Procedures Manual

Florida Library Network
Statewide Library Route/Courier Delivery Service

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This program is partially funded under the provisions of the Library Service and Technology Act as administered by the State Library of Florida. The participating libraries and the Distance Learning Library Initiative are paying for a portion of the costs.

The purpose of this program is to enhance access to library materials for distance learners, lifelong learners, and all Floridians by speeding delivery of library materials between libraries and reducing costs of interlibrary loan services.

Updated 4/12/2001
General Information

In May 1998, a pilot project to test the feasibility of surface delivery of library materials within the State of Florida began. This project was designed to meet a long-standing and well-documented need for rapid, cost contained, statewide service to move materials between libraries.

In 1998, overlapping, well-established library cooperative agreements existed. Six multitype library cooperatives served all counties and all types of libraries, the publicly supported state university system and community colleges were about to institute reciprocal borrowing agreements, various public libraries participated in single type, single or multi county cooperatives and in multi-county reciprocal borrowing programs.

Although there were courier services supporting interlibrary loan and reciprocal borrowing within some regions, there was no service providing delivery of materials between all of Florida's libraries. As a result, delivery was slow or costly, and interlibrary loan activity was low relative to the state's population. More effective delivery was needed to improve library service and to promote better utilization of a key state resource - the collections of its libraries.

The State of Florida has a total of more than 1,000 public, academic, and special libraries. Each of these libraries purchases most materials needed by its users, but relies on interlibrary loan to borrow materials it does not own. Based upon volume of interlibrary loan activity, libraries select to receive one to five day a week service. The service is most effective for locations that receive daily (Monday-Friday) courier stops and those that receive service three times per week (Monday, Wednesday, and Friday). During 1999-2000 over 230,000 packages were sent within the system. This represents an estimated 369,000 items.

All libraries, which are members of FLIN, are eligible to participate in this program which provides pickup and delivery of interlibrary loan materials between over 200 libraries throughout Florida. LSTA grant funding is used to supplement matching funds paid by the participating libraries.

The program’s objective is 48 hours delivery time between pick-up at the lending library and delivery to the borrowing library for libraries with daily courier stops, and 72 hours delivery time between libraries receiving 3 day a week delivery. Materials are tracked and handled carefully to avoid damage or loss. This route delivery system should only be used for inter-library loan materials (e.g., books, periodicals, or photocopies).
**What is Required of Participating Libraries?**

1. Libraries must provide a **location** inside the library where materials will be delivered and picked up, and where the “Delivery Statistical Form” can be left. This form is for staff to enter the number of packages sent out and to enter the number of packages received each delivery day. There is also a place for the route delivery driver to initial at the time of each visit. (See Sample A - DELIVERY STATISTICAL FORM)

2. Libraries must provide **monthly** statistics by filling out the “Delivery Statistical Form” and sending it to the Delivery Service Coordinator at TBLC via route delivery or fax to 813-628-4425 to be tabulated. A master of the “DELIVERY STATISTICAL FORM” is included as Sample A. Please fill in the totals at the bottom. Statistics are due the tenth day of the month.

3. Libraries should **use nylon zipper bags** provided by the program for packaging of materials. (See packaging and addressing/labeling instructions below.)

4. To speed delivery and insure against losses, libraries should use the address labels provided. (See packaging and addressing/labeling instructions below.)

5. Libraries must inform the Delivery Service Coordinator at 1-800-622-8252 or by sending an email to deliver@tblc.org if the route delivery driver **fails to arrive** on a scheduled delivery day.

6. Libraries must notify the Delivery Service Coordinator at 1-800-622-8252 or by sending an e-mail to deliver@tblc.org at least one week prior to any planned **change of delivery address** and as soon as possible, of any unexpected change.

7. Libraries must inform the Delivery Service Coordinator at 1-800-622-8252 or by sending an email to deliver@tblc.org if the library will be **closed for one week or more**.

**What Do I Do If My Delivery Day Is Missed?**

If your day of delivery is missed, contact the Delivery Service Coordinator at 1-800-622-8252 by 9:00 a.m. on the day after service is missed. Please continue to call each day until service resumes.

As a courtesy, when service resumes, please contact the Delivery Service Coordinator at 1-800-622-8252 or send an email to deliver@tblc.org.
What are the Packaging Requirements?

1. Items for statewide library route/courier delivery must be packaged in nylon zipper bags, supplied to each library by the Agent, TBLC. Bags for the project are orange and include the state seal and the DLLI designation at the bottom.

2. For additional bags, please notify the Delivery Service Coordinator at 1-800-622-8252 or by sending an email to deliver@tblc.org. Bags are available in two sizes for your convenience.

3. Libraries wishing to provide a secure closure may wish to purchase self-locking plastic seals at an office supply store. This may require a special order. If you want the returning library to use a seal, you will need to send them one. It could be taped to the item or put in an envelope and placed in the pocket.

4. Libraries may wish to protect some items by placing them in insulated mailing bags or manila folders prior to placing them in the required nylon zipper bags.

What Do I Do If Material Is Lost or Damaged?

There have been minimal reports of lost or damaged materials.

1. For lost materials, it is the responsibility of the lending library to verify that the borrowing library sent the material via the delivery system and to know the date it was sent. The lending library should call the Delivery Service Coordinator at 1-800-622-8252 to report the loss.

2. For damaged material note the date received and the sending library and call the Delivery Service Coordinator at 1-800-622-8252 immediately. You will be asked to send the damaged item to the Delivery Service Coordinator at TBLC.

3. Your report will result in a claim to the vendor. You will be asked the value of the material or the cost of rebinding. The vendor will look for lost material. Vendor liability for loss and damage is a maximum of $100 per bag (pouch) for the contents.

4. Claims must be made within 30 days of the loss or damage.

5. Claims can only be considered if materials were addressed properly to sites on the on-line delivery address list.

What are the Addressing/Labeling Requirements?

Use the Delivery Address List to determine the proper address. The proper delivery address must be visible on every item.
The DLLI bags have a place to insert a 3”x5” address label. Sample D is a reproducible form that can be used to make labels on your photocopier. We suggest printing or stamping your library address on the back of the label.

Each library is assigned a three digit depot suffix corresponding to the vendor’s depot which services that location. For example, Tampa Bay Library Consortium’s depot suffix is TPA, TBLC is serviced by the Tampa depot. This suffix must be included as part of the mailing address in the upper right corner of each mailing label.

A master set of pre-addressed mailing labels is available on the web at http://www.tblc.org/dlli/. This list is kept current. In April 2001 a full current master set was distributed to all participants. This should be saved intact and photocopied as needed.

NOTE: In some cases only one member of a public library cooperative or community college receives delivery. You must address the material to the delivery site and use the ROUTE TO LINE to designate the actual final recipient. Samples of proper addressing follow:

<table>
<thead>
<tr>
<th>Materials for the Pinellas Public Library Cooperative</th>
<th>Materials for Oldsmar Public Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>TO: Pinellas Pub. Lib. Coop. 1330 Cleveland St. ______ Clearwater, FL 33755-5103</td>
<td>TO: Pinellas Pub. Lib. Coop. 1330 Cleveland St. ______ Clearwater, FL 33755-5103</td>
</tr>
<tr>
<td>Route To:________________</td>
<td>Route To: ___ OLDSMAR PUBLIC LIBRARY</td>
</tr>
</tbody>
</table>

How do I report problems?

A project of this size that moves over 12,000 bags each month will experience times when service is less than perfect. The Delivery Service Coordinator should be notified promptly of any problems.

Please call 1-800-622-8252 every time a pickup or delivery is missed. For missed stops please call the morning after the service should have occurred. Missed stops will not be paid for. Report all other problems as soon as you identify them—these include frequently mis-delivered bags, too frequent stops and damaged items.
It is imperative that all problems be reported to the Delivery Service Coordinator. These reports help when planning improvements to the service. Please view these calls as your contribution to making the service better, not as complaints.

How can I tell Delivery Libraries Where to Send Materials to my Library?

When you send requests you should indicate that you are a delivery service library. Most requests are processed via OCLC. The easiest option for you is to change the constant data record, which automatically fills in certain fields on all interlibrary loan requests.

Originally DLLI stood for Distance Learning Library Initiative. DLLI was the impetus for the original pilot.

1. ALL PARTICIPATING LIBRARIES should change the “AFFILIATION” line to read: DLLI. (See Sample C: Constant Data Record)
2. Sites being addressed on the “Route to” line should adjust the SHIP TO: information so that it looks like Sample C. Use the correct US Mail and DLLI information for the library that is requesting the material.
3. Lending libraries should include correctly addressed return address labels with other loan documentation. Follow your existing procedures. This is particularly important for “Route to” sites.

What Should I Do About Holidays or Days When My Library Is Closed?

The vendor will not deliver on the following holidays:

- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Veterans Day
- Thanksgiving Day
- Friday After Thanksgiving
- Christmas Eve Day
- Christmas Day
- New Years Eve 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 notify the Delivery Service Coordinator at 1-800-622-8252 or send e-mail to deliver@tblc.org. The vendor will be notified and appropriate arrangements made. Your cooperation will help to contain program costs.

Every attempt will be made to stop service during winter holiday and spring break if you notify the Delivery Service Coordinator at least two weeks prior to the first day the library is closed. Call 1-800-622-8252 or email deliver@tblc.org.

**What are the Days of Service?**

Five day per week sites receive delivery Monday through Friday. Three day per week sites receive delivery Monday, Wednesday and Friday. One day per week sites receive delivery on Wednesday.

Some libraries have made special arrangements to receive service two and four days per week due to low volume and/or closings.

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

Delivery-announce, a low-volume, moderated, electronic mailing list has been created. This list will be the primary means of distributing information regarding the program. Please SUBSCRIBE by pointing your browser to http://lists.tblc.org. Choose delivery-announce from the list and follow the instructions for subscribing. If you do not have access to email please call 1-800-622-8252.

The delivery address list is available on the web at http://www.tblc.org/dlli/. It is available as a searchable database and a downloadable file (.pdf). You will need Adobe Acrobat Reader to read the downloadable file. You can get Acrobat Reader for free at http://www.adobe.com

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

Your feedback is important to the success of the project and the future of library route/courier delivery. Please call the Delivery Service Coordinator at 1-800-622-8252 or send e-mail to deliver@tblc.org to indicate what is working and what needs improvement.
Florida Statewide Library Route/Courier Delivery Service
DELIVERY STATISTICAL FORM

LIBRARY NAME: _______________________________________________________

FOR THE MONTH OF: _____________________________

<table>
<thead>
<tr>
<th>DATE</th>
<th># of Packages SENT</th>
<th># of Packages RECEIVED</th>
<th>Driver’s Initials</th>
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</thead>
<tbody>
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Please send this form to the delivery service coordinator via route delivery or fax to 813-628-4425 at the end of each month. Use a new form for every month.
Constant Data Record

Beginning of record displayed.

CD

Record 1 of 1

:Constant data name: DEFAULT
Data will be automatically transferred to each workform/record when you:
A. As BORROWER create a workform:
:NeedBefore: +30
:EDITION: ¶
:SHIP TO: US MAIL LIBRARIES--Oldsmar City Library/101 State St./Oldsmar
FL 34677
DLLI LIBRARIES--Pinellas Public Library Cooperative/1330 Cleveland
St./Clearwater, FL 33755-5103/Attn: Oldsmar Library ¶
:BILL TO: ¶
:FAX: (813) 628-4425 Ariel 206.72.132.10 ¶
:E-MAIL: watsonb@tblc.org ¶
:BILLING NOTES: ¶
:BORROWING NOTES: TELC, FLIN, & SoLINE member ¶
:AFFILIATION: DLLI ¶
:PATRON: ¶
:PATRON ADDR: ¶