

WAUKESHA PUBLIC LIBRARY

POLICY: OUTREACH SERVICES ADDENDUM: INDIVIDUAL AND GROUP HOME DELIVERY SERVICE

Approved by Library Board: 3/14/24

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The Library coordinates no-cost delivery of most materials to City of Waukesha residents who are unable to independently use the Library for ongoing health-related reasons. Eligible residents must complete and submit a Request for Home Delivery of Library Services application. Any patron requiring assistance with the application may contact the Library or designate a person of their choosing to complete the application on their behalf. Requests for Outreach Services are assessed and granted on a case-by-case basis.

Because recipients of this service receive and return Library materials based on the outreach delivery schedule, no overdue fines will be charged for late materials, in accordance with the Library Fees, Charges, and Fines Policy C-6. Outreach patrons are responsible for all items checked out on their Library cards and will be charged the standard fee for any unreturned, lost, or damaged item(s).

While visiting individual and group residences, Library staff and volunteers are unable to assist patrons with errands or any other household tasks. Library staff and volunteers will not enter a residence for any reason, including to deliver materials and/or search for missing or misplaced Library items.

Staff and volunteers are unable to accept gifts from patrons and facilities. Patrons are welcome to make donations to the Library in accordance with Policy F-7. Patrons interested in coordinating monetary donations to the Library should contact the Library's administrative team.