

## **Wendell Free Library Home Delivery Program Policy**

Home Delivery services will be provided in Wendell for Wendell residents with a valid CWMARS library card.

### **ELIGIBILITY:**

**To be eligible, Wendell residents must be temporarily or permanently unable to travel to the library.**

### **MATERIAL AVAILABILITY/LOAN INFORMATION:**

All materials will be checked out on the patron's library card. If there is no current card, applications for library cards may be taken over the phone. Some library materials may not be eligible for loan to homebound patrons. All books and audiobooks are loaned for 21 days with an automatic 21 -day renewal. All DVD's and magazines are loaned for 7 days with an automatic 7-day renewal. Popular items may not be available immediately, but the patron's request will be placed into the system. A maximum of 10 items may be borrowed per delivery.

### **DELIVERY/PICK-UP SCHEDULING:**

When materials are ready for delivery, a library staff member will contact the patron to schedule a deliver time. Deliveries occur during daylight hours only.

When materials ready to be returned, patrons can call the Library at telephone #978-544-3559. A library staff member will coordinate a pick-up time. We ask that the patron inform us where items will be dropped off and any conditions that might be of safety concern on the property.

### **EXTENDING LOANS (RENEWALS):**

Eligible materials owned by Wendell may be renewed a maximum of two additional times, if they are not "new" items and there are no existing holds. This may be done by calling the Library (978-544-3559). No new materials will be delivered until overdue items are returned except with the approval of the Library Director.

### **PROGRAM COSTS:**

Overdue fines in Wendell are not charged, and there is no fee for the delivery service. However, patrons are still responsible for any fees associated with lost or damaged items.