



## Agawam Public Library Home Delivery Service & Policy

### Introduction

The library is pleased to offer free Home Delivery of Library materials to Agawam and Feeding Hills residents who cannot make it to the library due to illness, injury, transportation difficulties, or any other mobility obstacles.

Enjoy the library collection without having to visit the library in person. Whether you read books and magazines, watch DVDs, or listen to audiobooks or music, the library will arrange to have items delivered to and picked up from your home by staff members or trained volunteers.

### How Home Delivery Works

The library can accommodate a variety of delivery situations. Patrons can use the service on a short-term basis, such as recovering from surgery, or on a year round basis.

Eligibility is established when a library staff member conducts an interview with the interested patron, or their caregiver. Part of the eligibility requirement is the Home Delivery Service Application and Questionnaire (HDSAQ), which must be completed and signed by the applicant. The HDSAQ is typically handed to the patron with their first delivery.

The Questionnaire assists a library staff member with making selections for the patron that will match their borrowing and reading tastes. Each home delivery patron must have a valid library card. If a person is eligible for service and does not have a library card, staff will help with getting card registration done before the first delivery.

### Policy

Patrons registered for home delivery services may call or email the Library to request specific titles, or patrons may request that a Library staff member select materials based on the patron's reading, viewing, or listening preferences. Deliveries will generally be scheduled once a week, depending on the availability of Library resources and the preference of the patron. Home delivery patrons shall not be charged overdue fines; however, replacement costs of borrowed items that are lost or damaged are considered to be the responsibility of the patron. Patrons are also responsible for the home delivery tote bags that are used to keep materials safe and organized during each delivery.

We protect each library user's right to privacy and confidentiality with regard to information sought or received and resources consulted, borrowed, acquired, or transmitted. The Agawam Public Library is committed to ensuring that all patrons receiving home delivery services are treated with dignity, respect, and impartiality. Furthermore, the Library is committed to ensuring that its staff and volunteers will be treated with the same courtesies, and that their safety is a priority while serving the public.

If you have questions about Home Delivery Service, please telephone the library at 413-789-1550 x 8853.