

Drop-off and Pick-up Procedures

Drop-off Procedures:

- On the day of delivery, patrons will be given a time frame to allow for delivery:
 - a. Patrons will need to be home in order to receive their delivery
 - b. In the event a patron is not home to receive their items, they will need to reschedule their delivery
 - c. When a driver arrives, the driver will contact the patron to confirm they are home
 - d. After confirming the patron is home, the driver will either knock or ring the doorbell and will leave the items at the doorstep
 - e. If the patron does not receive delivery, the materials will be returned to the library

Pick-up Procedures:

- When a patron is ready to return their items, they will need to leave their items outside their door when the driver is on their way



MONTEREY PARK
BRUGGEMEYER LIBRARY

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Home Delivery Service

Home Delivery Service

The Monterey Park Bruggemeyer Library's Home Delivery Service provides monthly home delivery to patrons who are physically unable to visit the library.

Am I eligible?

This program is for residents of Monterey Park who are unable to visit the library for a minimum of three (3) months due to either:

- Age (60 years and up)
- Disability
- Illness

In addition to meeting these criteria, patrons must self-certify on the application that their physical or medical condition prevents them from leaving their home.

Who Delivers My Items?

The delivery of materials will be provided by drivers with the City of Monterey Park's Dial-a-Ride Service. To learn more about this program, call the Reference Desk at (626) 307-1368.

How to Sign Up

Step One:

Apply for a Library Card

In order to apply for the Home Delivery Program, patrons must have a Monterey Park Bruggemeyer Library card in good standing. If patrons do not have a library card, they will need to register for a card by calling (626) 307-1368.

Step Two:

Submit an Application

Patrons can download and mail an application to the library. If patrons have limited technology skills, they can call (626) 307-1368 for assistance.

Step Three:

A staff member will contact an approved applicant

Once an application has been submitted and approved a staff member will contact patrons to determine:

1. What kind of items they prefer
2. A schedule for delivery and pickup

Need Language Assistance?

Staff is fluent in English, Chinese, Spanish, and Vietnamese and is ready to assist.

Home Delivery Program FAQs

What materials are eligible for checkout under the Home Delivery Program?

- Hardcover and paperback books
- Large Print hardcover and paperback books
- Foreign Language hardcover and paperback books in Chinese, Spanish, or Vietnamese
- Audiobooks on CD (English ONLY)
- Music CDs

Magazines, newspapers, and DVDs are not available through the library's Home Delivery Program.

How many items can I borrow and how long can I keep them?

- Patrons can borrow a maximum of five (5) items for four (4) weeks.
- Patrons are allowed one (1) additional renewal and will need to contact staff to arrange the renewal.

If I return my items after the due date, will I accrue fines?

- The library does not charge overdue fines; however, if items are damaged or lost, patrons will incur replacement and processing fees.