

# Procedures Manual

## Florida Library Delivery

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*This program is partially funded under the provisions of the Library Service and Technology Act as administered by the State Library of Florida. The participating libraries and the Distance Learning Library Initiative are paying for a portion of the costs.*

*The purpose of this program is to enhance access to library materials for distance learners, lifelong learners, and all Floridians by speeding delivery of library materials between libraries and reducing costs of interlibrary loan services.*

## General Information

### Delivery – or Florida Library Delivery

Delivery is a statewide service that helps libraries serve Floridians by quickly and inexpensively moving Interlibrary Loan, reciprocal borrowing, and other resource sharing materials among 225 Florida libraries. Delivery is a collaborative service, with participating libraries forming Florida's resource sharing network connecting almost all public, university, and community college libraries. Delivery is part of the Florida Electronic Library program and is funded in part by participating libraries and with LSTA funds provided by the Florida State Library and Archives. The Tampa Bay Library Consortium coordinates the program for Florida libraries and manages the contract with the courier service vendor.

To the greatest extent possible, Delivery is managed so that it encourages and supports resource sharing. Ensuring that libraries are connected and can easily and economically send materials to one another serves as an incentive for libraries to share with other network members. Delivery charges are based on the number of days per week that the courier visits a library, rather than the number of items transported, and this approach encourages libraries to share more. Delivery is easy to use. Staff members just place a preprinted label on the orange bag, place the items in the bag, and place the bag in the pickup spot for the vendor. And delivery is speedy; libraries with five-day service customarily receive items in 48 hours.

For more information about our Delivery service, please call us at (800) 622-8252 or send an email to [deliver@tblc.org](mailto:deliver@tblc.org). We appreciate your business.

Sincerely,  
Charlie Parker



Director  
Tampa Bay Library Consortium

## What is Required of Participating Libraries?

1. Libraries must provide a **location** inside the library where materials will be delivered and picked up, and where the “Delivery Statistical Form” can be left for the driver to sign. This form is for library staff to enter the number of packages sent out and to enter the number of packages received each delivery day. There is also a place for the route delivery driver to initial at the time of each visit. (See Sample A - DELIVERY STATISTICAL FORM)
2. Libraries must provide **monthly** statistics by filling out the “Delivery Statistical Form” and sending it to the Delivery Service Coordinator at TBLC via route delivery, fax to 813-628-4425 or email the number sent and the number received to [deliver@tvlc.org](mailto:deliver@tvlc.org) to be tabulated. A master of the “DELIVERY STATISTICAL FORM” is included as Sample A. Please fill in the totals at the bottom and put your library’s name and the month at the top. Statistics are due by the tenth day of the month.
3. Libraries should **use orange nylon zipper bags** provided by the program for packaging of materials. (See packaging and addressing/labeling instructions below.)
4. Libraries must inform the Delivery Service Coordinator\* if the route delivery driver **fails to arrive** on a scheduled delivery day.
5. Libraries must inform the Delivery Service Coordinator\* at least one week prior to any planned **change of delivery address**. When an unexpected change occurs, libraries must inform the Delivery Service Coordinator as soon as possible.
6. Libraries must have a regular delivery plan on file with TBLC that accurately reflects the instructions for the Delivery driver.
7. Libraries must inform the Delivery Service Coordinator\* if the library will be **closed for one week or more**.

\* To contact the Delivery Service Coordinator:

Call: 1-800-622-8252

Email: [deliver@tvlc.org](mailto:deliver@tvlc.org)

Online: <http://www.tvlc.org/delivery/deliveryproblem.shtml>

## What are the Packaging Requirements?

1. Items for statewide library route/courier delivery must be packaged in the orange nylon zipper bags, supplied to each library by the Agent, TBLC. Bags for the project are orange and include the state seal.
2. For additional bags, please notify the Delivery Service Coordinator at 1-800-622-8252, by sending an email to [deliver@tvlc.org](mailto:deliver@tvlc.org), or use the web form <http://www.tvlc.org/delivery/deliveryproblem.shtml>. Bags are available in two sizes for your convenience.
3. Libraries wishing to provide a secure closure may wish to purchase self-locking plastic seals at an office supply store. This may require a special order. If you want the returning library to use a seal, you will need to send them one. It could be taped to the item or put in an envelope and placed in the pocket of the item.

4. Libraries may wish to protect some items by placing them in insulated mailing bags or manila folders prior to placing them in the required nylon zipper bags.
5. If sending a one page document put it in an envelope to avoid damage.

## What are the Addressing/Labeling Requirements?

Use the Delivery Address List <http://tvlc.org/delivery/index.shtml> to determine the proper address. The proper delivery address must be visible on every item.

The Delivery bags have a place to insert a 3"x5" address label. Sample D is a reproducible form that can be used to make labels on your photocopier. We suggest printing or stamping your library address on the back of the label.

Each library is assigned a three digit depot suffix corresponding to the vendor's depot which services that location. For example, Tampa Bay Library Consortium's depot suffix is **TPA**. TBLC is serviced by the Tampa depot. This suffix, not the OCLC code, must be included as part of the mailing address in the upper right hand corner of each mailing label.

A master set of labels is available for printing on the web at <http://www.tvlc.org/delivery/documentation.shtml>

NOTE: In some cases only one member of a public library cooperative or college receives delivery. You must address the material to the delivery site and use the ROUTE TO line to designate the actual final recipient. Samples of proper addressing follow:

### ***Materials for the Pinellas Public Library Cooperative***

<p><b>TO:</b> <u>Pinellas Pub. Lib. Coop.</u>  <u>12345 Starkey Rd. Ste. L</u>  <u>Largo, FL 33733-2611</u></p> <p><b>Route To:</b> _____</p>
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### ***Materials for Oldsmar Public Library***

<p><b>TO:</b> <u>Pinellas Pub. Lib. Coop.</u>  <u>12345 Starkey Rd. Ste. L</u>  <u>Largo, FL 33733-2611</u></p> <p><b>Route To:</b> <u>OLDSMAR</u>  <u>PUBLIC LIBRARY</u></p>
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## How can I tell Delivery Libraries Where to Send Materials to my Library?

When you send requests you should indicate that you are a delivery service library. Most requests are processed via OCLC. The easiest option for you is to change the constant data record, which automatically fills in certain fields on all interlibrary loan requests.

Originally DLLI stood for Distance Learning Library Initiative. DLLI was the acronym for the original pilot. It is still used in OCLC.

1. ALL PARTICIPATING LIBRARIES should change the “AFFILIATION” line to read: DLLI. (See Sample C: Constant Data Record)
2. Sites being addressed on the “Route to” line should adjust the SHIP TO: information so that it looks like Sample B. Use the correct US Mail and DLLI information for the library that is requesting the material.
3. Lending libraries should include correctly addressed return address labels with other loan documentation. Follow your existing procedures. This is particularly important for Route To sites.

## How do I report a problem?

A project of this size that moves over 40,000 bags each month will experience times when service is less than perfect. The Delivery Service Coordinator should be notified promptly of any problems.

To contact the Delivery Service Coordinator:

Call: 1-800-622-8252

Email: [deliver@tblc.org](mailto:deliver@tblc.org)

Online: <http://www.tblc.org/delivery/deliveryproblem.shtml>

Report incidences **every** time they occur. It is **imperative** that all problems be reported to the Delivery Service Coordinator so they can be corrected. These reports help to plan improvements to the service. ***Please view these calls as your contribution to making the service better, not as complaints.***

Report all problems as soon as you identify them—these include frequently mis-delivered bags, too frequent stops and damaged items.

## What Do I Do If My Delivery Day Is Missed?

If your day of delivery is missed, please call the Delivery Service Coordinator the morning after the service should have occurred. Please continue to contact the Delivery Service Coordinator each day until service resumes.

As a courtesy, when service resumes, please contact the Delivery Service Coordinator.

## What Do I Do If Material Is Lost or Damaged?

There have been minimal reports of lost or damaged materials.

1. For lost materials:
  - a. It is the responsibility of the lending library to verify that the borrowing library sent the material via the delivery system and to know the date it was sent.
  - b. Then, report the missing item to the Delivery Service Coordinator. Include the title, author, call number, date the item was sent and the name of the library to which it was sent.
  - c. TBLC will post a “please check your shelves” message on the listserv.

- d. If your item has not been returned in the next two weeks, send TBLC an invoice for the replacement cost of the item.
  - e. The lending library should contact the Delivery Service Coordinator to report the loss.
2. For damaged material note the date received and the sending library and contact the Delivery Service Coordinator immediately.
  3. Your report will result in a claim to the vendor. You will be asked the value of the material or the cost of rebinding. The vendor will look for lost material. Vendor liability for loss and damage is a maximum of \$100 per bag (pouch) for the contents.

## **What are the Days of Service?**

Five day per week sites receive delivery Monday through Friday. Three day per week sites receive delivery Monday, Wednesday and Friday. One day per week sites receive delivery on Wednesday, unless special arrangements have been made with the Delivery Service Coordinator.

Some libraries have made special arrangements to receive service two and four days per week due to low volume and/or closings.

## **What Should I Do About Holidays or Days When My Library Is Closed?**

The vendor will not deliver on the following holidays:

Martin Luther King Jr. Day	Thanksgiving Day
Good Friday	Friday After Thanksgiving
Memorial Day	Christmas Eve Day
Fourth of July	Christmas Day
Labor Day	New Years Eve Day
Veterans Day	New Years Day

It is not possible to stop and start delivery for short periods of time. If your library is closed on a single day when you expect delivery, the driver will take the material back to the depot and deliver it on your next delivery day. The program will pay for the stop as if it had occurred.

If your library will be closed for one week or more, please contact the Delivery Service Coordinator.\* The vendor will be notified and appropriate arrangements made. Your cooperation will help to contain program costs.

Every attempt will be made to stop service during winter holiday and spring break if you notify the Delivery Service Coordinator\* at least two weeks prior to the first day the library is closed.

\*To contact the Delivery Service Coordinator:  
Call: 1-800-622-8252

Email: [deliver@tvlc.org](mailto:deliver@tvlc.org)

Online: <http://www.tvlc.org/delivery/deliveryproblem.shtml>

## **How is information on this program distributed?**

**Delivery-announce**, a low-volume, moderated, electronic mailing list has been created. This list will be the primary means of distributing information regarding the program. Please SUBSCRIBE by pointing your browser to <http://lists.tvlc.org/mailman/listinfo/delivery-announce>. If you do not have access to email please call 1-800-622-8252.

The delivery address list is available on the web at <http://www.tvlc.org/delivery/index.shtml>

## **How do I provide feedback about this service?**

Your feedback is important to the success of the project and the future of the statewide library delivery. Please contact the Delivery Service Coordinator to indicate what is working and what needs improvement.

To contact the Delivery Service Coordinator:

Call: 1-800-622-8252

Email: [deliver@tvlc.org](mailto:deliver@tvlc.org)

Online: <http://www.tvlc.org/delivery/deliveryproblem.shtml>

Sample A

Florida Statewide Library Route/Courier Delivery Service  
**DELIVERY STATISTICAL FORM**

LIBRARY NAME: \_\_\_\_\_  
FOR THE MONTH OF: \_\_\_\_\_

DATE	# of Packages SENT	# of Packages RECEIVED	Driver's Initials
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
TOTAL			

Please send this form to the delivery service coordinator via route delivery or fax to 813-628-4425 at the end of each month. **Use a new form for every month.**

Sample B\_-----

**TO:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ROUTE TO:** \_\_\_\_\_

**TO:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ROUTE TO:** \_\_\_\_\_

**TO:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ROUTE TO:** \_\_\_\_\_

**TO:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ROUTE TO:** \_\_\_\_\_

Constant Data Record  
Sample C

| ILL SID: 07594 OL  
Beginning of record displayed.

CD Record 1 of 1

▶ :Constant data name: DEFAULT Replaced: 20000926 ¶  
Data will be automatically transferred to each workform/record when you:  
A. As BORROWER create a workform:  
▶ :NeedBefore: +30 ¶  
▶ :EDITION: ¶  
▶ :SHIP TO: US MAIL LIRARIES-- Oldsmar City Library/101 State St./Oldsmar  
FL 34677  
DLLI LIBRARIES-- Pinellas Public Library Cooperative/1330 Cleveland  
St./Clearwater, FL 33755-5103/ Attn: Oldsmar Library ¶  
▶ :BILL TO: ¶  
▶ :SHIP VIA: US Mail :MAXCOST: FREE :COPYRT COMPLIANCE: ¶  
▶ :FAX: (813) 628-4425 Ariel 206.72.132.10 ¶  
▶ :E-MAIL: watsonb@tblc.org ¶  
▶ :BILLING NOTES: ¶  
▶ :BORROWING NOTES: TBLC, FLIN, & SoLINE member ¶  
▶ :AFFILIATION: DLLI ¶  
▶ :PATRON: ¶  
▶ :PATRON ID: :PDEPT: :PSTATUS: ¶  
▶ :PATRON ADDR: ¶