



## VPL Home Delivery Policy

Date Effective: 2/24

Date(s) Reviewed by Library Board: 2/24

Policy Maintenance Performed By: Library Director

### PHILOSOPHY:

Vinton Public Library provides home delivery service to residents of the library district to serve the needs of the library and the greater Vinton community. Use of the home delivery service is governed by the policy established by the Library Board of Trustees and any applicable rules or regulations adopted by the Library. The Library Director has discretion in determining what use is 'in the best interest of the library' and is authorized to act accordingly, including limiting the use of the home delivery service by individuals whose activities interfere with library operations, adversely affect public safety, or cause public disturbances.

### LIMITS FOR USE:

Home delivery service is available to residents of the City of Vinton and Rural Benton County who are unable to visit the library. Patrons of all ages are eligible for home delivery service if they are confined to their residences either temporarily due to illness or accident, or permanently due to illness, disability, or other mobility issues.

### GUIDELINES:

- Patrons applying for home delivery service must have a library card in good standing.
- Patrons may request home delivery services by calling the library at 319-472-4208, or by emailing [library@vintonia.gov](mailto:library@vintonia.gov), in each case providing the reason for the request (e.g. temporary illness, limited mobility)
- There is no fee for home delivery service.
- Deliveries will be scheduled depending on the availability of staff and preference of the patron.
- Replacement costs of borrowed items that are lost or damaged are the responsibility of the home delivery patron.
- Home delivery patrons must provide a safe and appropriate environment for library staff and volunteers who make deliveries to their residences.
- Library staff and volunteers will remain outside of the residence during deliveries.
- Library staff and volunteers are eligible for mileage reimbursement at the rate established by City Hall.

### REGULATIONS:

Library staff or volunteers may choose to leave immediately and/or recommend suspension of home delivery service if any of the following conditions exist:

- Any person at the residence presents threatening, obscene, or abusive behavior, language, gestures, or images.
- Any person in the residence is not dressed properly or is in revealing attire.
- Any person in the residence harasses library staff or volunteers.
- Any person in the residence is engaging in illegal activity.

- Any person in the residence exhibits signs of illness that may endanger the health of the library staff or volunteers.
- Pets are not confined, with the exception of service animals trained to assist a disabled person, as long as the service animals are behaving in a safe manner.
- Pets behave aggressively.
- There is no clear and safe pathway to the residence (e.g. snow must be shoveled, and ice removed).
- The conditions of the residence are unsafe or unsanitary.
- Home delivery service will not be provided during inclement weather, as determined by the Library Director or designee.
- Other conditions or circumstances in which the library staff or volunteers are not being treated with dignity or respect or feel that their safety is in jeopardy.

If library staff or volunteers leave the residential property sooner than planned, or if library staff deny service or recommend suspension of service due to the occurrence of any of the above, the library staff or volunteer shall complete a VPL Incident Report.

#### GUIDELINES:

A person who feels his or her home delivery privileges have been wrongly limited or suspended may appeal the decision in writing to the Library Director within 30 days of receiving notification. The decision of the Library Director will be final.

The Board of Trustees of the Vinton Public Library will review the home delivery policy and regulations periodically and reserve the right to amend them at any time. The Board authorizes the Library Director to waive regulations under appropriate circumstances. The Library Director is the chief person empowered to make decisions regarding the use of home delivery services.