



# Homebound Services User Guide

Homebound delivery service is the selection and weekly delivery of library materials by a volunteer. This guide provides general rules for participation, but feel free to contact the library (608-527-2003 or [staff@ngpl.org](mailto:staff@ngpl.org)) with any questions.

**Delivery/Return Schedule:** Each delivery is limited to one bag of materials, (approximately 10 items). A volunteer will stop at your home to deliver new materials and pick up returns once per week *on \_\_\_\_\_ between the hours of \_\_\_\_\_*. Please place your returns in the bag that they were delivered in with our nametag attached and the volunteer will pick them up.

If you would like to suspend service at any time (for example, if you have enough materials for the week, or if you'll be away on vacation), call 608-527-2003 to let us know.

**Ordering Materials and Loan Period:** If you have something specific in mind, please call the library at 608-527-2003 or feel free to place a hold through our online catalog. Otherwise, we will order items for you based on the reading interests you indicated on the Homebound Application. We will do our best to get you the materials and formats you want, however certain materials may be excluded based on short loan periods or high demand (for example, DVDs, CDs, and popular bestsellers may be excluded).

The loan period for each item is determined by the circulation policy of the lending library; most books are available for 4 weeks, but new releases are often limited to 2 weeks. It is the patron's responsibility to keep track of due dates.

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

**Fines:** There is no fee for the delivery service or for items turned in late. However, items that are lost or damaged while in possession are subject to full replacement cost of the item. Excessive instances of lost or damaged materials may result in reduction and/or suspension of service.