

SECTION:	PS 9	OUTREACH SERVICES AND INTERAGENCY RELATIONSHIPS
SUBSECTION:	PS 9.4	HOME DELIVERY OF LIBRARY MATERIALS
POLICY:	PS 9.42	EXPRESS DELIVERY
REVISIONS:		09/16/2020; 09/18/24

The Ashtabula County District Library serves a diverse population with unique individual needs and varying levels of ready access to library materials. Express Delivery is designed to further the library's mission by delivering physical library items to patrons' homes, at their request.

Eligibility

Individuals in good standing, holding valid library cards issued by the ACDL and/or SEO consortium, are eligible for Express Delivery Services from the Ashtabula County District Library. The eligible delivery area correlates closely with the Library's service district boundaries located in Ashtabula County as defined by the State Library of Ohio.

Reserving/Scheduling a Delivery

1. The patron places a Hold on requested items, choosing Home Delivery as the pickup location in the online library catalog. Patrons may also contact staff at the Ashtabula or Geneva Public Libraries for assistance.
2. Library staff will locate items, check items out to the patron's account, and prepare items for delivery.
3. When items are ready, a staff member will contact the patron to confirm physical and email addresses. At this confirmation, the patron accepts full responsibility for all library items being checked out to them at that time. The patron will be informed of the day and window of time in which the physical library items will be delivered.
4. Library staff will deliver items to the patron's confirmed address. Items will be left at the patron's door (inside a plastic drawstring bag). As a courtesy, the staff member will ring the doorbell before returning to the library van. Unless otherwise arranged, the staff member will not wait to meet the patron.

Returning Delivered Items

The patron is responsible for returning all borrowed items and delivery bags on or before the established due date to an Ashtabula County District Library building or book drop. Borrowed items may be renewed up to four (4) times (if no other patron has Holds) and there are no fines on materials returned late (up to 30 days).

Patron Code of Conduct

Express Delivery patrons are expected to follow all applicable Ashtabula County District Library Code of Conduct guidelines and principles while interacting with Library staff.