

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 have no other means of receiving Library items. 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.

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 member who makes the initial delivery will confirm the 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.
4. **Delivery Schedule:** Barring inclement weather, materials will be delivered and picked up from a patron's residence on an agreed-upon schedule
5. **Fines/Fees:** Patrons are responsible for all library materials checked out to them and will be charged with the replacement costs for materials that are lost or damaged while in their care.
6. **Renewals:** Items will automatically renew twice with a maximum checkout period of 6 weeks.

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 fully clothed.
- Person/s in the home are engaging in illegal activity.
- Person/s in the home exhibits signs of 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.

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 Board of Trustees.