

# LAKELAND LIBRARY COOPERATIVE

## DELIVERY PROCEDURES

October 2016

### 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 Audio Book Materials

- Other than Audio Books, AV is no longer sent by way of Interlibrary Loan.
- Use a pink transfer slip or a receipt printer slip for each outgoing Interlibrary Loan Audio Book.
- 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 Audio Book.
- 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.
- Place the Audio Books in the designated containers (bins/canvas bags). When placing Audio Books in Lakeland bins, lay them flat in the bin. **If a bag must be used, put only Audio Books in the bag and clearly mark it as LL-AV, OG-AV, etc.**

### Paperwork, Request Forms, Memos, etc.

- Insert in a 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.

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

- To send a large number of items to one agency, use a separate delivery bag(s) and label the bag(s) appropriately.
- If there are enough materials going to a library that is positioned down the delivery route, these items can be placed in a separate bag. If there are only a couple of items going to a library that is subsequently located on the delivery route, these items can be placed in the bin. The driver will separate and deliver these items accordingly.
- Print the 2-letter agency code on the tag stack attached to the bag.
- *Lakeland sorts for and delivers to LLC Member Libraries and KDL sorts for and delivers to KDL Branches. To prevent redundancy, LLC and KU books should not be mixed in the same bag.*
- *The tags attached to the bags that contain items for KDL Branches should be marked KU.*
- *The tags attached to the bags that contain items for LLC Member Libraries should be marked LL.*
- *Remove the old 2-letter agency code markings from the tag stack that are attached to the bag.*
- *Lakeland delivery staff will replenish the tag stacks to Lakeland bags as needed.*
- **Do not staple the tag to the bag.**

### **Other**

**Be careful not to confuse HO/OH, EC/IC, HN/NH, IL/LL, to print clearly, and to make sure the proper 2-letter codes are used, for example, OH for Hudsonville, HO for Holland and IL for Lake Odessa.**

## **Delivery Bags - General Instructions on How to Pack a Delivery Bag**

- The primary method of transporting books is by packing them in delivery bags.
- Bins are predominately used to transport Audio Books, miscellaneous AV items, paperwork, request forms, memos and other similar items. However, instead of over-packing a delivery bag it is ok to put a few books or oversized books in a bin as long as the bin is not overfilled and the lids close properly.
- Outgoing items should be packed neatly in the delivery bags or bins and left in your delivery pick-up area.
- Drivers are not able to pick up items that are not in bins, bags 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.
- 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”.

- In addition to facilitating delivery, when properly filled, delivery bags can help protect books from normal delivery wear and tear and from the elements, especially water.
- Packing the books spine to spine can prevent the books from being damaged.
- Do not put paperback books on top. A hard cover book should always be the top book.
- Bags should not be overfilled.
- Each bag should be properly tied. Do not be afraid to tie the bag tight. The top part of the canvas will entirely cover all materials in a properly filled and tied bag.
- The best way to prevent a book from being damaged from normal delivery wear and tear and from the weather (primarily water) is to properly fill (not overfill) and to tightly tie the bags. To facilitate delivery, provide maximum protection to the books and to maintain the weight of the bag to 50 pounds, it is better to under fill a bag than to overfill it.
- In addition to being carried, sometimes the bags are placed on carts and eventually stacked on top of one another when being transported. A bag can be stabilized by placing a larger flat book (8 ½ by 11) on the top of all the other books. This larger book protects the books that are underneath it and prevents smaller paperback books from being scrunched up while tying the bags.
- **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 a bin.
- Let your driver know if you need bags and he will provide them to you. A note can always be left in the bin requesting additional bags.
- In addition to using the above guidelines when packing bags, let common sense prevail. If you or a staff member needs advice on how to pack a bag, or if you have a new staff member, feel free to ask a driver for assistance. They will be more than happy to assist you. The Business Manager at Lakeland can also be contacted (616-559-5253 ext 202) with any delivery questions.

**PROPERLY CLOSED AND FILLED BAG**



**NOT PACKED CORRECTLY**



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## RIDES DELIVERY PROCEDURES

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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 Millennium and proceed to the next step.
- Open the RIDES Delivery website:  
[http://mcls.org/w/rides\\_labels/selector.cfm](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 Millennium 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 into LLC delivery. When we receive them, the items will be placed in the RIDES Delivery bins and picked up here 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.

- **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.