reader's Advisory interview and determine a schedule of delivery based on your needs and the availability of volunteer delivery drivers. Two library staff members will attend the initial home visit.

Delivery & Pickup

Items will be delivered to your home every 2-4 weeks. If delivery on the designated day is not possible due to weather, unavailability of volunteers, or by patron request, we will attempt to reschedule the delivery, subject to the availability of volunteers. If participant needs to cancel or reschedule a delivery, 24 hours' notice is required when possible. Participants must be home at the time of delivery. Materials to be returned should be ready for pickup at the time of delivery. It is the responsibility of the patron to keep track of all materials for return; volunteers will not help search for missing or misplaced library items. Patrons requesting Home Delivery Service must provide a safe and appropriate environment for volunteers. Volunteers may enter the home only to place materials in a designated spot near the entrance. Volunteers are only to provide library-related services; they will not provide assistance with activities of daily living, other errands, or advice on financial, legal, health, or other personal matters.

Safety and Conduct

Safety and security of patrons, library staff, and volunteers is a top priority. Patrons requesting HDS must provide a safe and appropriate environment for all volunteers and staff members who make deliveries to their home. This includes but is not limited to:

- Pets must be contained
- Pathways to the home must be clear and safe, including removal of snow and ice

Library staff and volunteers may choose not to complete a delivery if they feel threatened or unsafe. Similarly, patrons receiving home delivery may choose not to accept delivery if they feel unsafe or threatened by library staff or volunteers. Any volunteer or patron who feels unsafe or threatened should report this to the Home Delivery Coordinators as soon as possible.

Materials

We will collect information about your interest in books, DVDs, music CDs and magazines during your initial home visit with the librarians. You can request a maximum of six items per delivery. You are welcome to request specific items each month; however, we cannot guarantee those items will be available. Materials not owned by Sun Prairie Public Library, or with extensive hold lists will not be loaned out through the HDS. Please submit your requests to library staff by contacting the Home Delivery Coordinators. Library staff and volunteers can also help select materials based on your interests. Materials borrowed may be eligible for renewal and are subject to the library's circulation policy.

Fines & Fees

Home Delivery Service is provided at no cost to the patron. The Sun Prairie Public Library does not charge late fees. However, patrons will be charged the replacement cost for materials that are lost or damaged while in their care.

Emergency Contact

All participants are required to list an emergency contact. In the event that the participant does not answer the door for their scheduled delivery, the volunteer will notify library staff who will call the emergency contact unless you have notified us that, due to unforeseen circumstances, you are unable to be there at time of delivery.

Ending Service

If the patron wishes to suspend or discontinue Home Delivery Service, they must contact the library. The library retains the right to limit or discontinue service at the discretion of the Home Delivery Coordinators if borrowed items are frequently lost, damaged, and/or returned in poor condition; if the patron frequently requests

rescheduling or is not home at time of delivery; if patron violates library policies; or if staff or volunteers feel threatened or unsafe.

Home Delivery Service Volunteers

Volunteers delivering items to your home are required to go through a background check. Volunteers are also interviewed and trained by library staff. Volunteers will not have access to borrowing records.