

**LAKELAND LIBRARY COOPERATIVE
DELIVERY PROCEDURES
OCTOBER 2017**

Sending Books and Packages – How to Identify a Single Book or Package

- Use a pink transfer slip or a receipt printer slip for each outgoing Interlibrary Loan item.
- If the delivery dot is illegible or if there isn't a delivery dot on the item (routing envelopes are OK too), use a goldenrod transfer slip for each returning book, box, magazine, package, etc.
- Cross out any previous routing information.
- Print the 2-letter agency code in large and legible letters.
- Insert the slip firmly in the middle of the book, close to the spine, with the 2-letter code sticking out the top, facing the back of the book. You may put a rubber band around a book if it is in poor condition or to hold the routing slip in the book.
- For boxes or packages, tape the transfer slip securely to the outside of the box or package.
- Use a separate slip for each item. **DO NOT rubber band several items together with just a single routing slip.**

Sending AV Materials (AV Materials Include Audio Books, DVD and Music) – Gray Bins

- Use a pink transfer slip or a receipt printer slip for each outgoing Interlibrary Loan AV item.
- If the delivery dot is illegible or if there isn't a delivery dot on the item, use a goldenrod transfer slip or a receipt printer slip for each returning AV item.
- Cross out any previous routing information.
- Print the 2-letter agency code in large and legible letters.
- Securely place the transfer slip in the item or wrap it around the item and secure it with a rubber band.
- Gray bins are used to transport AV Materials (Audio Books, DVD and Music).
- Place the AV item in the designated gray bin. AV materials should be placed in the bins in a manner that best prevents the items from being damaged. **DO NOT** put AV materials in bags.

Paperwork, Request Forms, Memos, etc.

- Insert paperwork, request forms and or memos in a larger (i.e. 8 1/2 x 11) paper envelope marked with the agency's 2-letter code (cross out any previous routing).
- **If you are sending letter size or smaller envelopes, put them in the green document bags.**
- Paperwork going to LLC should be placed in the green document bags or an inter-office envelope.

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Delivery Bags – What Goes in a Bag – How to Label a Bag

- A majority of the Inter-Library Loan books will be packed in bags that will be going to Lakeland to be sorted. LL should be printed on the tags of these bags.
- To send a large number of items to one agency, use a separate delivery bag(s) and label the bag(s) appropriately.
- Similar to above, if there are enough items (i.e. more than 10 books) going to a library that is positioned down the delivery route, place the items in a separate bag(s) and label the bag(s) appropriately. If there are fewer items (i.e. less than 10 book) going to a library positioned down the delivery route, the items can be placed in the blue bin. The driver will separate and deliver the items accordingly.
- Clearly print the 2-letter agency code on the tag stack attached to the bag. It is not necessary to label the bins.
- It is ok to use a tag multiple times. Previous agency codes should be crossed out and completely filled tags should be removed.
- Lakeland delivery staff will replenish the tag stacks to Lakeland Bags as needed.
- **Do not staple the tag to the bag.**

Delivery Bags - General Instructions

- The primary method of transporting books is by packing them in delivery bags.
- Blue bins are primarily used to transport books going to libraries positioned down the delivery route, oversized books and paperwork. However, instead of over-packing a bag, it is ok to put a few books (i.e. less than 10) in the blue bin as long as the bin is not overfilled and the lids can close properly.
- Outgoing items should be packed neatly in the delivery bags and bins and left in your delivery pick-up area.
- Drivers are not able to pick up items that are not in bags, bins or a cardboard box.
- When using bags, be sure that they are correctly labeled. How to label a bag is described above.
- For the protection of the books and to facilitate delivery, avoid packing books in paper bags, plastic bags, grocery bags or boxes. Let the Driver know if more bags are needed. A note requesting additional bags can be left in the outgoing blue bin.
- If you have a larger item that is securely packed in a cardboard box and properly labeled, it is not necessary to put it in a bag.
- Cataloging items can be sent in boxes labeled “LL Cataloging”.
- Any questions about the Delivery Procedures can be directed to the Driver. The Business Manager at Lakeland can also be contacted (616-559-5253 ext 202 or terry@llcoop.org) with any questions regarding delivery.

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Delivery Bags - How to Pack a Delivery Bag

- A properly filled and tied delivery bag helps to protect the books from being damaged against normal delivery wear and tear and from the weather, primarily water and facilitates delivery.
- A delivery bag is 13” wide x 9” deep. When packing a bag, start by placing 2 regular size books (i.e. 6” x 9”) spine to spine on the bottom of the bag. Continue to fill the bag, making sure that the books are even.
- Paperback books (i.e. 4” x 6.5”) can be placed on top of the regular size books. 2 paperback books can be put spine to spine on top of one regular size book (i.e. 6” x 9”), again, making sure that the books are even.
- Packing the books spine to spine helps to prevent the books from being damaged.
- Larger and or irregular sized books (i.e. 7” wide or larger) can be laid over the smaller sized books.
- **DO NOT** put books on the sides of the bag. They must be laid flat. If a book cannot be laid flat in a bag because it is too large, the book can be put in the blue bin.
- Do not put paperback books on top. A hard cover book should always be the top book.
- In addition to being carried, delivery bags are sometimes placed on carts and eventually stacked on top of one another when being transported. Placing a larger flat book (i.e. 7” wide or larger) on the top of all the other books helps to stabilize the bag.
- Bags should not be overfilled. To facilitate delivery, provide maximum protection to the books and to maintain the weight of the bag to 40 pounds, it is better to under fill a bag than to overfill it.
- Each bag should be properly tied. The top part of the canvas will entirely cover all of the materials in a properly filled and tied bag.

PROPERLY CLOSED AND FILLED BAG



NOT PACKED CORRECTLY



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Here are the links to instructions for RIDES Delivery for returning items that do not belong to libraries in our system. Once the items are packaged and labeled, put them with your regular LLC delivery for the driver to pick up.

When you have pulled the items that have been requested from your library on MeLCat follow this process:

- Place a MeLCat Bookband or Label on each item you are sending out. Place your MeLCat paging slip inside the book. If you are processing returned items, check them in on Sierra and proceed to the next step.
- Open the RIDES Delivery website:
http://mcls.org/w/rides_labels/selector.cfm
- Print labels and package items following instructions per the links below:
 - The items must be placed in a padded envelop. Instructions for packaging materials can be found at:
<http://www.mcls.org/rides/policies-procedures/#Packing>
 - Packages must have a label put on the outside. Instructions for printing labels can be found at:
<http://www.mcls.org/rides/policies-procedures/#Labels>
 - Choose plain paper or labels (6 per page) and then the Print button. Avery 6464 labels are stick on removable labels designed to be used with a specific size Avery Label stock (6 per sheet). If you wish to use that format, you need to purchase the requisite Avery label stock from your regular supplier.
 - If MeLCat items are going to other LLC libraries on the shared Sierra system, RIDES labels are not required. Place a pink delivery transfer slip or print the transit slip to transfer those items to another Lakeland member library.
- Place your items in the LLC Delivery Bags. When Lakeland receives them, the items will be placed in the RIDES Delivery bins and picked up at Lakeland.
- Do not send unlabeled/unpackaged items to Lakeland. Libraries are responsible for packaging both items that are being shipped out from your library and items that are to be returned to the owning library after your patrons are finished with them.

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- **NO PACK libraries:** Some RIDES Delivery libraries are participating in the “NO PACK” program. If you receive materials from these libraries for your patrons, you do not have to package them when they are returned. You **MUST** print a RIDES label for them. Follow all of the instructions above except the packaging part and simply rubber band the label (2 rubber bands) to the outside of the item and place it in delivery. **All AV (non-print material) must be packaged regardless of the “NO PACK” program.**

NOTE: If you are using used packaging, please check both sides of the packaging materials so that there are not two “valid” RIDES labels on the package. Remove or cross out all but the label you are affixing to the package.