



## **The Guernsey County District Public Library Home Delivery Services Policies and Procedures**

Welcome to our Home Delivery service! Please take a moment to familiarize yourself with our policies.

- This service is intended for individuals who cannot come into the library's physical location due to age, permanent or temporary injury, illness, or similar circumstances.
- Home Delivery patrons are responsible for keeping track of their items and ensuring that they are returned to the Outreach Assistant in a timely manner.
- Home Delivery patrons are responsible for lost or damaged library materials.
- Items will automatically renew up to four times unless there are holds on the materials, such as new releases. If you want to make sure an item is renewed, you must contact the Outreach Assistant before your next scheduled delivery.
- Home Deliveries normally occur in a non-contact manner if possible. Items should be left in an outdoor location of the patron's preference and must also be put there to be picked up on the day of delivery. However, considerations may be made if the patron cannot put their items outside due to physical limitations. Exceptions can also be made for patrons living in apartments or care facilities. In this case, please have all items collected and placed near the door for easy pick up by the Outreach Assistant.
- If items from the previous month are not available to be picked up by the Outreach Assistant, the current delivery will not be left for the patron. Instead, we will leave a "Sorry we missed you" note with our contact information. Please contact us for your delivery.

- If the Outreach Assistant visits twice without a response or prior notification of absence, deliveries will be suspended until the driver is contacted and new arrangements made.
- Please contact the Outreach Assistant in the event of a change of address or phone number.
- Specific item requests can be made by calling the Outreach Assistant, filling out the request form included in every delivery, or ordering items through the library catalog at [www.guernseycountylibrary.org](http://www.guernseycountylibrary.org)
- All entryways and walkways to homes must be clear of debris. The Outreach Assistant will not make a delivery if they cannot safely approach the home.
- **We will not deliver items in the event of level 2 road conditions on the day of your Home Delivery.** You will be contacted by the Outreach Assistant with instructions for your monthly delivery.
- If a Home Delivery patron needs to skip a monthly delivery or make any changes to their monthly delivery, they must notify the Outreach Assistant before their next delivery. If the patron will not be home during the delivery, please leave all items outside and the Outreach Assistant will pick them up and leave the new items.

Thank you for choosing the Guernsey County District Public Library Home Delivery Services for all of your library needs! We look forward to serving you!

Contact Information:

Crossroads Branch Library

740-432-7536

Please sign the attached form and send it with the Outreach Assistant on the next delivery.



I have read the Guernsey County District Public Library Home Delivery's Procedures and Information document.

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Name

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Signature

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Date