

# Library Delivery Service Policy

## 1. Purpose

The Library Delivery Service lets group settings like nursing homes and other care homes in Colchester and East Hants get free deliveries of items from the Library. The purpose of this document is to outline the rules of the Library Delivery Service and to give information about how the Colchester-East Hants Public Library provides this service.

## 2. Definitions

**Group Setting:** When we say "group setting" in this document, we mean the nursing home, care home, or other place where items are being delivered.

**The Library:** When we say "the Library" in this document, we mean the Colchester-East Hants Public Library.

**Volunteer:** A volunteer is either a representative of the group setting or a person recruited by the Library, who helps with the Library Delivery Service.

## 3. Who is allowed to use this service?

Nursing homes and residential care homes in Colchester-East Hants are allowed to use the Library Delivery Service. Sometimes other places may use this service too. The Director, Community Engagement will decide if and when other places can use the service based on the type of group setting and the availability of Library resources.

#### **4. Items to Borrow**

A library staff member or volunteer will deliver and pick up different library items to the group settings regularly. The representatives of the group settings will help the library staff choose what items to bring.

Some of the items that the library staff can bring to the group settings are:

- Books and magazines
- CDs and DVDs
- Other library materials

#### **5. Accessible Material**

The Library wants the items they share to be accessible. If the group setting asks for them, the library staff can bring things like large print books, talking books, or DAISY readers.

#### **6. Rights & Responsibilities**

The Library has the right to:

- Say they cannot deliver certain items to a group setting.
- Say that they have to reduce the number of times they make deliveries.

The Group Setting (nursing home, care home, or other place) has the responsibility to:

- Take care of the items they borrow. If they get lost or damaged, they may have to pay a fee.
- Assign someone to be their representative. This person must have an institutional library card.

#### **7. Comments/Questions**

People can send their comments and questions about the *Library Delivery Service Policy* to the Outreach Services Lead:

**By email at**

- [outreach@cehpubliclibrary.ca](mailto:outreach@cehpubliclibrary.ca)

**By phone at**

- (902) 896-4194

**By regular mail at**

- Outreach Services Lead  
Colchester-East Hants Public Library  
754 Prince Street  
Truro, Nova Scotia  
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