Interlibrary Loan & Courier Delivery Service Manual

2019
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INTRODUCTION

The Mid-America Library Alliance (MALA) operates an interlibrary loan and courier delivery service for MALA member institutions.

As in any cooperative venture, the success of MALA’s interlibrary loan and courier delivery service is highly dependent on the goodwill and cooperative spirit of the participants. For this reason, it is most important that members do not impose unnecessarily on the staff time of other members. Such imposition can be eliminated by the prompt return of borrowed materials, the maintenance of accurate records of each library’s own transactions, and careful attention to the accuracy of requests submitted.

Policy statements, procedures, lists, and directions necessary to participate in MALA’s interlibrary loan and courier delivery program are contained in the following pages. As information is updated, revised pages will be posted on the web and notification sent to members.

INTERLIBRARY LOAN POLICY

Adopted 11/19/80
Revisions 2/6/99, 1/9/08, 7/09, 2/10, 8/12, 1/13, 2/14, 10/15, 6/16, 9/17, 10/17, 10/18, 5/19

Policies stated herein are meant to encourage a liberal lending of materials within the network region, recognizing that the primary needs of one’s own clientele come first. Interlibrary borrowing is not a substitute for responsible development of a library collection.

This policy affects only those transactions of a library-to-library nature. Reciprocal borrowing arrangements involving direct patron access are not described.

SCOPE

Any material needed for the purpose of information, instruction, recreation, research, or study may be requested for loan or in photocopy from MALA network libraries. The lending library has the privilege of determining whether an item should be lent. Materials of all types may be requested within the system.

INTERLIBRARY LOAN PROCEDURES

By participating in the MALA Get Connected interlibrary loan courier and delivery service, members agree to abide by the following:

- **Communication:** The most effective and efficient method of reaching all the MALA Get Connected participants is through bulk messaging. MALA uses Constant Contact as its primary communication tool regarding courier delivery.

To receive timely and important messages, at least one staff member per library must be designated to receive MALA announcements by email and cannot opt-out of receiving
messages from Constant Contact. MALA adds the director, alternate contact, and ILL contact information listed on the annual courier agreement form to the ILL Courier Listserv.

The email account for the designated staff member(s) needs to remain active, and any changes/updates to the designated contact(s) should be reported to the MALA Special Projects Coordinator as soon as possible. The designated staff member(s) should maintain firewall settings and permissions to receive bulk messages.

Please contact the MALA Special Projects Coordinator if you would like to add or change a contact on the ILL Courier distribution list.

- **Use of Routing Slips or Book Bands:** Use a routing slip for all items you lend to other members. Fill in the necessary information including the name of your library. All materials circulating in the network must show clear ownership information.

- **Overdues:** Members are requested to return borrowed items promptly. Lending libraries should send notices directly to the borrowing library. We suggest that no overdue fines will be assessed on interlibrary loan materials (See Fee Assessment section).

- **Renewals:** Arrangements to extend borrowing periods should be made directly with the lending library.

- **Risk:** Participating in interlibrary loan does involve risk. The more courier delivery services involved in the transport of ILL items, the more the risk increases due to changing multiple hands. It is the choice of each library to participate in interlibrary loan courier delivery and assume the risk.

- **Lost/Missing Items:**

  MALA adheres to the strict ALA guidelines that we have followed for the past 25 years. If MALA can identify patterns of negligence on the part of the MALA contracted courier, then we will negotiate on behalf of the libraries. We will assist libraries in recovering their lost or missing items by providing an online form for reporting damaged/lost/found items. It is the library’s responsibility to post items and keep the status of items updated.

  **American Library Association Interlibrary Loan Code for the United States**, which states:

  4.9 *The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.*

  o The responsibility for lost/missing items lies with the libraries involved. MALA is not able to intervene between the libraries. MALA provides an online directory of MALA member library contacts so that libraries can communicate with each other.

  o MALA has provided an online form to facilitate libraries in reporting damaged/lost/found items. The form is the primary reporting method for lost items.

  o Please note that an item must be lost/missing for a minimum of 30 days before it can be posted.
- Libraries are responsible for posting their damaged/lost/found items. Each library is responsible for updating status or resolution of the lost items they have reported.

- **Replacing Lost or Missing Items:**
The MALA policy regarding missing items follows the [American Library Association Interlibrary Loan Code for the United States](https://www.ala.org/ala/mala/interlibraryloan/interlibraryloan.aspx), which states:

4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

- If the requesting library never receives a borrowed item or the item never reaches the supplying library upon return, the requesting library is responsible for the costs associated with the replacement of the lost/missing items. Please contact the supplying library to work out a mutually agreeable resolution. If MALA can identify patterns of negligence on the part of the MALA contracted courier, then we will negotiate on behalf of the libraries.

- As noted prior, MALA provides an online reporting form for damaged/lost/missing items. Once an item has been lost/missing for a minimum of 30 days, it can be posted on the form. Only items posted on the form will be considered for potential claims.

- If an item is not found within 6 months of being posted, it is considered expired and no longer eligible for a claim. New postings of items that have been missing for longer than 6 months are also considered expired and are not eligible for claims.

- In most cases, missing items claims must be submitted within the same fiscal year as the loss date. The MALA fiscal year runs July 1-June 30.

- If MALA can identify patterns of negligence on the part of the MALA contracted courier, then we will negotiate on behalf of the libraries.

- Patterns of negligence that MALA can investigate and potentially negotiate involve items going from a MALA member library to a MALA member library. For lost/missing items involving other consortia partners (Amigos, COKAMO, MOBIUS, etc.), MALA will notify the courier delivery manager of the other consortia one time to report the lost item. Beyond that, the libraries involved are responsible for working out a resolution.

- If it is determined that a lost items claim will be submitted to the MALA contracted courier, the replacement cost will be supplied by the owning library, and may be modified by MALA at its discretion. Required fields are designated in the reporting form. Claim reimbursement does NOT include administrative or processing costs.

- Within the MALA membership (MALA member to MALA member transactions), if a claim is approved, reimbursement will be paid to the supplying (owning) MALA library.
In the rare event that a pattern can be established and a claim can be submitted involving delivery network partners (Amigos, COKAMO, MOBIUS, etc.), then reimbursement will be paid to the MALA member borrowing library. For MALA member owning libraries in these cases, follow the ALA ILL Code.

**Damaged Items**
The MALA policy regarding damaged items follows the [American Library Association Interlibrary Loan Code for the United States](https://www.ala.org/ala/mala/policies/american-library-association-interlibrary-loan-code-for-the-united-states), which states:

4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

If the requesting library receives an article in damaged condition or the item reaches the supplying library upon return in damaged condition, the requesting library is responsible for the costs associated with the replacement of the damaged item. The replacement cost does NOT include administrative or processing costs.

**Replacing Damaged Items**
The MALA policy regarding damaged items follows the [American Library Association Interlibrary Loan Code for the United States](https://www.ala.org/ala/mala/policies/american-library-association-interlibrary-loan-code-for-the-united-states), which states:

4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

- We expect that a resolution for a damaged item will be reached between the two libraries. In the rare instance that a resolution cannot be reached, the requesting library may contact MALA. A number of factors affect whether or not a claim may be submitted for review.

- **Courier Services:** The network involved in resource sharing has been created through several partnerships involving multiple courier vendors. The chain of handling a borrowed item can involve multiple vendors. Key factors in the viability of a claim are the ability to show the extent of the loss, the courier service is responsible for the loss, identification of a specific vendor, and the contractual agreement with the courier vendor.

- MALA can only consider damaged items reimbursement claims for items going from a MALA member library to a MALA member library through the MALA contracted courier.

- Should a claim be submitted, the damaged item (with its courier bag and original label, if available) must be sent to the MALA office as part of the review process.

- In some cases, we can accept clear color photos of the damaged item, but the actual item still needs to remain available in case it is needed by MALA. In the case of multiple damaged items involved, please make sure each photo clearly identifies each item (this can include renaming the photo file).
o Replacement cost does NOT include administrative or processing costs.

o If a claim is approved, reimbursement will be paid to the supplying (owning) library.

o AV and non-book Materials: For DVDs, CDs, Playaways, and other media formats, careful packaging is recommended. Place in padded bags, bubble wrap, or cardboard box for extra protection. Broken media cases will not be replaced.

REQUESTING MATERIALS THROUGH INTERLIBRARY LOAN

- **Book loans**: Requests may be made through OCLC, ALA Interlibrary Loan Request Form, or other methods at the discretion of the supplying library. Information including the requesting library and staff contact information, the title, author(s), or editor(s), edition, date of publication, verification statement, known locations and known call numbers are needed to complete the loan application form.

- **Photocopies or articles**: Requests may be made through OCLC, ALA Interlibrary Loan Request Form, or other methods at the discretion of the lending library. Information including the requesting library and contact information, title of the serial (full title, no abbreviations except “J” for journal), date, volume and issue number, inclusive pages to be copied, author of article, title of article, and maximum number of pages to be photocopied should be supplied with the serial request form.

- **Conditions of the loan**: Due dates shall be specified by the supplying library. The requesting library will honor any limitations on use imposed by the supplying library. Requests for renewal should be made prior to the due date and made directly to the supplying library.

  All requests are to be for “known items”; subject requests will not be accepted.

- **Fee Assessment**: Please see “Lending Best Practices” in Appendix A.

  The requesting library accepts the responsibility for any postage or other costs assessed by the supplying library. For the sake of efficiency, the supplying library is encouraged to absorb these costs.

  We suggest that no overdue fines will be assessed on interlibrary loan materials.

GUIDELINES FOR STATISTICAL REPORTING

Statistics will be kept on ALL OUTGOING courier items. This means each and every item that leaves your library, whether it is a borrowed, loaned, mis-delivered, or reciprocal return is counted. This includes items to MALA, MOBIUS, Amigos, and COKAMO libraries.

Each library is required to report their monthly statistics online. **Statistics for the preceding month must be reported by the 5th of the following month.** As a requirement of our LSTA grant funding for the MALA Show Me the World Get Connected Courier delivery service, the Missouri public libraries must report their courier statistics each month.
To report your statistics go to:


- Enter your count of individual items. A legend for approximating item counts by tub or bag is provided for your convenience, but accurate individual item counts are best.

- If the online form is down or inaccessible, you can email your monthly statistics by the 5th of the month to MALA.

**Everything that goes into the courier service, including mis-labeled or mis-delivered items, should be included in the count.**

MALA Get Connected members who are also members of MOBIUS should only report items going into the MALA courier service.

**COURIER DELIVERY SERVICE**

**Acceptable Materials**
MALA Get Connected member libraries may send library related materials as well as items requested on interlibrary loan on the courier service. Additional charges will be imposed for non-library related materials. An example of this would be sending cases of college class schedules, boxes of discarded items, etc. Contact the MALA office at (816) 521-7257 for a quote on delivery service of these items.

Materials that may be shipped via the courier service include:

- Returnables such as books, AV recordings, microforms and kits
- Non-returnables such as photocopies of journal articles
- Communications and other documents

**Supplies**
If you need additional supplies, please contact the MALA office by email at or by phone or text at (816) 521-7257.

**Bags:** MALA provides nylon bags. You will receive an initial supply when joining the service. If you begin running short, contact the MALA office and an additional supply will be sent. Bags can only be provided upon request; standing bag orders are not available. If you have a surplus of bags, please send them back to the MALA office for redistribution.

**Shipping Labels:** The contract courier vendor has specified a delivery label format. These labels are accessible from the MALA website. Use only these labels for MALA to MALA deliveries. The Extended Delivery Service label maker is accessible through the MALA website for MOBIUS, Amigos and COKAMO delivery. Specific label data and formatting is required by each extended delivery courier service partner, so please do not write or create labels for libraries not found in the MALA label database. COKAMO items require special bundling and labeling slips. Follow the instruction provided on the MALA website. Please do not add any written text or other embellishments to the label unless specifically instructed to do so by MALA.

See the Proper Addressing section for additional information about labeling procedures.
Closings
Please send the MALA Administrative Office notice of any days you will be closed. Schools and academic libraries should notify MALA of spring breaks, holiday breaks (Thanksgiving, Christmas, Easter, etc.), and summer break schedules. Report closures no less than one business day in advance of the closure date.

Closure notices can be submitted by email or by text or phone at (816) 521-7257.

The drop site is responsible for informing MALA if they do not need courier service for a protracted period of time (for example, due to library closure for construction, disaster, etc.). This saves the courier from making unnecessary trips. Please make all arrangements for courier schedule changes through MALA administration first.

Inclement Weather
Please notify the MALA office as soon as possible if your library will be closed or will alter the operating hours affecting courier delivery due to inclement weather.

In the event of inclement weather, the couriers will often run behind schedule. The MALA office will always try to send an email out confirming this. In the rare occasion the courier cannot run due to inclement weather, an email will be sent to libraries using the ILL/Courier listserv list. If you are aware of road, bridge or highway closures in your area, you are invited to report them to MALA.

REPORTING OF PROBLEMS

Please report all concerns by email. Having a documented trail is important and very helpful to us. After submitting a written report, you can request that we follow up with you by phone for additional information. And, you are encouraged to use the online reporting forms on our website, as these forms allow MALA to record, document and track issues over time.

Missed Scheduled Delivery
The MALA Get Connected courier should deliver/pick up every day you have a scheduled delivery. Each and every stop is reconciled monthly, and notice of missed stops helps maintain accurate records. If a scheduled stop is not made, please report it immediately.

Delayed Scheduled Delivery
The MALA Get Connected courier should also deliver/pick up within a regular delivery window (typically a 1-hour timeframe). If you experience consistent deviations in your delivery times, please complete the online report form to notify us.

Incomplete Stop
An incomplete stop is one of two situations. If items are delivered, but your outgoing material is not picked up, please complete the online report form immediately.

On occasion, there might not be material to be delivered due to different courier schedules for the libraries sharing resources. If this is unusual for your library to not receive any items, or you have been waiting for an item (see Undelivered Materials below), please notify us using the online report form.
Undelivered Materials
If expected items are not received within 10 days after routing is reported to you, please notify us using the online report form so that the courier service can be contacted. In addition, follow the procedures for reporting Lost/Missing Items under the Interlibrary Loan Procedures section.

Damaged Items
Please refer to Damaged Items section under the Interlibrary Loan Procedures section.

PACKAGING AND ADDRESSING

Items shipped via the MALA Get Connected courier service must be packaged and labeled according to the following instructions. The MALA label makers contain the most current information about which sites can be reached by courier delivery. If a site is not listed, it is not on courier delivery. Please contact MALA if you have any questions about a particular location.

Item Identification
Each item being shipped should include a copy of the interlibrary loan request or sufficient information to identify the item in the event it is separated from the bag.

Bags/Boxes/Tubs
All MALA Get Connected materials should be moved between libraries utilizing the nylon bags, boxes, tubs or manila envelopes. Nylon bags are preferred. Use a separate delivery bag for each delivery site. Use the Get Connected labels, or create a label for the Extended Delivery services.

If multiple items are being shipped to a single drop site, they should be packaged together (for example, in a courier bag, larger padded envelope, or small carton or tub).

- **Zippered nylon courier bags**
  Courier delivery bags come in a variety of sizes and colors. All of these bags are interchangeable and can be used for your MALA Get Connected Service courier delivery service only. Please do not send these bags through U.S. Postal Service. These bags include:
  
  -Red and blue nylon MALA/KCMLIN courier bags
  -Green Mid-Continent Public Library canvas bags
  -Green canvas KCLC bags
  -Black MOBIUS bags (for use with MOBIUS libraries only).
  -Purple nylon Trans-Amigos Express (TAE) bags

  Fill the bags without placing strain on the seams and/or the zipper.

- **Tubs**
  Some libraries utilize tubs to send materials back and forth through the MALA courier. Only 10-gallon or 14-gallon plastic tubs can be used for this purpose, and they must be labeled, lidded, and securely closed. If the tubs begin to take up too much room in the MALA courier van, the library will be notified that they must return to nylon bags used by the rest of the network members. There is a 40 pound weight limit per tub.

- **Envelopes/Boxes**
A variety of sizes and types of envelopes and/or boxes may be utilized to ship on the MALA Get Connected courier service. Make sure to completely seal the box or envelope, and provide an appropriate address label as described above.

Please do not send any envelope smaller than 8 1/2” x 11”. If you are sending items in a No. 10 business envelope, or manila routing envelope you will need to put this inside of a larger envelope or courier bag for shipment. There is a 40 pound weight limit per container.

For the Extended Service Areas – including Amigos, COKAMO, and MOBIUS – use courier bags exclusively to share resources with these partners. COKAMO items require special bundling and labeling slips, and will all be sent to MALA for packaging and redelivery. Follow the instruction provided on the MALA website. **Boxes and envelopes may not be used to send materials to these partners.**

In addition, please do not send oversized items through the courier service to Extended Service Areas. “Oversized” is defined as larger than 14” x 20”. If you have questions, please contact MALA.

**Proper Addressing**

Using courier delivery involves specific labeling requirements that are not the same as the U.S. Postal Service. For all MALA Get Connected courier delivery service members, please use the MALA labeling system. Please do not use any handwritten labels, return tags from lending libraries, or anything other than a designated MALA courier service label.

Any changes to labels, including addresses and sorting codes, will be communicated through the MALA ILL Courier listserv on Constant Contact. Some libraries use ILLiad to incorporate labeling into their workflows. Any questions from libraries using ILLiad about label content and updates can be directed to MALA. Please do not use abbreviations, branch names, or OCLC library codes.

If an item is to go to a particular department or person at a library, addressee information needs to be provided INSIDE the bag, not on the label. The receiving library is responsible for delivering materials to a specific individual, not the courier. Couriers cannot open bags or envelopes. Please do not ask them to open your bags or envelopes, or combine items together. They are restricted to delivering your material as sent to you from other member libraries.

**Courier Bag Labels**

Label each package with an appropriate address label.

- Courier bags: Place a label in the clear label display window
- Tubs, totes and other packages: Affix a label to the package. When using a previously used envelope or carton, remove, cover or black out with marker all visible shipping addresses from previous shipments.

Please be sure to use only current labels, and discard all old labels. Incorrect labels are the source of many of the courier delivery issues reported, and will result in delays. Any changes to labels, including addresses and hub/sorting codes, will be communicated to the ILL Courier listserv on Constant Contact.

The couriers CANNOT deliver books to libraries not on the members and partners list. The item will be returned to or left at the sending library.
**LIBRARY DROP SITE RESPONSIBILITIES**

1. All shipments must be prepared in advance. Drivers cannot wait while packaging, labeling or paperwork is completed. The drop site is responsible for packaging all materials for shipment and completing all paperwork required prior to their scheduled pickup/delivery time.

2. If your library participates in multiple courier delivery networks, please make sure your items for the MALA Get Connected courier delivery service are clearly labelled and kept separate from your other courier pickups.

3. At pickup/delivery, a drop site representative is responsible for checking the TO: address on pieces received and refusing any packages not addressed to the drop site.

4. The drop site is responsible for immediately reporting problems, such as missed stops, mis-routed items, or items missing from a package.

   **All missed stops must be reported to MALA right away**, as well. We reconcile the delivery records each month, and account for each and every stop.

**GET CONNECTED LIBRARY PROCEDURES**

Libraries that are serviced by MALA’s contract courier service should use a delivery log procedure when recording items picked up by the driver. It’s recommended that the log capture:

- **DATE**
- **DELIVERY TO** (Library name)
- **COUNT OF ITEMS** (The total number of bags, or items, picked up)
- **TIME** (Library staff or driver to fill in time when picked up)
- **DRIVER’S NAME** (Driver will legibly initial or sign the log)

Pickup/delivery should be within a one-hour window of the scheduled delivery time for your site. Again, please report if there are consistent deviations from this.

The driver will come to the area you have designated on your profile as the pickup/drop off point.
APPENDIX A: INTERLIBRARY LOAN LENDING BEST PRACTICES

Adopted 6/93

This practice is voluntarily adopted by MALA Get Connected libraries to govern no-charge lending among MALA libraries.

Introduction

Interlibrary loan service is essential to the vitality of libraries of all types and sizes. It is one means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. Interlibrary loan should serve as an adjunct to, not a substitute for, collection development.

Definition

An interlibrary loan is a transaction in which a library material, or a copy of the material, is made available by one library to another upon request.

Purpose

The purpose of this practice is to promote the no-charge lending of library materials between libraries.

Responsibilities of Requesting Libraries

- Each library should provide the resources to meet the ordinary needs and interests of its primary clientele. Material requested under this practice should be limited to those items that do not conform to the library’s collection development policy for which there is no recurring demand.

- The interlibrary loan staff of each library should be familiar with, and use, relevant interlibrary loan documents and aids.

- Requested materials must be described as completely as possible following accepted bibliographic practice.

- Requesting libraries will make every effort to determine specific locations before sending requests.

- Standard interlibrary loan formats should be used for all requests, regardless of the means of transmission. Requests may be transmitted by OCLC, ALA Interlibrary Loan Request Form, or any other method at the discretion of the supplying library.

- The safety of borrowed materials is the responsibility of the requesting library from the time the materials leave the supplying library until it is received back by the supplying library.

- The requesting library and its users must comply with the conditions of the loan established by the supplying library.
Participating libraries will make every effort to facilitate fair and equitable distribution of the interlibrary loan load.

Responsibility of Supplying Library

- The decision to lend materials is at the discretion of the supplying library. Each library is encouraged to generously interpret its own lending policy.

- The supplying library should process requests promptly. Conditions of the loan should be clearly stated. Materials should be packaged appropriately.

Lending of Library Materials

- We suggest that libraries will not charge each other fees for handling interlibrary loan requests.
APPENDIX B: PARTICIPATING MALA LIBRARIES

For a complete, current list of the MALA members and collaborative partners, please see our website for the latest MEMBERS AND PARTNERS list.
APPENDIX C: LIBRARY BEST PRACTICES FOR COURIER DELIVERY

Library Best Practices for Courier Delivery Drop-off and Pick-up

The Mid-America Library Alliance (MALA) is continually working with our contracted courier delivery vendor to provide service in a timely and professional manner. To help make courier delivery as efficient as possible, we are noting library responsibilities and recommending best practices for program service days and drop-off and pick-up practices.

Libraries:
1. Courier delivery takes place on designated service days that the libraries select and note on their annual courier participation forms. If libraries wish to change or increase their service days during the fiscal year (July 1-June 30), they should contact the MALA office to do so.
2. Courier delivery service takes place within delivery windows. If a library has a question about when their service window is supposed to be, they should contact the MALA office.
3. Courier delivery takes place at a dedicated location within the library.

Responsibilities:
- Each library is responsible for coordinating their courier delivery with the MALA office first and for notifying the MALA office if their facility will be closed on their regularly scheduled delivery service day.
  o Best Practice: All requests for service, changes to library service (days, times, etc.), known and short-notice closings, etc. are communicated to the MALA office first.
  o Best Practice: We realize that some libraries have the ability to reach their drivers on their cell phones, especially for short-term closing notice during bad weather or other unforeseen events. If you need to contact your driver about an issue with your day’s service, you also need to contact the MALA office to report it. MALA needs to be able to have precise information every time courier delivery service takes place or does not on each contracted delivery service day.
  o Best Practice: If your library is undergoing renovation and will be closed for a period of time, contact the MALA office first to make arrangements for your courier delivery. Any and all alterations for service are to be sent through the MALA office, along with firm closing dates. During renovation, the stop is either open or closed for delivery on a particular service day, and drivers cannot be authorized to stop in just to see if there is anything to go out. MALA needs to be kept apprised in advance of each open and closed day. If materials accumulate and a pick-up is needed, contact the MALA office to coordinate the service. MALA will contact the Courier Delivery Vendor, who will alert their contracted drivers.
  o Best Practice: Having documentation is very helpful, so email is preferred for reporting a change in delivery or an issue with service to the MALA office. Email helps greatly for tracking purposes and to refer back. MALA can certainly be contacted by phone or text any time, as well, especially to elaborate on a more detailed situation.
  o Best Practice: There are areas of the network where the Courier Delivery Vendor drivers are exemplary, and there are other situations that require intervention. Keep communicating with the MALA office when intervention is
needed, as well as when service is going really well. Positive feedback is shared with the Courier Delivery Vendor, as well as the problem reports.

- Each library is responsible for notifying the MALA office as quickly as possible if service does not take place on their designated service day.
  - **Best Practice:** Maintain a log sheet of courier delivery and have the driver sign the log each service day. Log sheets can be used as proof of service with the Courier Delivery Vendor. MALA can provide sample log sheets upon request.
  - **Best Practice:** Make sure all staff that interact with the courier drivers are aware of the log, and designate a staff member that works on delivery days to monitor and confirm that the log sheets are being filled out.
  - **Best Practice:** If there is a missed day of service or incomplete service (e.g., your driver dropped off items but forgot to take your outgoing material), report the situation to MALA right away. There is very little that can be done to correct missed service days unless MALA is notified.
  - **Best Practice:** Because the courier delivery drivers are contractually obligated to provide complete service on each of your delivery days, contact the MALA office right away if your driver “calls ahead” to see if there is anything to pick up. Even if there is nothing to drop off or pick up, your driver must physically make your stop in order to be paid for it.

- Each library is responsible for notifying the MALA office as soon as possible if there is a pattern of service deviating from their delivery service window.
  - **Best Practice:** The log sheet can also be used to monitor delivery times. In addition to the best practices noted with service day delivery, monitoring delivery times can help to ensure consistency in your service and for your staffing.
  - **Best Practice:** As much as possible, MALA works with the Courier Delivery Vendor to have service take place during a library’s open hours. In some cases, alternate arrangements need to be made. As much as possible, have a log sheet available in drop-boxes or alternate delivery location with a designated staff member monitoring them.
  - **Best Practice:** Notify the MALA office if a pattern of delivery outside the regular service time occurs. MALA will contact the Courier Delivery Vendor to resolve the issue.

- Each library is responsible for having a dedicated location for courier delivery drop-off and pick-up.
  - **Best Practice:** Have a hopper area of sufficient size to accommodate the library’s load where the courier driver can drop off and pick up library materials.
  - **Best Practice:** The courier delivery drivers are supposed to provide their own covered totes and tubs to transport materials in and out of the libraries. Ideally, the drivers will use their totes to bring materials in, empty those, and then fill with the outgoing library material. It is recommended that the libraries provide their own tubs or boxes to hold their outgoing material and receive their incoming material.
  - **Best Practice:** It is illegal to use the US Postal Service totes for any other purpose than delivering US mail. USPS totes are all clearly marked. This rule is strictly enforced. We suggest libraries return any USPS postal tubs to their local post office immediately. They are never to be used for courier service.