



Frequently Asked Questions

1. Is Delivery service available on the weekends?

Delivery service is only available Monday through Friday, excluding national holidays. Unfortunately, we are not able to run our service on Saturday or Sunday.

2. Whose responsibility is it to count how many bags are coming and going?

It is the library's responsibility to count the number of sent and received bags. The driver should sign the sheet only to confirm that he completed the pick up and/or delivery.

3. What sorts of materials may I send through Delivery?

You may send any library materials through our Delivery service. Please do not send checks or invoices.

4. My driver did not show up today. When should I notify Delivery?

Notify us the *first time* a stop is missed so that we can get you back on track immediately. You may do so by calling (800) 622-8252 or sending an email to deliver@tblc.org. You may also visit www.tblc.org/delivery, click on "Report an Issue" and complete the Delivery Report Problem Form.

5. Can I use the service to send something to a library that doesn't participate in Delivery?

This service is just for *participating* Florida libraries. Please click here -- www.tblc.org/delivery/delivery.shtml -- for a list of participants.

6. What do the three letters in the right-hand corner of the Delivery label mean?

Similar to a zip code, those three letters – known as the Depot Suffix – make up the code that we use to sort your Delivery bags. In order for us to deliver your items to the correct location, your label must include the code of the library to which you are sending your items.

Each location's code is found in the "Depot Suffix" column in our list of participating libraries. When printing your own Delivery labels, please be sure to include that code in a large, clear font.

7. An item that I sent through Delivery has been missing for a year. Can I still get a reimbursement?

We are only able to provide you with a reimbursement if you inform us of a missing item within **30 days** of the date that the item goes missing.

To do so, send a "missing book" email to deliver@tblc.org. Include the title, author, call number, date the item was sent and the name of the library to which it was sent. TBLC will post a "please check your shelves" message on the listserv. If your item has not been returned in the next two weeks, send us an invoice for the replacement cost of the item.