



Frequently Asked Questions

Rhinelanders Public Library Home Delivery

What is the home delivery service?

Library patrons who live in Oneida County and who are unable to get to the library may request that library materials be delivered to their residences! Deliveries are available Monday, Wednesday and Friday with some exceptions made

Who is eligible for this service?

Library patrons who live within a 10-mile radius from the Rhinelanders Library who are unable to independently leave their homes due to age, illness, or other qualifying circumstance are eligible for home delivery.

How do I sign up or request materials?

Please call or email the Outreach coordinator at **715-365-1070 ext 1083** or bwilmot@rhinelanderslibrary.org We will work together to find a time when Barb can deliver the materials!

What can I check out?

You may check out any circulating library materials, such as books, DVDs, audiobooks, and magazines. You may keep most items for 4 weeks. If you would like to renew materials, or if you need help finding something to check out, give us a call!

Will I be charged overdue fines?

No! Since the delivery schedule depends on the Outreach coordinators, there are no overdue fines for Outreach cards. However, **you are responsible for any lost or damaged materials.**

How do I return materials?

If you live in your own residence: when you are finished with your materials, call us to arrange a pickup time.

If you live in an assisted living facility: bring your materials to the front desk or put them in the library bin to be picked up when we visit next! Materials for return will also be accepted during any in-person Outreach events at your assisted living facility.

Why do you require an emergency contact?

In the event that we are unable to reach you after we attempt to contact you three times, we will call your emergency contact for questions about lost, missing, or damaged items. We will never share your personal information with anyone else unless you request that we do so.

**Call us at 715-365-1070 ext 1083 or email
Barb at: bwilmot@rhinelanderlibrary.org
with any questions!**

