

## **Johnson Creek Public Library Delivery Service Policy**

The Johnson Creek Public Library (JCPL) provides a Delivery Service of library materials for community members who cannot visit JCPL in person and for educational institutions.

### **Delivery Service Eligibility: Individuals**

An individual may be eligible for Delivery Service if they:

- Are temporarily or permanently unable to visit the Library due to an illness, disability, or other qualifying circumstances
- Live in the Johnson Creek Public Library service area, which in this case is defined as the boundaries of the Johnson Creek School District

An individual is not eligible for Delivery Service if they:

- Live in a senior living facility that participates in Mobile Library Service
- Are under house arrest or have other legal restrictions
- Fail to abide by this policy and/or the “Delivery Service Guidelines.”

### **Delivery Service Eligibility: Educational Institutions**

An institution may be eligible for Delivery Service if it:

- Provides educational or community services to the residents of Johnson Creek
- Operates in the Johnson Creek Public Library service area, which in this case is defined as the boundaries of the Johnson Creek School District
- Is able to provide a single person point of contact who will be in charge of the materials and will communicate with JCPL

Both individuals and institutions must follow all parts of this policy. Throughout the policy, they will be referred to collectively as “library customers.”

### **Application**

Library customers wishing to participate in Delivery Service must complete an application. Any library customer unable to complete a written application may contact JCPL for assistance, or designate a person to complete the form on the user’s behalf and call the library to inform them of this designation.

### **Ordering & Renewing Materials**

Please see Delivery Service Guidelines for detailed instructions on procedure.

- The ordering and renewing of materials will be handled by library staff. Library customers requesting this service will contact the Head of Circulation to request items, ask for renewals, and schedule a delivery/pick-up time.
- Some items, such as those with long hold lists and/or short loan periods, may not be available through the Delivery Service.

- Delivery service to individuals is limited to 10 books and five other items (DVDs, music CDs, magazines) per delivery.
- Delivery service to institutions often involves numerous items for curricular activities, and therefore the Head of Circulation and the institution's contact person will determine how much JCPL is able to deliver.

### **Delivery & Pickup of Materials**

- Please see Delivery Service Guidelines for detailed instructions on procedure.
- Delivery Service availability is subject to change based on weather, availability of volunteers, and other extenuating circumstances.
- Delivery service customers must cancel a scheduled delivery or pick-up 2 days before the delivery.
- For the safety of all parties, volunteers are not allowed to enter customers' individual homes. Rather, Library materials must be exchanged at the door. Delivery volunteers may enter institutions if allowed.

### **Emergency Contact**

Library customers using the Delivery Service must designate an emergency contact on their application. For individuals this may be a spouse, neighbor, or other trusted person who JCPL can reach if there are issues. For institutions, this needs to be a principal, manager, or someone who JCPL can contact if there are issues.

### **Loan Periods & Fines**

Library customers using the Delivery Service will not be charged overdue fines. However, if an item or bag is lost or damaged, the cardholder to whom the items were checked out will be responsible for the cost.

### **Delivery Volunteers**

Delivery may be carried out by library staff or qualified volunteers. Any individual in the JCPL service area may apply to volunteer for the Delivery Service. Volunteers must:

- Pass a village of Johnson Creek background check
- Complete a volunteer interview and training
- Provide their own vehicle and proof of insurance that meets Village standards
- Sign a liability waiver indemnifying the Johnson Creek Public Library and the Village of Johnson Creek against any injury or loss

The library director will determine if JCPL has the ability and capacity to accept new Delivery Service customers. Depending on availability of volunteers, staff, and transportation, delivery service may be denied, rescheduled, or limited. Exceptions to the Delivery Service policy may or may not be granted at the discretion of the Library Director.

Johnson Creek Public Library Board of Trustees  
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