

HOME DELIVERY / OUTREACH SERVICES

The Pewaukee Public Library maintains a Home Delivery program to deliver library materials to homebound individuals living in the City or Village of Pewaukee. Residents of assisted living apartments and senior citizen apartment complexes, as well as homebound individuals in their own residences, are eligible to receive Home Delivery services. Pewaukee health care facilities may obtain a special library card which allows designated employees to check out materials for its residents. (See Special Library Card policy).

“Homebound” is defined as being confined to one’s home due to illness, age, disability, or other qualifying circumstance. Each request for service is assessed on a case-by-case basis.

Home Delivery patrons must have a valid CAFÉ library card.

Because recipients of this service receive and return library materials based upon the Home Delivery schedule, no overdue fines will be charged. However, participants are responsible for all items checked out on their library cards and will be charged a fee (SEE the Replacement Costs for Lost or Damaged Materials policy) for any lost or damaged items.

Patrons who have set up temporary Home Delivery due to illness shall notify the library as soon as recovery allows library visits.

Library services to Home Delivery patrons will be added, adjusted, or reduced based on Library budget monies available, library planning and staff availability. Frequency of delivery will be no more than once per week and scheduling is done based on staff availability. There will be no same day re-deliveries.

Home Delivery is an added service offered by the library to its patrons. Although Home Delivery is outside the confines of the library building, inappropriate behavior or discourteousness will not be tolerated. Home Delivery service may be terminated if a patron accrues lost or damaged item fees above \$20 or at the discretion of the Library Director.

Adopted by the Pewaukee Public Library Board of Trustees: January 19, 2011