

ATHOL PUBLIC LIBRARY

HOME DELIVERY POLICY

Mission: To make the Athol Public Library resources available to homebound patrons through home delivery service. The service will be called The Library at Your Door.

1. The library will arrange for home delivery of library materials to patrons who are unable to come to the library due to illness or disability.
 - a. Patrons wishing to participate in the program must complete the Participant Form which will be retained on file at the library.
2. This service is restricted to residents of the Town of Athol and registered patrons of the Athol Public Library.
 - a. If an Athol resident is interested but does not have a library card, the library will arrange to provide the patron with a registration and library card.
3. The loan period for all home delivery items will be 3 weeks.
 - a. There will be no fines for overdue home delivery items.
 - b. If items are lost or damaged, the patron will be responsible for replacement.
 - c. A patron may receive a maximum of 2 deliveries per month.
4. The Assistant Director will assign Senior Tax Abatement participants to serve as coordinator and couriers. The library will provide staff to select items for the patrons and will arrange for delivery.
 - a. The coordinator will select items.
 - i) Tracking of items will be accomplished by entering a code on the items.
 - ii) The coordinator will use the patron's registration form to assist in materials selection and will maintain contact with the patron to ensure the service is meeting the patron's needs.
 - b. Any persons delivering items to patrons must pass a CORI check.
 - c. Couriers will contact the patrons to arrange delivery times.
 - d. Couriers will deliver to the homes but will not leave the items outside if the patron is not home.
 - e. The library will provide couriers with maps and directions as necessary.
5. The library or patron is free to terminate this service at their discretion.
6. The initial library staffing (coordinator and couriers) will be provided through the Senior Tax Abatement program and will be under the supervision of the Assistant Director.
 - a. Additional volunteers and staffing will be arranged at the discretion of the library's Director or Assistant Director.
7. Couriers will be reimbursed for mileage at the standard rate determined by the Athol for the use of a personal vehicle and may be submitted monthly on a form provided by the library.
8. Any questions or complaints should be directed to the library's Assistant Director.

Approved by the Board of Library Trustees