



Home Delivery Policy

The Naperville Public Library provides delivery of materials to residents who cannot easily visit the Library due to a disabling condition. This program is available to residents of incorporated Naperville with a valid Naperville Public Library card with a condition that prevents or makes it difficult to visit the library who wish to receive regularly scheduled deliveries of library materials.

Home Delivery Program Requirements

An Eligibility Application form stating the nature of the disabling condition must be filed with Naperville Public Library in order to qualify for home delivery. Once an Eligibility Application form has been submitted and accepted, the customer will be entitled to the following services:

1. Library material in all formats may be selected by Library staff. Materials checked out to the customer are subject to normal circulation procedures, including renewal policies, the payment of overdue fines, fees, and restriction of borrowing privileges. Home delivery customers are responsible for damage to or the loss of materials and/or delivery bags in their possession.
2. Home delivery is dependent on volunteers. Therefore, the frequency of delivery is based on volunteer availability, which may also affect loan periods.
3. A customer who is eligible for home delivery may designate, on the Eligibility Application, one or more individuals to use the customer's library card on the customer's behalf. The library cardholder is responsible for all borrowed materials and any fees or fines incurred by any designated individual.
4. A Reader's Advisory Form should be completed by the customer.
5. A record of all materials checked out by a home delivery customer may be maintained on a database for selection purposes.
6. No more than 15 items will be sent to a home delivery customer per delivery. No more than 50 items may be checked out on the card of a home delivery customer at one time.