

## **Huron Public Library Home Delivery Policy**

### **Program Eligibility**

Home delivery services are available for residents of Huron, South Dakota (within city limits) who meet one of the following criteria:

1. Individuals aged 65 and above.
2. Those unable to visit the library physically.
3. Individuals temporarily or permanently confined to their residence due to illness, accident, age, disability, or other mobility impairment.

Additionally, nursing homes, assisted living facilities, and Huron teachers can also apply for this program for classroom use by contacting the library's Outreach Librarian at 605-353-8530.

### **Library Cards**

All patrons participating in the program must register for a library card if they don't already have one. Library cards will be securely stored at the Huron Public Library for the duration of the patron's involvement in the program. Various options are available for establishing a new home delivery account:

- Accounts can be created over the phone by calling the library: 605-353-8530
- New patrons can receive an application in the mail, and then mail the completed form back (no photo ID verification needed).
- A family member, friend, or other volunteer can bring an application to the new patron and return the completed form to the library.

### **Delivery Schedule/Loan Period**

Huron Public Library bags will be supplied for deliveries. Each bag will have an affixed name placard with the patron's name, home address, telephone number, and other contact information. Deliveries for nursing homes and schools will contain the name of the program coordinator or teacher on each bag.

Materials will be delivered by a library employee or volunteer on the 3rd Wednesday of the month beginning at 10:00 am. These deliveries will be made to the front door. Library staff and volunteers will only enter into a patron's residence if the patron is physically unable to come to the door. This once-a-month delivery may expand in the future as we judge the number of participants and the demands for the service. When materials are delivered, the items from the previous delivery will be retrieved and returned to the library.

Approved by the Library Board on October 26, 2021.

Reviewed and updated by the Library Board on January 23, 2024.

- When the library is closed, the delivery that would have been scheduled for that day will be made on the next business day.
- If travel is not advised due to bad weather, the delivery that would have been scheduled for that day will be made the following week. Patrons will be notified of schedule changes.

### **Fines/Fees**

There is no fee for home delivery. Overdue fines will not be charged, but fees will be charged for any lost or damaged items.

### **Loan Periods**

1-month loan period, with 1 available renewal.

### **Materials Available for Home Delivery**

The following formats of materials are eligible for delivery:  
regular print, large print, magazines, audiobooks, and DVDs.

Patrons will receive longer hold times on checkouts as stated above. Items with holds or on reserve will not be available through the home delivery program. Inter Library Loan (ILL) items are not included in this service at this time.

- **South Dakota Braille & Talking Book Library:** Those unable to read conventional print because of poor eyesight or other disability may qualify for Talking Book services through the South Dakota State Library. This service circulates books and magazines recorded on cassette through the mail. Even the cassette players are provided and it's all free to any qualified subscriber. Call the Huron Public Library for more information.

### **Requesting Materials**

A staff member can choose titles for patrons in a certain genre or material type, or patrons can call the library to make requests.

### **Delivery Guidelines**

The Huron Public Library is committed to ensuring that all delivery recipients are treated with dignity, respect, and impartiality. In addition, the Huron Public Library is committed to ensuring that the staff member or volunteer making deliveries is treated with dignity and respect and that he/she is safe while serving the public. To that end, a set of guidelines have been established that delivery recipients need to abide by:

1. Patrons must be punctual at delivery time. The delivery driver reserves the right to leave after waiting for five minutes for any individual patron to answer the door so as not to make others wait longer for their deliveries.

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2. All patrons must speak courteously to the delivery driver at all times. Any words or acts of intimidation will not be tolerated and may lead to the suspension of further access to the Home Delivery program for that individual.
3. Proper attire is required at delivery time.

If a volunteer wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the home environment for delivery unsafe or inappropriate, the volunteer shall provide the Huron Public Library Director with notice of why such action occurred together with any recommendation for the length of suspension of service.

The Outreach Librarian shall send written notice to the patron with the reason for and the length of, any continuing suspension of service and shall provide a copy of the notice to the Library Director. No suspension of service above thirty (30) days shall be imposed unless it is recommended by the Library Director. Any participating patron may request in writing that the suspension of service be reviewed and reconsidered.

If you have any questions please feel free to call.

**Huron Public Library**

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