



## BERWYN PUBLIC LIBRARY

### Home Delivery Policy

Home Delivery brings library materials to the homes of qualifying Berwyn library patrons who cannot access the physical library space. Community Engagement manages all aspects of Home Delivery including communication, materials selection, circulation, record keeping, and delivery.

#### Who is eligible?

- Someone generally confined to their residence either temporarily (minimum of 30 days) due to illness or accident, or permanently due to disability, age, illness, or other mobility issues.
- This service is open to all ages.

#### What can patrons request?

- Patrons participating in Home Delivery may call or email Community Engagement staff to request specific titles or to request materials based on their reading preferences.
- Patrons can receive materials from the Berwyn Public Library and from other libraries in the System-Wide Automated Network (SWAN).
- Patrons can check out a maximum of 10 items every 3 weeks.
- Any renewed items count as part of the maximum number of items allowed to be checked out at a time (10).

#### How long can patrons keep materials?

- Materials can be checked out for up to three weeks and renewed up to two times.
- Select materials and special collections may have a shorter circulation period or cannot be renewed.

#### When does the library deliver materials?

- Materials are delivered to patrons every 3 weeks.
- Materials will be delivered at a mutually agreed upon day and time.
- If a staff or library emergency arises, staff will contact the patron to reschedule.

Home Delivery may end at the request of the patron, if the patron has accrued unpaid fees, or if the patron willfully defaces, mutilates or damages library materials. Patrons are not charged overdue fines. However, patrons are responsible for damaged or lost materials while materials are in their possession.

Patrons requesting Home Delivery must provide a safe and appropriate environment for staff members who make deliveries to their homes. Staff may choose not to enter a home, leave a home immediately, and/or recommend suspension of service if any of the following conditions exist:

1. Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
2. Any person in the home harasses the library representative.
3. Any person in the home is engaging in illegal activity at the time of service.



4. Any person in the home exhibits signs of illness that may endanger the health of the library representative.
5. The conditions of the home and/or property are unsafe or unsanitary.
6. Pets, with the exception of service animals, are not confined.

If a staff member leaves the home, denies service, or recommends the suspension of service due to the occurrence of any action deemed to make the home environment unsafe or inappropriate for delivery of library materials, the staff member shall provide the Community Engagement Department Manager and Library Director with notice of why such action occurred and provide a recommendation for the length of suspended service. No suspension of service in excess of thirty (30) days shall be imposed unless it is recommended by the Library Director and approved by the Library Board of Trustees. Any home delivery patron may request, in writing, that the suspension of service be reviewed by the Library Board of Trustees at the next monthly board meeting.