



User Manual

Statewide Delivery Service

The Statewide Library Delivery Service has provided a rapid, cost-contained courier service for Florida libraries for over 25 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.

LSTA grant funding provided by the Division of Library and Information Services is used to supplement matching funds paid by the participating libraries. A list of the participating libraries can be found on our website at <https://tblc.org/florida-library-delivery/>.

Delivery's objective is 72-hour turnaround time between pick-up at the shipping library and delivery to the recipient library. Delivery should only be used for library materials being lent by way of Interlibrary Loan (e.g., books, periodicals or DVDs), and not for invoices, checks or cash.

Delivery services are provided Monday through Friday, excluding holidays.

Delivery contact information

For any questions or concerns about Delivery, or to report a problem, contact the Tampa Bay Library Consortium:

Email: tblcdelivery@tblc.org

Phone: 800-622-8252, Option 2

Delivery Participants

In order for the Statewide Library Delivery Service to run smoothly, TBLC, the Division of Library and Information Services, FedEx, the current delivery vendor, 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.

FedEx

- Issue shipping accounts to libraries upon the request of TBLC.
- Provide drivers for pickup and delivery of packages.
- Guaranteed delivery within 1-5 days.
- Online tracking of packages.

Library

- Send items in standard packaging.
- Only send to addresses in the FedEx address book.
- Monitor tracking numbers to make sure that packages are delivered.
- File claims for damaged or missing packages in a timely manner using the designated [form](#) and NOT with FedEx.
- Provide a primary contact for the service who is also signed up for the mailing list.
- Notify TBLC of staff changes.
- Notify TBLC of library closings well in advance.
- Avoid incurring additional fees.

TBLC

- Work with libraries, vendor and Division to ensure quick turnaround times.
- Troubleshoot issues.
- Ensure Delivery program runs smoothly.
- Maintain website and directory.
- Issue annual invoices to participating libraries.
- Issue supplemental invoices to libraries when needed.

Division of Library and Information Services

- Receive and pay weekly FedEx invoices.
- File reported claims.
- Replace missing or damaged items.
- Maintain statistics.
- Issue biannual usage statements.
- Provide federal grant funds to offset the actual service cost for participating libraries.

Packaging requirements

Incorrect packaging may incur an additional fee. If a library incurs a fee for incorrect packaging, TBLC will immediately notify the library to let them know that the fee has occurred. TBLC will then send a supplemental invoice to the library for that fee at the end of the quarter in which the fee or fees occurred.

Non-standard packaging includes any package that:

- Is not fully encased in sealed packaging.
- Is encased in a box not made of corrugated cardboard materials.
- Is a soft-sided pack (e.g., courier packs, poly bags and bubble mailers) that exceeds 18" x 13" or 5" inches in height.
- Is cylindrical, such as a mailing tube.
- Could become entangled in or cause damage to other packages or the FedEx sorting system.

A sample list of supplies, as well as information on how you can purchase supplies at a discount off of the State Term contract, can be found at <https://tbtc.org/florida-library-delivery/>.

Miscellaneous fees

In addition to non-standard packaging, there are other instances where a fee may be incurred and passed on to the library. TBLC will immediately notify the library to let them know that the fee has occurred. TBLC will then send a supplemental invoice to the library for that fee at the end of the quarter in which the fee or fees occurred. These are instances where an additional fee can be incurred:

- Address change - Do not edit or create addresses. Libraries should **ONLY** be using the addresses in the FedEx address book that is maintained by TBLC. If an address needs to be changed or corrected, notify TBLC and they will make the needed change.
- Weight - There is a 50 lb. weight limit.
- Oversize Dimensions - Packages should not exceed 96 inches in length or 130 inches in length and girth. Adding dimensions to your label is not required. There are no benefits to measuring your boxes and if you enter the wrong dimensions there is a chance for a mistake. FedEx scans every package and will determine the dimensions.
- Declared value – FedEx automatically insures packages for \$100. If your package is over \$100, the Florida Library Delivery Service will insure up to \$500. Fees for declared value over \$500 will be passed on to the library. In addition, please be aware that the replacement cost of the lost or damaged item (in the case of a claim) is based on the current cost of that item and not on the declared value of the package.
- Direct Signature – Do not select the option to request a signature.

Claims

The Division of Library and Information Services will place any claims for damaged or undelivered packages with FedEx on your behalf. Claims should be filed at <https://statelibraryofflorida.wufoo.com/forms/florida-library-delivery-service-claim-form/> as soon as possible, especially if there is damage. Claims can be filed by the shipping library or the recipient library, it is not restricted to the owning library. If you receive a damage package, you may not be the owning library but since you have the item in hand you should place the claim. Once the claim is placed, and you are not the owning library, the Division will notify the owning library that a claim was placed on their behalf.

Claims ***MUST*** be filed with the Division of Library and Information Services within 55 days of the ship date to ensure that the Division is able to place the claim with FedEx within their required 60 days.

If a claim is not filed in a timely manner, the Division will not be able to recoup costs from FedEx and will not be able to compensate the owning library for the missing item. 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"(<https://www.ala.org/rusa/guidelines/interlibrary>).

If a successful claim has been submitted, the Division will send the owning library a replacement for that item. If replacements are not acceptable, send an invoice to cathy.moloney@dos.myflorida.com. Reimbursement covers only the item cost and does not include processing fees.

Claims must include:

- Tracking number
- Contact information for shipping and recipient library.
- If the claim is for damage, photos of damaged item and packaging.
- Item information.
- Proof of item cost. Examples of proof may be a screen shot from Amazon, the publisher's website or a rare book vendor such as [eBay](#), [AbeBooks](#) or [The Antiquarian Booksellers' Association of America](#).

Damaged items

Items sent through FedEx that arrive at the library wet, torn, broken, or in any way distorted from their original format in a way that hinders normal use, are considered "damaged."

The package recipient should immediately submit a claim form with photos of the damaged item and damaged packaging.

Missing Items

If a package has been received but the contents are missing, submit a claim form with a picture of the opened or damaged packaging.

Undelivered packages

If you have shipped a package and it has not made it to its destination by the estimated delivery date, you may need to file a claim. Before filing a claim, call FedEx Customer Service at 1-800-463-3339 with the tracking number.

- To find the estimated delivery date go to [fedex.com](https://www.fedex.com), click on tracking and then advanced tracking.
- If FedEx Customer Service tells you that you need to file a claim, submit a Florida Library Delivery Service [claim form](#). **Do not** place the claim directly with FedEx.

Pickups

There are two types of pickup statuses. These are both options in the Pickup/Drop-off section of your shipping label.

Scheduled pickups

Some libraries are set up for scheduled pickups on certain days of the week. If your library has a scheduled pickup, please be aware that FedEx requires that locations have packages 90% of the time to maintain a scheduled pickup. If your library does not have packages to be picked up on a regular basis FedEx Customer Service may call you to let you know that you are being moved to an on-call pick up status. If you do not have a scheduled pick up, and can maintain the 90% volume, contact TBLC to have that added to your account.

On-Call pickups

If you do not have the volume needed to maintain a scheduled pickup, or if you would like more control over when your pickups occur, you can elect to go to an on-call status. Contact TBLC if you currently have a scheduled pickup and would like to change to an on-call pickup

Also of note, pickups and deliveries are not done by the same driver.

Holidays and library closings

The vendor will not deliver on the following holidays:

New Year's Eve
New Year's Day
Memorial Day
Fourth of July
Labor Day

Thanksgiving Day
Christmas Eve
Christmas Day

It is not advisable to stop and start delivery for short periods of time. If your library is closed on a day when you expect delivery, FedEx will hold a package for 10 days and attempt to deliver your package at least two more times. If they are still not able to deliver the package, they will return it to the shipping library.

If your library will be closed an extended period of time, for example, winter holiday, spring break or summer reduced schedule, please contact tblcdelivery@tblc.org at least one week in advance. TBLC will remove your library from the address book in FedEx two to three days prior to your closure to ensure that packages are not scheduled for delivery during that time.

Your cooperation will help to contain program costs.

A Sample List of Supplies



These materials are acceptable for FedEx Ground Shipping. This list is not comprehensive and you are not required to use these items.

Office Depot and Staples supplies are available on state contract at a 40-60% discount and can be used by other governmental agencies. For more information on how to use the state's office supplies contract please visit the [Florida Department of Management Services](#).

Office Depot® Brand Kraft Self-Seal Padded Mailers, #3, 8 1/2" x 14 1/2", Pack Of 100

Will fit regular paperbacks. Sizes smaller than these only fit tiny books.

<https://www.officedepot.com/a/products/687925/Office-Depot-Brand-Kraft-Self-Seal/>

Office Depot® Brand Kraft Self-Seal Padded Mailers, #4, 9 1/2" x 14 1/2", Pack Of 2

Fits most book sizes. <https://www.officedepot.com/a/products/335952/Office-Depot-Brand-Kraft-Self-Seal/>

Office Depot® Brand Kraft Self-Seal Padded Mailers, #5, 10 1/2" x 16", Pack Of 25

Commonly used envelope. Wider than #3s and 4s. Perhaps too large for paperbacks.

<https://www.officedepot.com/a/products/336000/Office-Depot-Brand-Kraft-Self-Seal/>

Office Depot® Brand Heavy-Duty Boxes, 12" x 12" x 10", Kraft, Pack Of 25 Boxes

Fairly average for sending out several books.

<https://www.officedepot.com/a/products/266552/Office-Depot-Brand-Heavy-Duty-Boxes/>

Office Depot® Brand Corrugated Boxes, 12" x 9" x 5", Kraft, Pack Of 25

<https://www.officedepot.com/a/products/696178/Office-Depot-Brand-Corrugated-Boxes-12/#Specs>

Office Depot® Brand White Literature Mailers, 17 1/8" x 11 1/8" x 5", Pack Of 50

Good for heavy materials. Option aside from jiffy mailers.

<https://www.officedepot.com/a/products/330568/Office-Depot-Brand-White-Literature-Mailers/>

Office Depot® Brand White Corrugated DVD Mailers, 7 5/8" x 5 7/16" x 11/16", Pack Of 50

For libraries that ship DVDs, a fitted cardboard box will help protect the material and there won't be a whole lot of space to jostle the disks like a regular box would have.

<https://www.officedepot.com/a/products/313688/Office-Depot-Brand-White-Corrugated-DVD/>

Please forward all questions about this document and all things delivery to:
tblcdelivery@tblc.org

All libraries will need to use approved packaging for FedEx Ground.

Additional fees will be assessed when other packaging is used.

The following is a list of the FedEx criteria for 'Additional Handling' fees related to supplies

(Dimension) measures greater than 48 inches along its longest side; measures greater than 30 inches along its second-longest side; measures greater than 105 inches in length and girth — the length and girth is length plus (two times the height) plus (two times the width)

(Weight) has an actual weight greater than 50 lbs. (U.S. Express Package Services, U.S. Ground Services); has an actual weight greater than 70 lbs. (International Express Package Services, International Ground Service)

(Packaging) is in non-standard packaging, including any package that: is not fully encased in an outer shipping container; is encased in an outer shipping container not made of corrugated fiberboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic (e.g., plastic bags), or expanded polystyrene foam (e.g., Styrofoam); is encased in an outer shipping container covered in shrink wrap or stretch wrap; is encased in a soft-sided pack (e.g., courier packs, poly bags, and bubble mailers) that exceeds 18 inches along its longest side or 13 inches along its second-longest side or 5 inches in height; is cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, drums, or pails; is bound with metal, plastic or cloth banding, or has wheels, casters, handles, or straps (including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area); or could become entangled in or cause damage to other packages or the FedEx sortation system.

Package shape and dimensions may change during transit, which can affect the package's dimensional weight and surcharge eligibility. If the dimensions change during transit, FedEx may make appropriate adjustments to the shipment charges at any time. For U.S. express and ground services, this surcharge applies per piece even if multiple pieces are bundled in a shipment. We reserve the right to assess additional handling charges for packages that require special handling or that require FedEx to apply additional packaging during transit.

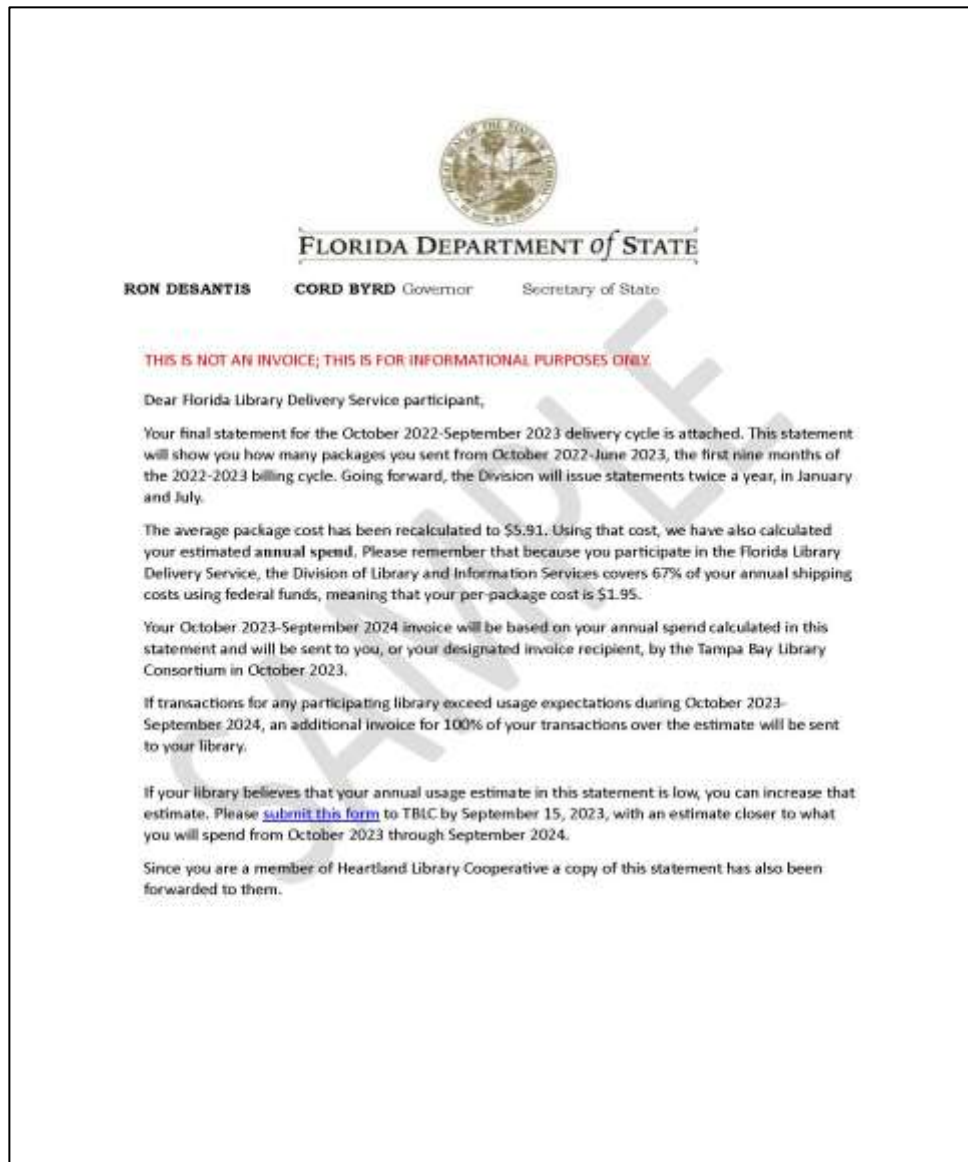
List of Supplies/11.2023

Usage Statement and Invoices

The usage statement is sent by the State Library of Florida Division of Library and Information Services. It is to inform the library of its current usage and estimated annual cost. It is not an invoice.

The invoice is sent by TBLC. It has the actual amount the library is responsible for.

Sample usage statement:





Division of Library and Information Services
R.A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399
850.245.6600 • 850.245.6735 (Fax) • info.florida.gov
Florida Library Delivery Service Usage Statement – July 2023
Covering October 2022-June 2023




Location Name	October 2022 – June 2023 Actual Packages	July 2023 – September 2023 Estimated Packages	Calculated Annual Spend	Your library's portion (33% of calculated annual spend)
Participating Library	1007	336	\$7,937.13	\$2,619.25

This project is funded under the provisions of the Library Services and Technology Act from the Institute of Museum and Library Services. Florida's LSTA program is administered by the Department of State's Division of Library and Information Services.

For FY2023-24, the percentage of total costs for the State Library and Statewide Resource Sharing program financed with federal money is 60%; the federal dollar amount to be paid on the invoice for the Florida Library Delivery Service is \$452,689 Local match for this program is \$237,742.



Sample Invoice:

Tampa Bay Library Consortium, Inc. PO Box 75498 Tampa, FL 33675 813-622-8252 accounting@tbic.org www.tbic.org		 DIVISION OF LIBRARY and INFORMATION SERVICES	
BILL TO Florida Library PO Box 1234 Tampa, FL		INVOICE 1234	
		DATE 10/20/2023 TERMS Net 30	

<table border="1"> <thead> <tr> <th>ACTIVITY</th> <th>QTY</th> <th>RATE</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>FLDS - 2023-24</td> <td>1</td> <td>100.00</td> <td>100.00</td> </tr> <tr> <td colspan="4">2023-24 Florida Library Delivery Service, Participation Fee</td> </tr> </tbody> </table>		ACTIVITY	QTY	RATE	AMOUNT	FLDS - 2023-24	1	100.00	100.00	2023-24 Florida Library Delivery Service, Participation Fee					
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Should it be easier for your organization to use our new payment choices of EFT/ACH or Wires, please email Annie@tbic.org to obtain our account and bank routing numbers. TBLC will pay all transaction fees your banking institution may charge you to pay this or any TBLC invoice.