

Delivery Policies

Adopted by the Cooperative Board August 14, 2003

DE1 Delivery Service

DE1.1 Core Service

Delivery service is one of the core functions of the Cooperative.

DE1.2 Basic Service

The Cooperative provides a basic delivery service to all member libraries and branches. The number of delivery stops each library will receive will be based on benchmarks defined by Lakeland Staff and reviewed annually by the Board.

DE1.3 Service to Affiliates and Others

The Cooperative may provide delivery service to affiliate or other libraries within the geographic service area on a fee basis.

DE2 Delivery Regulations

DE2.1 Delivery Fees

The delivery fees shall be determined by the Cooperative Board.

DE2.2 Delivery Invoices

Invoices for delivery will be issued on a quarterly basis.

DE2.3 Delivery Containers

New libraries joining the Cooperative or contracting for delivery may be required to obtain the specified delivery containers at their own cost.

DE2.4 Secure Staging Area

Member Libraries shall provide a secure staging area for delivery of materials.

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First Reading	10/14/99	PPS Revision:	9/16/04	Adoption:	3/13/08
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First Reading:	8/14/03	PPS Revision:	9/20/07	Adoption:	11/12/09
Adoption:	9/11/03	First Reading:	2/14/08		

DE2.5 Materials Lost or Damaged in Delivery

The Cooperative shall not be responsible for items lost or damaged in delivery unless the specific claim of negligence is documented by a member library.

DE2.6 Rules Governing Delivery

The Cooperative Director shall promulgate appropriate rules and regulations governing the delivery service, including requirements for proper packing of materials, etc. The Cooperative shall have the right to refuse service to any library not in compliance with these rules.

DE2.7 Delivery of Third Party Materials

Adopted by the Cooperative Board on July 10, 2003.

It is the policy of the Lakeland Library Cooperative to limit the delivery of third-party (i.e.: non-Lakeland Member) materials to items from the following kinds of organizations only:

- Allied Not-for-Profit Library Service Organizations. (Examples would be MLA, MLC, the Library of Michigan, etc.)
- Non-Profit Arts & Cultural Organizations based in and serving the Lakeland service area.
- Publications that routinely provide extensive, no-cost coverage for announcements of library events.

Lakeland reserves the right to refuse to transport items from these groups if doing so would impose a hardship upon the delivery system.

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