

Walking Books Policy

Eligibility

Home delivery service may be provided to any patron who is resident of the City of Waupaca (or the Towns of Dayton, Farmington, Lind or Waupaca) and who is temporarily or permanently unable to come to the library due to limited mobility, prolonged illness, low vision, lack of transportation or recent surgery.

Registration

Each home delivery patron must have a registered Outagamie Waupaca Library System (OWLS) card. If they are eligible for a card but do not have one, an application will be completed over the phone with staff assistance and taken to the patron by a volunteer to be signed and returned.

Circulation Rules

All existing circulation rules regarding fines, fees, checkout times, availability of renewals, suspension of services, etc. apply unless determined otherwise by Library staff. All items that the Library can provide through its own collections or through Interlibrary Loan are available.

Volunteer Partnership

All delivery is handled by Library volunteers. Both volunteers and Walking Books program participants sign a waiver indemnifying the Library and City against any liability should injury or incident occur during delivery. To ensure safety for everyone involved, Walking Books participants and volunteers will both be subject to a background check. Each Walking Books program participant will be partnered with a specific volunteer who will be responsible for selecting, checking out and delivering items to the participant. Other volunteers may fill in as needed. No volunteer will take any action that makes a Walking Books participant feel uncomfortable or unsafe and vice versa. Participants and volunteers are asked to communicate concerns immediately to the Head of Adult Services so that they can be quickly addressed and resolved.

Home Environment Required for Delivery

Patrons participating in the Walking Books program must provide a safe and appropriate environment for volunteers or staff members who make deliveries to their home. The patron receiving the delivery must be present at time of delivery.

The Library reserves the right to refuse or terminate participation in the program by any volunteer or Walking Books program participant for failure to follow Walking Books program policy and procedure. The Library cannot guarantee to Walking Books program participants that we will have volunteers available and vice versa.