
McINTOSH MEMORIAL
Library
of VIROQUA

Home Delivery Service Policy

Patron Eligibility

- a. Home Delivery Service will be provided to any person residing in the Viroqua Area School District who are not able to travel to the library permanently or on a temporary basis. This service is also available to those within Assisted Living and Retirement Homes, Health Care and Day Care Facilities.
- b. Due to a limited number of staff/volunteers all applications for the program will be carefully reviewed.
- c. Patrons must fill out the home delivery application to be considered for the program.
- d. The patron must be in good standing with the library to qualify for the service.

Library Card Registration/Use

- a. Each home delivery patron must possess or register for a library card if s/he does not already have one.
- b. If a patron does not have a card, an application for a library card must be filled out. A library volunteer will bring the card application and the homebound service application with them for the patron's signature on the first delivery date.

Delivery Schedule/Loan Period

- a. Materials will be delivered on an as needed basis. Typically, deliveries will occur on Wednesday and Thursday. The schedule of delivery is up to the discretion of the patron and Program Coordinator. At the time that new materials are delivered, the items from the previous delivery will be retrieved and returned to the library.

Fines/Fees

- a. There is no fee for home delivery service. Overdue fines will not be charged on home delivered materials, but the library's standard fee schedule will apply for damaged or lost items.

- b. The McIntosh Memorial Library retains the right to discontinue service if borrowed items are lost, damaged, and/or not returned in the same condition as they were delivered.

Materials Available for Home Delivery Service

- a. All formats of materials are eligible for home delivery
- b. Each delivery will be limited to approximately 25 – 30 items.
- c. If a material desired is not owned by the McIntosh Memorial Library, it can be requested by contacting the library at 608-637-7151 x 6 or by logging into the WRLS system with their library card at www.mcintoshmemoriallibrary.org

Renewals

- a. If a library item is desired for longer than the allocated time, a patron should contact the Library at 608-637-7151 x 6 or log into their library account and place a renewal at www.mcintoshmemoriallibrary.org

Home Delivery Service Environment Required for Delivery

- a. Volunteers are unable to assist patrons with other errands, household chores, etc. They are there for library purposes only.
- b. Volunteers are not able to search for missing or misplaced library items. It is the responsibility of the patron to keep track of all materials for return.
- c. Patrons requesting home delivery services must provide a safe and appropriate environment for all volunteers and staff members who make deliveries to their homes and patrons must protect all library materials while in their custody.
- d. Volunteers or staff reserve the right to choose not to enter a home, to leave a home immediately and/or to recommend suspension of the service.
- e. If a volunteer or staff member must leave the home, deny service, or wishes to recommend suspension the volunteer or staff member shall provide the McIntosh Memorial Library Director with notice of why such action occurred together with any recommendation for length of suspension of service.
- f. The Library Director shall send written notice to the patron of the reason for and the length of any continuing suspension of service.
- g. Any home delivery service patron may request in writing that the suspension of service be reviewed by the Board of Trustees at the next monthly Board Meeting.

