



## Frequently Asked Questions

### **Is the Florida Library Delivery Service available on the weekends?**

Delivery service is only available Monday through Friday, excluding national holidays.

**Whose responsibility is it to count how many bags are sent and received?** It is the library's responsibility to count the number of sent and received bags daily and input the number on the monthly stat sheet. The driver should sign the stat sheet only to confirm that he completed the pick up and/or delivery.

**What materials may I send through the delivery service?** You may send any library materials through the service. Please do not send checks or invoices.

### **My driver did not show up today. When should I notify TBLC?**

Notify us as soon as possible so that we can get your library serviced. You may do so by calling (800) 622-8252 ext. 104 or sending an email to [deliver@tblc.org](mailto:deliver@tblc.org). You may also visit <https://tblc.org/programsandservices/delivery/> to report a missed stop or other delivery issues.

**Can I use the service to send something to a library that doesn't participate in Florida Library Delivery Service?** The service is just for participating Florida libraries. Please click here <https://tblc.org/delivery/search.new.php> for a list of participants.

### **What do the three letters in the right-hand corner of the delivery address label mean?**

Similar to a zip code, those three letters – known as a Depot Suffix - represent the hub that we use to sort your delivery bags. In order for us to deliver your items to the correct location, the address label must contain the Depot Suffix.

### **I received a water-damaged book through the delivery service. What do I do with it?**

If the book is not salvageable, contact the owner of the book and TBLC immediately. Send the book to TBLC through the delivery service. The owner of the book must send an invoice to TBLC for reimbursement.