



**FRANKENMUTH WICKSON
DISTRICT LIBRARY**
359 S. Franklin St.
Frankenmuth, MI 48734
989-652-8323
wicksonlibrary.org

Home Delivery

Patron Eligibility

The Frankenmuth Wickson District Library offers home delivery service to individuals who are residents within our district boundaries and cannot physically come to the Frankenmuth Wickson District Library. Home Delivery service is designed for those who are unable to reasonably get to the library or may be homebound. This is defined as being generally confined to one's resident temporarily, either due to illness, surgery, childbirth, or accident, or permanently due to disability, age, or other mobility issues.

An application for Home Delivery Service can be filled out at the library or over the phone. There is no fee for home delivery.

Patrons applying for home service must have a Frankenmuth Wickson District Library card. If they do not have a library card one can be issued to them.

- New patrons can be mailed a library card application and they mail it back filled out
- A family member, friend, or other volunteers can bring an application to a new patron and return it to the Library filled out with a copy of valid photo id for patron
- Accounts can be started over the phone by a library staff member but will need to be signed by the patron and returned to the library.

Materials Available

Patrons registered for home service may call or email the library at melcontact@wicksonlibrary.org to request titles, or they may request a staff member or volunteer select materials based on the patron's reading/viewing preference as specified on the Home Delivery Application.

Home Delivery patrons can borrow up to 10 items for home delivery. This includes books, DVDs, magazines, audiobooks, puzzles, or any other circulating library items. All library materials may be renewed by phone or library website.

Delivery Schedule

Library materials will be delivered to a patron's residence by library staff or volunteers. Delivery service will be scheduled at the mutual convenience of staff and patron during the work week between the hours of 9 am to 3 pm, once every 3 weeks.

Patrons requesting these services must provide a safe and appropriate environment for staff members or volunteers who make deliveries to their homes. Staff members and volunteers have the right to refuse to deliver items if they feel unsafe or uncomfortable upon the time of arriving at the patron's home.

The patron items will be in a waterproof secure bag with a Frankenmuth Wickson District Library logo or tag. No staff member or volunteer is to enter the home, and all materials are to be returned in the Frankenmuth Wickson Library bag in which the books were delivered.

Fines and Fees

Patrons must protect all library materials while in their custody. There will be no late fees or fines on home delivery items. Patrons will be charged for lost or damaged items.

Home delivery service will terminate when the eligibility or service requirements are no longer met or at the request of the patron, the patron's parent or legal guardian, or an individual with the power of attorney to act on the behalf of the patron.

The Frankenmuth Wickson District Library may terminate services, this may happen due to staff issues, safety concerns, or termination of the program.