

FRANKLIN PARK PUBLIC LIBRARY DISTRICT
LIBRARY DELIVERY POLICY

Library Delivery for Individuals

Eligibility:

Library Delivery Services are offered to individuals of all ages who find themselves temporarily or permanently unable to leave their place of residence and are thus prevented from reliably accessing the Library's collection and its services.

Library Delivery Services are provided at no cost. A patron must be a Library District resident and have a current, unencumbered, library card. If the patron does not have a library card, an application can be filled out and a staff member will contact the applicant regarding delivery services.

With these provisions in mind, patron's eligibility will be evaluated on a case-by-case basis by Library Delivery Services staff. Once enrolled, eligibility will be periodically reviewed by staff. Service will continue until the patron chooses to pause, cancel or becomes ineligible (i.e. moves outside of District).

Application:

Applications can be accessed on the Library's website (fppld.org), picked up at the Library, filled out over the phone with a staff member, or filled out in person at time of initial service. Applicants who apply online or over the phone must provide identification at the time of initial service/delivery.

Once the patron has applied, a staff member will contact the applicant to explain how to request books and other materials, as well as help with suggestions based on the application.

Loan Periods:

All considerations pertaining to library materials checked out through the Library Delivery Service will be governed by the Library's existing Patron Services Policy. Allowances will be made for the delivery schedule. As the Library is already 'fine-free,' no fines will be assessed for overdue items. Replacement fees for lost or damaged items still apply.

Delivery Schedule:

Materials delivery and pickup will be provided during weekday library hours, on a regular schedule determined and communicated in advance by Library Delivery Services staff. Special arrangements will be made for library holidays and emergency closings.

Delivery Requirements:

Patrons requesting Library Delivery Services must provide a safe and appropriate environment for staff members who make deliveries to their residences, and patrons must protect all library materials while in their custody.

Suspension of Library Delivery Service may be recommended if any of the following conditions exist:

1. Any person during the delivery presents threatening, obscene, or abusive language, gestures, or images.
2. Any person in the home harasses the library representative.
3. Any person during the delivery is engaging in illegal activity.

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4. Any person in the home exhibits signs of illness that may endanger the health of library representative.
5. Property conditions are unsafe or unsanitary.

Franklin Park Public Library District has the right to terminate this service to any individual who does not meet the terms and requirements as defined above.

Library Delivery for Schools and Educators

Eligibility:

Library Delivery Services are offered as a special benefit to Educator Library Card holders employed by local early learning, elementary school, and middle school learning institutions serving children from birth to 8th grade.

Application:

An application form can be accessed on the Library's website (fppld.org). Once the educator has applied, a staff member will contact the applicant to explain how to request books and other materials.

Loan Periods:

All considerations pertaining to library materials checked out through the Library Delivery service will be governed by the Library's existing Patron Services Policy. Allowances will be made for the delivery schedule. As the Library is already 'fine-free,' no fines will be assessed for overdue items. Replacement fees for lost or damage items still apply.

Delivery Schedule and Details:

Delivery and pickup of materials will be provided during weekday library hours, on a regular schedule determined and communicated in advance by Library Delivery Services staff. Special arrangements will be made for library holidays and emergency closings.

Delivery and pickup will be made to the location designated during the application process, usually the institution's visitor area, such as a front desk. Deliveries to participants' private residences will not be made.