



CITY OF REDDING, CALIFORNIA
REDDING MUNICIPAL LIBRARY BOARD POLICY

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BACKGROUND

The Shasta Public Libraries (Library) mission is to provide information, lifelong learning, inspiration and enjoyment to people of all ages through reading and technology.

PURPOSE

This Home Delivery Policy sets guidelines for use by the Library in regards to the program.

POLICY

Patron Eligibility:

Patrons who are eligible for this program will include those who are generally confined to the residence either temporarily, due to illness or accident; or permanently, due to age, unreliable transport, disability or other mobility problems.

Patrons must have a Library account in good standing and complete a Home Delivery Application to qualify for this service.

Library Card Registration/Use:

A digital file containing Home Delivery registration forms, including the patron's Library barcode, will be confidentially maintained in the Redding Library administration offices for documentation purposes.

Delivery Schedule/Loan Period:

The schedule of delivery is up to the availability of the patron and delivery volunteer to coordinate.

At the time that new materials are delivered, the items from the previous delivery will be retrieved and returned to the Library.

Fines/Fees:

There is no fee for home delivery. The Library Director will have discretion to waive overdue fines, but the Library's standard fee schedule will apply for damaged or lost items.

The Library retains the right to discontinue service if borrowed items are lost, damaged, and/or not returned in the same condition as they were delivered.

Materials Available for Home Delivery:

All formats of materials are eligible for home delivery, providing they are not designated for in-house use only (i.e. Chromebooks, reference titles, etc.). Each delivery will be limited to five items.



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Renewals:

If a material is desired longer than the standard three week check-out, then a patron should contact Library staff at (530) 245-7250 or log into their Library account at www.shastalibraries.org for a renewal.

Home Environment Required for Delivery:

Patrons requesting Home Delivery services must provide a safe and appropriate environment for all volunteers who make deliveries to their homes and patrons must protect all Library materials while in their custody. Volunteers reserve the right to choose not to enter a home or leave a home immediately if they feel the conditions of the environment are unwelcome.

All volunteers will be vetted through either a partner agency, or by the Library volunteer department.

If necessary, the Shasta Public Libraries Director shall send written notice to the patron of the reason for and the length of any suspension of program services.

Adopted by the Redding Municipal Library Board November 19, 2018