

WAPL Home Delivery Program Policy

Purpose

- To provide library materials to any resident of West Allis who is confined to their home, temporarily or permanently, due to illness, injury, age, disability, or caregiver responsibilities

Eligible Participants

Individuals who:

- Live in West Allis
- Obtain a signed letter from their doctor that verifies barriers to accessing the library
- Complete a library card application (or already have a library card)

Eligible Materials for Check-out

- Individuals may check out the following West Allis Public Library materials:
 - Fiction books (3 week Fiction only)
 - Non-fiction books
 - Large Type books
 - CD Audiobooks
 - Music CDs
- Materials are checked out at Circulation for 3 Months and one week from the checkout date
 - This helps avoid massive lists of overdue or lost items

Cost/Fines

- The Home Delivery program is free for individuals
- Individuals do not incur fines or fees for late materials
- Lost or damaged materials may incur fees, as determined by the Head of Adult Services

Home Environment Requirements

Individuals requesting delivery must provide a safe and appropriate environment for staff members who make deliveries to their homes. Staff members may choose not to enter a home, to leave a home immediately, and/or to recommend suspension of the service if any of the following conditions exist:

1. There is not a clear and safe path to the home
2. Any person in the home is dressed in revealing attire or underdressed
3. Any person in the home presents threatening behavior
4. Any person in the home harasses the staff member, uses abusive or obscene language, makes obscene gestures, or displays obscene images
5. Any person in the home exhibits signs of illness that may jeopardize the health of the staff member and the library has not been notified of the illness
6. Conditions in the home are unsafe or unsanitary

Staff members who deliver materials are not permitted to assist home delivery patrons with other errands, household chores, etc.; they are there solely for library purposes. Staff members are not allowed to search for missing/misplaced items. It is the patron's responsibility to keep track of all materials for return.

Termination of Service

WAPL has the right to terminate this service to any individual who does not meet the terms and requirements set forth above.