

## **Home Services Policy**

The Fox River Grove Memorial Library provides free, personalized home delivery service to FRG Library cardholders in good standing who are unable to visit the library due to age, disability, or illness. Items are selected based on patron requests and preferences. Items are checked out on a monthly basis and delivered by a library staff member.

To receive this service, residents must show evidence of their inability to travel to the Library and obtain approval of the Library Director. Visits are set up with a Library staff member in advance and according to the convenience and availability of both parties. If there is any inappropriate behavior or the Library staff member is uncomfortable visiting the patron, the Library is at liberty to suspend service to the patron.

Residents of areas unserved by any public Library taxing district are required to pay an annual fee in order to access Library services, including Home Services. See the Non-Resident Library Cards policy for details. Upon payment, non-residents' access to all Fox River Grove Memorial Library services will be equal to residents of the FRG library district.

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