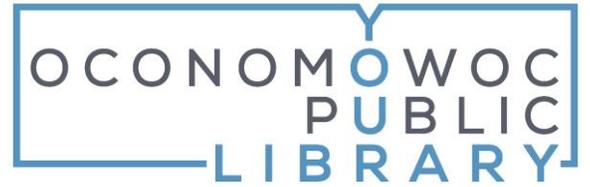


# HOME SERVICE GUIDELINES



## EXCHANGING ITEMS

You will have a scheduled date and time for a library volunteer to deliver your items and pick up items you are returning. Please have all of your items in the designated library bag. When your volunteer arrives, exchange the bags at the door. For the safety of all parties, volunteers are not allowed to enter your home. If you will be unavailable at the scheduled delivery time, please notify Jennie Fidler by 4 pm the day prior to arrange another delivery time.

## REQUESTING ITEMS

Unless otherwise specified, books and other library items will be selected for you based on your preferences. If you would like to receive a specific item, please notify Jennie Fidler at least seven days before your scheduled delivery. Please do not place the item on hold yourself. You may not request new DVDs that are in high demand. You may request other new items, but hold queues may delay their delivery to you.

## RENEWING ITEMS

If you would like to renew a book, please notify Jennie Fidler at least two days before your scheduled visit. It may have a holds queue and not be renewable. Unless an item is renewed, all borrowed items must be returned at the next delivery. Only books may be renewed.

## ADDITIONAL GUIDELINES

- Walkways and driveways must be clear of snow. If your home is inaccessible due to snow, Home Service may not be provided during the winter months.
- Pets must be secured during delivery.
- Interlibrary Loans (ILLs) may not be requested (these are items from libraries outside of Waukesha and Jefferson counties).
- If you are moving or no longer require Home Service, you must notify Jennie Fidler.
- You are limited to 10 books and five other items (DVDs, music CDs, magazines) per delivery.
- You will not be charged overdue fines. However, if an item or bag is lost or damaged, you will be responsible for the cost.
- Your library card status will be changed to "Outreach." The Library will track your checkout history in order to avoid delivering duplicate items.

Jennie Fidler  
Special Services Coordinator  
[jfidler@oconomowoclibrary.org](mailto:jfidler@oconomowoclibrary.org)  
(262) 569-2193, ext. 206