



123 Broad Street
Middletown CT 06457
860-347-2528
russelllibrary.org

Doorstep Delivery Service Guidelines

Russell Library provides free delivery service to Middletown residents who are unable to leave their home due to medical or physical disability.

Qualifications:

- Middletown residents with a medical or physical disability that prevents them from visiting the library.
- Have a valid Russell Library card in good standing. Arrangements can be made to issue a library card online or over the phone if an applicant is not already registered.
- Must have a viable means of contact (phone/email).

Materials Available:

- Upon completion of an application, a librarian will contact you to determine a time for delivery and discuss your choice for materials to be delivered.
- Available materials are books, including large print books and audiobooks, in the Russell Library collection.
- Up to five items may be delivered at one time.
- Titles with numerous holds will not be available for delivery service.
- There are no overdue fees or fines for this service. Patrons are responsible for lost or damaged items.

Guidelines:

- Eligibility will be determined by library staff.
- Patrons must be home at the time of the delivery and pick up. Patrons must notify the library if they are unable to accept delivery. Items will not be left outside.
- Patrons must provide a safe and secure environment for volunteers to deliver items.
- Patrons are strongly encouraged to provide emergency contact information to Russell Library prior to receiving deliveries.
- Volunteers must remain outside the home when delivering. Volunteers are strictly limited to providing delivery services.
- Patrons must be punctual, in appropriate attire, courteous to volunteers and protect library materials in their custody.
- Delivery service will be postponed during inclement weather as determined by library staff.
- Delivery may be suspended or terminated if library staff/ volunteers feel unsafe or if the environment is deemed inappropriate.