

# Home Delivery Service Policy

## Policy

It is the policy of the Library to circulate Peabody-owned materials, free-of-charge, to Peabody residents who are physically unable to visit the library.

## Procedures

- Persons interested in the Home Delivery Service will register for the service with the Public Services Librarian.
- Circulating materials available for Home Delivery Service include Peabody-owned Regular and Large Print Books, Paperbacks, Audio CDs, Mp3 CDs and Magazines. Items not available for Home Delivery Service are New Fiction and Non-fiction, current best sellers, short-term loan items and non-circulating materials. Holds service is not available for Home Delivery.
- Library staff deliver and retrieve materials on the last Friday of the month. The loan period is six (6) weeks, with one renewal for an additional six (6) week period, if there are no Holds pending.
- Patrons must have returning materials ready for pick-up before Library staff arrives.
- If patrons will not be home on delivery day, or does not want materials on a scheduled Friday, they must contact the Public Services Librarian before delivery.
- If patrons require physical assistance to complete transactions with Library staff, they must arrange to have someone available to assist on delivery day.
- Library staff are not permitted to enter residences. If Library staff do not get a response within five (5) minutes of their arrival at the residence, they will proceed to the next stop without leaving books.
- Library staff reserve the right to suspend services if they judge conditions to be unsafe.

***As approved by the Board of Library Trustees the 6th day of May, 2019.***