



## Responsibilities for Lisle Library District Home Delivery Service Participants

Lisle Library Home Delivery Service is available for those adults with valid Lisle Library cards who, for an extended period of time, are physically unable to leave their home to check out Library materials.

Those adults wanting the Home Delivery Service must:

- Reside in the Lisle Library District
- Own (or acquire) a valid Lisle Library card
- Be unable to get to the Library due to disability or situation which prevents visiting in person for an extended period of time

To request service, call (630) 971-1675 x1504 or email at [collazok@lislelibrary.org](mailto:collazok@lislelibrary.org)

Delivery Schedule: Currently, materials are delivered and picked up by volunteers every other Wednesday between 2:00 pm and 4:00 pm.

### **Mission:**

The Lisle Library District is committed to enhancing the cultural, social, and life-long educational development of the community.

Every Home Delivery patron deserves the same exemplary service that our in-house patrons receive.

### **Responsibilities:**

Both the Library and patrons hold certain responsibilities that may or may not be unique to the Home Delivery Service. They are as follows:

#### **Adult Patron:**

- It is the patron's responsibility to keep track of materials and to ensure that they are returned in the same condition as they are delivered – and returned on time.
- It is the patron's responsibility to be aware that the volunteer will be arriving approximately between the hours of 2:00 pm and 4:00 pm on the day/date determined by the Home Delivery Coordinator. The Home Delivery Service Coordinator will call the patron if there is a problem or a change in the delivery time.

**Adult Services Home Delivery Service Coordinator:**

- It is the Home Delivery Service Coordinator’s responsibility to call the patron on the Monday (or Tuesday if need be) before the Wednesday delivery. Patrons may also call or email the Coordinator at any time during library hours for any reason.
- It is the Home Delivery Service Coordinator’s responsibility to keep a confidential record of the patron’s reading/listening history (if the patron so desires). They may also make recommendations the patron might enjoy – as well as take suggestions from the patron (including putting materials on Hold/Request and Interlibrary Loan).
- It is the Home Delivery Service Coordinator’s responsibility to coordinate the volunteers and delivery routes.

**Volunteer:**

- It is the volunteer’s responsibility to ensure that the patron’s materials arrive on time and in the same condition as leaving the Library building.
- It is the volunteer’s responsibility to retrieve materials from the patron and to deliver to Library in the same condition as leaving the patron’s residence.
- It is the volunteer’s responsibility to be aware that some Home Delivery Service patrons may take extra time to reach the door due to illness or physical challenges and to respect those necessities. Volunteers remain at door threshold upon delivery. Volunteers/Staff are not authorized to enter individual homes or rooms (re: multi-unit facilities).
- It is the volunteer’s responsibility to notify the Home Delivery Service Coordinator if they cannot deliver materials for scheduled week (preferably with advance notice) – so the Home Delivery Service Coordinator can schedule another volunteer for delivery.

**Materials:**

Home Delivery Service patrons may receive books, audiobooks on CDs, feature films/nonfiction DVDs, magazines, music CDs, and video games for two weeks. Materials may be renewed as long as there are no holds on the item.

The Home Delivery Service program has grown from 2 patrons and 1 volunteer in 1993 to approximately 65 patrons and 4 volunteers in 2023. Our volunteers generously devote their own time and energy to serving Lisle Library’s Home Delivery Service population. They are the engine that make this machine work and we are very grateful for their efforts and enthusiasm.

**Please sign and date one copy and return using the self-addressed/stamped envelope or email to [collazok@lislelibrary.org](mailto:collazok@lislelibrary.org)**

I, \_\_\_\_\_ have received the “Responsibilities Letter” for the participants of the Lisle Library Home Delivery Program and understand the contents.

Date \_\_\_\_\_