

TITLE: Home Delivery Service Policy

Lake Villa District Library (LVDL) offers home delivery service to Lake Villa District Library cardholders who reside within the library's district boundaries. While this service may be especially helpful for those with temporary or permanent disabilities, limited mobility, transportation challenges, or care-giving responsibilities, it is available to all Lake Villa District Library cardholders who reside within the library's district boundaries.

- Delivery of library materials is made by library representatives, at the determination of library staff, or sent by mail.
- Patrons are responsible for lost or damaged items.
- Patrons utilizing home delivery service must provide a safe and appropriate environment for staff members who make deliveries to their homes.
- Library staff may choose not to enter a home, leave a home immediately, and/or recommend suspension of home delivery service. The library reserves the right to discontinue a patron's home delivery service at any time.
- Patrons choosing the library-managed service option will be provided a service application prior to or at the time of the first visit.

Adopted: April 13, 2009
Revised: 2/17, 3/21, 9/25
Reviewed: 2/24