

Newell Public Library

Homebound Delivery Service Policy

The Newell Public Library delivery service will be provided to residents of Newell who are not able to come to the library. This service is only available to residents within city limits at this time. This service is only for physical addresses in Newell, items will not be sent through the mail.

Patron Eligibility

- To be eligible for library delivery service, a patron must have a Newell Public Library card account in good standing with current information and full address listed.
- If a patron does not have a library card account, good standing, or updated and current information, it will be required to complete this step before delivery service will be approved.
- Approval for delivery will be at the discretion of the library staff.

Delivery & Loan Periods

- Participating patrons may call or email the library to request specific titles to be delivered. Please note that this won't be available through our online catalog at this time.
- Patrons will be contacted by either phone or email to set a date and time for delivery.
- Delivery of any library materials will be delivered by authorized staff and/or volunteers.
- Standard library loan periods apply to items provided through the delivery service, and it is the patron's responsibility to contact the library to schedule a pickup prior to the expiration of the loan.
- Loan periods are listed below as stated in our library's circulation policy.
- If you need to change the time of delivery or pick up, please contact the staff within 24 hours of time.
- Delivery and pick up times are only available during outside library hours.

| ITEM | CHECK OUT PERIOD | CHECK OUT LIMIT | RENEWAL LIMIT |
|---------------------|------------------|-----------------|---------------|
| Books | 2 weeks | 10 | 2 |
| DVDs | 5 days | 2 | 1 |
| DVD TV Series | 10 days | 2 | 1 |
| Audio Books | 2 weeks | 2 | 2 |
| Yearbooks | 5 days | 1 | 0 |
| Baking Items | 5 days | 3 | 0 |
| Tools | 5 days | 3 | 0 |
| Puzzles | 2 weeks | 2 | 1 |
| Games & Flash Cards | 5 days | 2 | 1 |

Fines & Fees

- There is no fee for participation in the delivery service.
- Overdue fines may be incurred if the library does not receive a request to pick up by the end of the loan period.
- Fines will be waived if staffing issues cause materials to be overdue.
- The library's standard fines and fees will apply to damaged or lost items.

Renewals

- Renewal limits are listed in the table above.
- Patrons may call or email to renew items. This can also be done on our online catalog.

Required Environment for Delivery

- Patrons requesting delivery services must provide a safe and appropriate environment for staff or volunteers who make deliveries to their home. If the staff or volunteer feels unsafe for any reason, it is at their discretion to not deliver the materials. This will be reported to the director and suspension of delivery service could be put in place if the issues reported are not resolved.
- We ask that you specify home delivery options during the initial request to better know how to deliver. Some examples include: front door vs. back door, gated yards, outdoor pets, etc.
- If you would like contactless delivery, please specify a safe space before delivery. A safe place would be an area where the materials would not get damaged, lost or stolen from your property.
- Once the materials are placed onto your property, they become your responsibility until you are ready for pick up.