



Homebound Services User Guide

Eligibility: Must be a resident the Village of New Glarus.

Checkout: 10 items at one time. 4 week checkout.

Renewals: Renewals will be permitted so long as there are no holds on the item(s). This is something that needs to be handled directly by library staff members and not the volunteer. Please call 608-527-2003 to see if your items are eligible for renewal.

Fines: There are no fines for the service or for items that are turned in late. However, items that are lost or damaged while in possession are subject to full replacement cost of the item.

Lost & Damaged Materials: Lost and damaged materials are noted in our records and you will be notified by phone or mail. Excessive instances of lost or damaged materials may result in reduction and/or suspension of service.

Ordering Materials: Please call the library at 608-527-2003 and speak to a staff member about requests if you have a specific item in mind. Otherwise, we will order materials for you based on your preferences you indicated on the ordering form.

Returning Materials: A volunteer will pick up your items once per week *Wednesday mornings between the hours of 8am and noon*. Please place your items in the bag that they were delivered in with our nametag attached and the volunteer will pick them up.

Tips For Avoiding Damage

- Keep items away from food, liquids, smoke, and other strong odors.
- Keep items out of reach of pets and small children.
- Please return all items in the Friends of the New Glarus Public Library bag that your items will be delivered in.