

HOME DELIVERY POLICY

The Riverdale Public Library District's objective is to bring the library to the senior patrons of the Riverdale Community as well as those who may be dealing with temporary or permanent physical disabilities, visual impairments, or no means of receiving Library services, such as delivery through family members or friends. Use of the Home Delivery Service will be governed by this policy established by the Library Board of Trustees, and any applicable rules or regulations adopted by the Library. As the executor of the policy for the Board of Trustees, the Library Director has discretion in determining what use is "in the best interest of the Library" and is authorized to act accordingly, including limiting the use of the Home Delivery Service by individuals whose activities interfere with Library operations, adversely affect public safety, or cause public disturbances. The Board of Trustees may modify, amend, or supplement this policy as it deems necessary and appropriate, and will notify patrons immediately.

1. **Home Delivery Service Qualifications:** Patrons who are residents of Riverdale, regardless of age, are eligible for Home Delivery Service if they are confined to their residences either temporarily or permanently, due to illness, accident, disability or other mobility issues. This includes patrons who are the live-in caregivers of individuals who are unable to leave their homes.
2. **Application Process:** Applicants must have a library card in good standing. An account may be updated by telephone if it has expired. New library card registrations can also take place over the telephone. The library staff who makes the initial delivery will confirm information provided over the phone and give the patron their library card. Patrons can submit an application for Home Delivery online via rpld.org. Upon approval, patrons will be contacted to confirm acceptance of the application and discuss the library drop-off and pick-up schedule.
3. **Service Requests:** Registered patrons may request materials by using the library's online catalog <https://rds.swanlibraries.net/> or by calling the circulation desk at (708) 841-3311. The online catalog can also be accessed through the Riverdale Public Library District website rpld.org. Patrons may request anything that is available in the Riverdale Public Library District (e.g., Books, Audiobooks, Movies).
4. **Delivery Schedule:** Barring inclement weather, deliveries will be made bi-weekly on the second and fourth Wednesdays of each month. Library materials will always be delivered

by two library staff members. The items from the previous delivery will be retrieved and returned to the library.

5. **Fines/Fees:** There is no fee for home delivery. The library will only charge for damaged or lost items. Patrons are responsible for all library materials while in their custody and will be responsible for lost or damaged items
6. **Renewals:** If an item is eligible for renewal this should be done via the patrons SWAN catalog account or by phone prior to delivery/pickup date.
7. **Conditions for Home Delivery:** Patrons requesting home delivery services must provide a safe and appropriate environment for staff members who make deliveries to their homes. Library staff may choose to deny service if any of the following conditions exist:
 - Person/s in the home behave in a threatening, obscene, harassing, or abusive manner.
 - Person/s in the home are not dressed properly or not fully clothed.
 - Person/s in the home are engaging in illegal activity.
 - Person/s in the home show signs of contagious illness that may jeopardize the health of the Library Staff.
 - With the exception of service animals, pets are not confined or behaving in a safe manner. (e.g. aggressive, biting, attacking)
 - There is no clear pathway to the home, it is unsafe, or unsanitary.
 - Staff feel that their safety is ultimately at risk.

If the Riverdale Public Library District staff must leave a patron's home for any reason listed above, or if a recommendation is made to deny services or suspend the service due to any violation of the policy regulations aforementioned, the Library staff shall provide the Library Director with notice of why such action occurred. Failure to comply with Library policies and rules will be grounds for suspension and/or discontinuation of the Home Delivery Service for the patron.

A patron who feels their Home Delivery privileges have been wrongly limited or suspended may request in writing that the suspension be reviewed by the Library Director.

Approved 8/2022