

LAKELAND LIBRARY COOPERATIVE

DELIVERY PROCEDURES 2008-2009

Revised 2-24-2009

Sending books and packages

- Use a pink transfer slip or a receipt printer slip for each outgoing Interlibrary Loan item.
- If the delivery dot is illegible or there is no 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, easily 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 rubber band around a book particularly 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 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

- Use a pink transfer slip or receipt printer slip for each outgoing Interlibrary Loan AV item.
- If the delivery dot is illegible or there is no delivery dot on the item, use a goldenrod transfer slip for each returning AV item.
- Cross out any previous routing information.
- Print the 2-letter agency code in large, easily legible letters.
- Place the transfer slip in the item securely or wrap it around the item and secure with a rubber band facing the back of the item.
- To help keep the books on tape, cassettes, CDs, etc., together--**place rubber band(s) around the item.**
- Place the AV items in designated containers (bins/AV canvas bags). When putting DVDs, videos or other tall items in the Lakeland bins, lay them flat in the bin. The bins are stacked and if the items are taller than or packed higher than the notches on the bins, the bins cannot be stacked in the trucks. **If a bag must be used, put only AV items in that bag and clearly mark it as LL-AV, KU-AV, etc. Do not put any CDs, Cassettes, softcased VHS, Audio books, or CD-ROMs in bags with books. If any item is easily crushed, such as audio book cases, do not put it in bags with books.**

Paperwork, request forms, memos, etc.

- Insert in a paper envelope marked with agency 2-letter code (cross out previous routing).
- **If you are sending letter size or smaller envelopes, put them in the green document bags.**
- Paperwork going to headquarters should be placed in the green document bags or an in-office envelope.

Delivery bags

- To send a large number of items to one agency use the delivery bags (available on request from the driver).
- If there are enough materials going to a library later on the delivery route, please place them in a separate bag. If there are only a couple of items going to a library later on the delivery route, please place them on top of the bin. The drivers will then deliver the materials to the library that day.
- Print and underline the 2-letter agency code on the tag stack attached to the bag.
- If the bag contains items for all the Kent District locations, please mark the bag KU.
- **Do not staple the tag to the bag.**

Other

Be careful not to confuse HO/OH, EC/IC, HN/NH, KI/KT, IL/LL, print clearly, underline the 2-letter code, and make sure the proper 2-letter codes are used (OH for Hudsonville) (HO for Holland) (IL for Lake Odessa)

Outgoing items must be packed neatly in bins or bags and left in your delivery pickup area. Drivers will not pick up items that are not in bins or bags. When using bags, be sure they are correctly labeled and that the bags are securely tied.

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MeL DELIVERY PROCEDURES 2008-2009

Here are the links to instructions for MeL 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 step 2.
- Log into the MeLDelivery website:
<http://promed-1.com/mlc/mlc.asp?action=null&view=login>
- 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.mlc.lib.mi.us/cms/sitem.cfm/library_tools/mel_delivery/mel_delivery_procedures/

Packages must have a label put on the outside. Instructions for printing labels can be found at:
http://www.mlc.lib.mi.us/cms/sitem.cfm/library_tools/mel_delivery/mel_delivery_labels/

 - Do not print “bag labels”. Choose 8 ½ x 11 or Avery 6464 and then the Make Labels button. Avery 6464 labels are stick on 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.
- Place your items into LLC delivery. When we receive them, the items will be placed in the MeL Delivery bags and picked up here at Lakeland. Do not send unlabeled/unpackaged items to Lakeland (the exception to this are those labels that print the words “NO PACK”). 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 (except “NO PACK” libraries) after your patrons are finished with them.

- **NO PACK libraries:** Some MeLDelivery libraries are participating in the “NO PACK” pilot program for print materials. If you receive materials from these libraries for your patrons, you do not have to package them when they are returned. You **DO** need to print a 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. If the “NO PACK” pilot is successful, there will be an opportunity for LLC libraries to join the “NO PACK” group. **All AV (non-print material) must be packaged regardless of the “NO PACK” pilot.**

HINT: Some libraries use the 6464 Avery label format to create sheets of labels for libraries to which they ship lots of materials. You can do this by logging into the label maker, selecting the library for which you want to create of sheet of labels and “add” it 6 times. This will allow you to pre-print an entire sheet of labels for a library. This can save time with packaging materials. You will need to determine which libraries you wish to do this for over time as you are filling requests.