

DREAM Delivery Policies

Patron Eligibility

Homebound services will be provided to Mansfield Public Library patrons living within Mansfield city limits who may be classified as "homebound" due to temporary or permanent mobility impairments.

Interested eligible patrons must complete and submit an application for consideration by MPL staff. By participating in DREAM Delivery, Mansfield Public Library cardholders agree to abide by all library policies. The application is available at the library and on the library's website.

Delivery Schedule & Loan Procedures

Delivery of materials will take place on a monthly basis on a planned day. MPL staff will communicate with patrons to ensure acknowledgement and availability for time of delivery. Materials will be delivered to the door and no inside deliveries will be made. Any items received by patrons must be returned at time of pick up, including, but not limited to, circulating materials and delivery bags.

Items checked out for DREAM purposes will be given an extended checkout period to coincide with the next available delivery date. Limitations on the number of items placed on hold and checked out will apply. Items may be renewed online or by phone, following normal guidelines.

Placing Holds

Once approved for DREAM Delivery, staff will contact the patron to explain how to request materials. To place a hold on a specific item, patrons may access their account online or call or email the predetermined library staff. Additionally, library staff will maintain a record of all items checked out by a DREAM patron for purposes of selecting materials for that person.

Returning Items

Items previously checked out to patrons must be returned to library staff during the next scheduled delivery date unless otherwise discussed with staff.

Fees/Fines

There are no late fines assessed for DREAM Deliveries. The library's standard fees will be assessed for damaged or lost items.

Conditions

- Library staff are not authorized to provide other services to DREAM patrons.
- Items must be delivered directly to the patron and not left in the common area or doorstep.
- Library staff will deliver items to the patron's front door and are not permitted to enter their home.
- Items will be checked out to the DREAM patron's library card.
- DREAM patrons must notify staff when the service is no longer required.
- Patrons will need to contact MPL to arrange delivery or pick up if delivery is not possible during scheduled time. Items will be held for 4 days before being placed back on shelf.
- If missed deliveries are persistent, patron may be removed from DREAM Delivery and will need to reapply for services.

DREAM Environment for Delivery

Safety is the number one priority for our staff and having a safe environment to do these DREAM deliveries are imperative. Patrons will be contacted prior to the drop-off of an upcoming delivery date to ensure materials are handed to the appropriate patron. Staff members may choose to leave a home and/or to recommend suspension of services if following conditions exist:

- Home/property conditions are unsafe.
- Any person in the home presenting threatening behavior or harassing the library staff.
- Pets that are not confined (with the exception of service animals).
- Any library material currently in the possession of a DREAM patron appears to have been vandalized or damaged while in the custody of the DREAM patron.

Mansfield Public Library reserves the right to make adjustments to delivery services as needed on a case-by-case basis.

