

NEWTON COUNTY PUBLIC LIBRARY

SHELF TO DOOR POLICY

The Newton County Public Library (NCPL) Shelf to Door program provides home delivery of library materials to patrons who are unable to visit the library in person due to temporary or permanent circumstances. The program supports NCPL's mission to provide free and accessible information pathways to strengthen our communities by enriching the lives of their residents.

Eligibility

- The Shelf to Door program is available to residents within NCPL's service area.
- Patrons must have a valid NCPL library card in good standing.
- New participants must register for a library card if they do not already have one.

Registration

- Patrons must complete a Shelf to Door registration form, which includes contact information, reading preferences, and acknowledgment of program policies.
- Staff will verify the patron's account status before service begins.

Borrowing and Delivery

- Patrons may request materials by phone, email, or through their Evergreen Indiana account.
- Staff may also select materials for patrons based on reading preferences.
- Deliveries will generally occur every two (2) weeks, depending on staff availability and patron needs.
- A maximum of ten (10) items may be delivered at one time.
- Items follow the library's standard circulation schedule and may be renewed twice, subject to availability.
- Deliveries are **porch drop only**; library staff will not enter patron residences.
- Staff will notify patrons prior to delivery.

Fees and Patron Responsibility

- There is no fee for participation in the Shelf to Door program.

- Patrons are responsible for any overdue fines, replacement costs, or fees for lost or damaged materials, in accordance with NCPL's circulation policies.

Safety and Conduct

- Patrons must provide a safe and appropriate environment for staff making deliveries. This includes but is not limited to:
 - Securing pets during deliveries.
 - Maintaining clear and safe access to the delivery area.
 - Ensuring the area is adequately lit and free of hazards.
- Patrons must be appropriately attired when interacting with staff and must adhere to NCPL's **Building and Property Conduct and Use Policy**.
- Staff will not enter homes under any circumstances

Termination of Service

NCPL reserves the right to suspend or terminate Shelf to Door service if:

- A patron's account is no longer in good standing.
- A patron repeatedly fails to return materials in a timely manner.
- Unsafe or inappropriate conditions are present at the delivery location.
- Patron behavior compromises the safety or security of library staff.