

## **General Statewide Delivery information**

The Statewide Library Delivery Service has provided a rapid, cost-contained courier service for Florida libraries for over 10 years. The service encourages and enables resource sharing among Florida libraries. As a result of the Statewide Library Delivery Service, interlibrary loan and reciprocal borrowing within Florida has increased over the past decade.

During 2007-08, Delivery moved 315,181 bags among its libraries. Based upon their volume of interlibrary loan activity, libraries elect to receive two- to five-day-a-week Delivery service. Delivery is most effective for locations that receive service three to five times per week.

All libraries that are members of Florida Library Information Network (FLIN) are eligible to participate in Delivery, which provides pickup and delivery of library materials for over 220 libraries throughout Florida. LSTA grant funding provided by the State Library and Archives of Florida is used to supplement matching funds paid by the participating libraries. A list of the participating libraries can be found on our website at [www.tbhc.org/delivery/search.new.php](http://www.tbhc.org/delivery/search.new.php).

Delivery's objective is 48-hour turnaround time between pick-up at the lending library and delivery to the borrowing library for libraries with daily courier stops. For libraries receiving three-day-a-week service, the objective is 72-hour turnaround time between libraries. Delivery should only be used for library materials (e.g., books, periodicals or photocopies), and not for invoices, checks or cash.

Delivery services are provided Monday through Friday, 8 a.m. to 5 p.m., excluding national holidays.

## **Delivery contact information**

**For any questions or concerns about Delivery, or to report a problem, contact**

**Delivery Coordinator:**

Email: [deliver@tbhc.org](mailto:deliver@tbhc.org)

Phone: 800-622-8252, ext. 225

Fax: (813) 628-4425

**Delivery issues and missing/damaged items can also be reported on the website:**

[www.tbhc.org/delivery/deliveryproblem.php](http://www.tbhc.org/delivery/deliveryproblem.php) (left tab to "Report an Issue," and right tab to "Report a Lost or Damaged Item").

In order for the Statewide Library Delivery Service to run smoothly, TBLC, the vendor, Velocity Express, and participating libraries must work together to create a seamless workflow for all involved. Each party has responsibilities to help the service run to its top ability.

## **Drivers' responsibilities**

1. Deliver between 8 a.m. and 5 p.m. local time on every scheduled delivery day to libraries' designated areas without exception. (Driver cannot call the library to see if there are packages to go out; he/she must make every scheduled stop.)
2. Initial library statistical sheet.
3. Scan electronic signature barcode or have library representative sign scanner.
4. Carry the orange bags in the large plastic bags to protect from elements.
5. Use a closed truck or vehicle.

Any breach of these responsibilities should be reported to TBLC immediately and on each incidence.

## **Libraries' responsibilities**

1. Provide a designated area for delivery (where drop-offs and pick-ups will occur, and where statistical sheet and electronic signature barcode will be kept).
2. Send items in approved Statewide Delivery packaging with proper labels.
3. Count packages sent and received, and write in numbers on the statistical sheet (the drivers are not required to write the numbers in the stats sheet; they are only required to initial it).
4. At end of each month, add up the total number of packages sent and number of packages received, and write totals at the bottom of the stats sheet.
5. Fax sheet to TBLC (although fax is preferred, library may email totals to TBLC instead, but still keep stats sheet each month).
6. Notify TBLC of library closings well in advance.
7. Report missed deliveries within 24 hours.
8. Report missing items within two weeks of anticipated delivery date.
9. Remove labels from bags received before sending empty bags to TBLC.
10. Participate in "turnaround tests" with TBLC to ensure delivery speeds.

## **TBLC's responsibilities**

1. Work with libraries and vendor to ensure quick turnaround times.
2. Troubleshoot issues.
3. Ensure Delivery program runs smoothly.
4. All issues are reported to TBLC, not the vendor.

## **Packaging requirements**

All items are shipped in the orange nylon zipper bags. The bag must have a label printed from our website in the front flap (print in LANDSCAPE).

ILLiad users can contact Delivery to integrate labeling into their ILLiad system and libraries must work with TBLC to keep labels up-to-date.

**Please do not use tape to hold the labels in place.** If they are printed properly in landscape format, they should fit snugly in the flap.

## **Labels**

To ensure you have the most up-to-date labels, you should print them regularly from the TBLC website. Mislabeled packages are sent to TBLC and then sent back to the owning library, delaying the delivery time by up to two weeks. The information on the website is kept up-to-date, so it is best if you print labels "on demand" or be absolutely sure they reflect the correct address and 6-digit code.

Labels correctly printed may be photocopied.

Do not send courtesy return labels to other libraries or reuse labels. The labels include information on both the sending and receiving libraries.

## **Printing labels**

1. Go to [www.tbcl.org/delivery/search.new.php](http://www.tbcl.org/delivery/search.new.php).
2. Make sure your library (the sending library) is the one selected in the drop-down bar where it says, "Select YOUR location here."
3. Choose the library (or libraries) you wish to ship to and click on the box next to the library name under the column labeled "Select" (on the far left).
4. If you want to send more than one package to a library and need more than one label, fill in the box under "# copies" with the number of labels you want to print.
5. Select any other libraries you want to print labels for, repeating steps 3 and 4 as needed.
6. When you're finished making the selection, scroll to the bottom of the page and click "Print Labels Here."
7. Make sure you print them in LANDSCAPE format so the label can be properly read. Four labels fit on one page when printed correctly.

## **Bags**

1. Need more bags? Contact TBLC Delivery coordinator.
2. Have extra bags? Send them to TBLC (please remove labels first).
3. Damaged or dirty bags can be discarded.

## **Missed deliveries**

Report any missed deliveries to the Delivery coordinator immediately. Please continue to contact the Delivery coordinator each day until service resumes.

***Please view these calls as your contribution to making the service better, not as complaints.*** As a courtesy, when service resumes, please contact the Delivery coordinator.

\* Remember that the drivers have until 5 p.m. to deliver, so please wait until after 5 p.m. or the next business day to report a missed delivery.

## **Missing items**

A missing item is an item that has been sent through Delivery and has still not arrived at its destination after two weeks.

Please report missing items if they do not arrive within two weeks of their expected arrival date. The lending library should make the report, which will include the following:

1. **TO** where and **FROM** where item was sent (which libraries)
2. Who is **owning/lending** library (who item/s belong/s to)
3. **Title** of item
4. **Call Number** of item
5. **Date** item was sent/deemed missing

There will be a list of missing items posted each quarter to the Delivery listserv. Before each quarterly list is posted, the Delivery coordinator will check with all libraries that reported missing items in the quarter to confirm they are still missing.

If the item is returned, please notify the Delivery coordinator.

## **Damaged items**

Items sent through Delivery that arrive at the library wet, torn, burnt, scratched, or in any way distorted from their original format in a way that hinders normal use are considered “damaged.”

Report damaged items to the owning library and TBLC immediately. Materials must be sent to TBLC along with an invoice. Note the date you received the damaged materials, the name of the sending library and a contact at your library. Your report will result in a claim to the vendor. Vendor liability for loss and damage is a maximum of \$100 per bag (pouch) for the contents.

Invoices should be sent to TBLC no later than one month after the incident. Reimbursement covers only the item cost and does not include processing fees.

## **Lost items**

An item is deemed “lost” when it has been reported missing after two weeks, was posted with the quarterly list of missing items and is still not returned to the owning library.

According to the ALA National Code on Interlibrary Loan, the borrowing library assumes the "responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library" ([www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/interlibrary.cfm](http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/interlibrary.cfm)).

Beginning October 1, 2009, TBLC will not reimburse for lost items. Lost items will be the responsibility of the borrowing library. However, TBLC will pay for lost items if there is clear evidence of loss or theft on the part of the vendor. To determine this, TBLC will evaluate each claim on a case-by-case basis, and reimbursement for lost items will be at TBLC's discretion.

### **Holidays and library closings**

The vendor will not deliver on the following holidays:

Martin Luther King Jr. Day	Thanksgiving Day
Good Friday	Friday after Thanksgiving
Memorial Day	Christmas Eve Day
Fourth of July	Christmas Day
Labor Day	New Years Eve Day
Veterans Day	New Years Day

It is not possible to stop and start delivery for short periods of time. If your library is closed on a single day when you expect delivery, the driver will take the material back to the depot and deliver it on your next delivery day. The program will pay for the stop as if it had occurred.

If your library will be closed for one week or more, please contact the Delivery coordinator at least one week in advance, but earlier if possible. We will notify the vendor and make appropriate arrangements. Your cooperation will help to contain program costs.

Every attempt will be made to stop service during winter holiday, spring break and summer reduced schedule if you notify the Delivery coordinator at least two weeks prior to the first day the library is closed.

### **How can I tell Delivery libraries where to send materials to my library?**

In OCLC, use your library's constant data record to indicate you participate in Delivery. The constant data record will automatically insert this information into every request created by your library.

1. ALL PARTICIPATING LIBRARIES should change the "AFFILIATION" line to read: DLLI. (See Sample B: CONSTANT DATA RECORD)

2. Sites being addressed on the “Route to” line should adjust the “SHIP TO” information so that it looks like Sample B. Use the correct US Mail and DLLI information for the library that is requesting the material.

### **How will information on the program be distributed?**

**Delivery-announce**, a low-volume, moderated, electronic mailing list, is the primary means of distributing information regarding the program. Please SUBSCRIBE by visiting [lists.tbhc.org/mailman/listinfo/delivery-announce](http://lists.tbhc.org/mailman/listinfo/delivery-announce).

Each library is required to have at least one person on the Delivery-announce mailing list, and each library is required to provide a day-to-day contact for the service.

Annual reports, a list of participating libraries and information about the service is available at [www.tbhc.org/delivery](http://www.tbhc.org/delivery).

### **How do I provide feedback about this service?**

Your feedback is important to the success of the project and the future of the Statewide Library Delivery. Please contact the Delivery coordinator at (800) 622-8252, ext. 225 or [deliver@tbhc.org](mailto:deliver@tbhc.org), or use the web form at [www.tbhc.org/delivery/deliveryproblem](http://www.tbhc.org/delivery/deliveryproblem) to indicate what is working and what needs improvement.