



# Mid-America Library Alliance

## ILL/Courier Newsletter

April 12, 2019

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### Courier Update April 12, 2019

It's been almost two weeks since our courier change. I'm cautiously optimistic about the service, since Henry Industries has been extremely professional and quick to address issues and concerns that have come up since they began service on April 1. Here are the issues that have come up most frequently:

1. *Confusion on the route driver's part about delivery days and times.* This has been largely rectified, with Henry management meeting with each driver, sharing expectations, and rearranging route schedules as needed to accommodate open hours at the library. We continue to receive reports of late, early, and no deliveries. **Please contact MALA if your delivery schedule is not as you expect it to be.** You are encouraged to use the [COURIER DELIVERY SERVICE ISSUES](#) form on our website. We check this form every day and follow up as needed.
2. *Backlogged product not picked up by drivers, or only partially collected.* Some of the route drivers were not adequately briefed on the volume of material we had waiting in our back rooms. There were miscommunication or misunderstandings with Henry about the quantity of backlog that needed to be picked up. This necessitated some supplemental pickup visits to several larger libraries. All of the backlogged boxes and bins have been cleared as of today, as far as I know. If this is not the case at your library, please let us know immediately.
3. *Lack of totes, bins and carry boxes.* It is unfortunate that some of the 1st Choice delivery drivers cleared totes and other storage boxes from the library, since in almost all cases these belong to MALA. We are in the process of shipping out scissor-top plastic totes, tubs and postal-style carriers to libraries who requested them. Please be patient, as we are replenishing our supply and your request may be delayed by 10-15 days.

That's about it. I have personally called 30 or more libraries and spoken to the director or an ILL staff member to follow up on problems and concerns. Everyone has been courteous, patient, and understanding. I'm interested in hearing about your issues, and I invite you to call, text, or write MALA with your concerns. We want to hear from you. The transition is going as well as I could have hoped for, and I give all of you credit for your diligence and engagement with the process. Well done, member librarians!

**The Extended Delivery Service label maker is still under construction.** I am sorry this is taking so long. I am working with an outside developer in improving this tool, and we've hit a few snags. We'll bring this tool up on the website as soon as possible once it has been tested and it works as it should. Please continue to use the workaround files for Amigos, MOBIUS and COKAMO deliveries. If you need these files re-sent, just ask me or Marcy and we'll email them to you.

There's a new version of the Henry shipping labels, V8. The only change is that MALA-serviced libraries that go through our offices and local courier handling have had their MO library code removed and replaced with the word "MALA." All other labels remain as they were. If you see any errors, misspellings, or problems with your library's label, please report it to us for revision in the next go-around.

Most of you already know about the [Monthly Courier Statistics form](#). Many of you have already used it to report your monthly stats. Please continue to do so.

A reminder that the COURIER DELIVERY SERVICE ISSUES form mentioned above also has a Supplies request feature, so if you need delivery bags, please use the online form to make your requests. We check this report regularly, so your supplies request will be addressed promptly. If you need a particular kind of bag, don't hesitate to ask, whether it's a particular size, MOBIUS (black), or Trans-Amigos (purple). If we have them, we'll send them. You can request totes here as well.

MALA remains committed to providing you with reliable and professional ILL courier delivery service. I believe we are off on the right foot with Henry Industries, and I want to share this welcome message from Henry's Regional Director, Nick Cicero. Please take a moment to [read it](#). Thank you, everyone.

All best, Mickey

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### Next MALA ILL/Courier Meeting - Wednesday, April 24 at 10 a.m.

To participate in the next MALA ILL Courier Meeting, you must first register to receive your unique login to participate.

Reserve your Webinar seat now at:

<https://register.gotowebinar.com/rt/5115244045818183171>

There is a pull-down list of meeting dates for the fiscal year. You can click the link in this message multiple times to register for as many sessions as you like; you simply need to register one at a time. After registering, you will receive a confirmation email containing information about joining the webinar.

Meeting dates at a glance:

**Wednesday, April 24, 2019 at 10 a.m.**

Wednesday, May 15, 2019 at 10 a.m.

Wednesday, June 19, 2019 at 10 a.m.

[Information for Attendees to Join](#)

[Troubleshooting Tips/FAQ for GoToWebinar](#)

[Information for Mobile attendees](#)

If you have any questions, please contact [Mickey](#).

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### Upcoming MALA Workshops

**Welcoming Library Spaces Where All Means All:**

**Inclusive & Targeted Programs, Collections & Outreach for Diverse Families**

Friday, April 26 from 8:30 a.m. to 4:30 p.m.

Lawrence Public Library Auditorium & Meeting Room

707 Vermont Street, Lawrence, KS 66044

Join MALA and the Lawrence Public Library in exploring the various ways libraries have become more purposeful and inclusive with diversity in youth services.

Jamie Campbell Naidoo, president of the Association for Library Service to Children, will lead the morning workshop entitled Welcoming Library Spaces Where All Means All: Inclusive & Targeted Programs, Collections, & Outreach for Diverse Families. This session explores how to plan programs and outreach activities using authentic print and digital materials that affirm and celebrate accurate depictions of everyday lives and experiences of culturally diverse children, teens, and their families.

[Click here for more information or to register](#)

### **Creating a Safer Public Space within Your Library**

with Mary J. Soucie, State Librarian of North Dakota

Libraries need to be open and inviting, yet safe for patrons, staff, and collections. How can you ensure your library is both accessible and secure? Awareness and planning are the two keys to proactively addressing potential safety issues. This program will address some of the key aspects of safety and security planning in libraries today. Active shooter training has become common in many workplaces, including libraries, and the basics of active shooter response will be presented and reviewed in this training.

This workshop is offered at three locations:

Tuesday, May 7 ~ 9 a.m. to Noon

*Kansas City Public Library: Trails West Branch*  
11401 East 23rd St S, Independence, MO 64052

Wednesday, May 8 ~ 9 a.m. to Noon

*Daniel Boone Regional Library*  
100 W Broadway, Columbia, MO 65203

Thursday, May 9 ~ 9 a.m. to Noon

*Cape Girardeau Public Library*  
711 Clark St, Cape Girardeau, MO 63701

[Click here for more information or to register](#)

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### **Online Job Bank**

The ~~self-serve~~ Job Bank is ready for you to list your exciting openings. [Click here for the direct link.](#)

Please note that MALA will no longer include job listings in emails.

Load up your logo to make an even bigger impact. Job listings will be live for 45 days. If you fill your position before then, please let [Marcy](#) know via an email and she'll change the status.

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### **Join MALA's Facebook Page!**

We'll be sharing news and events on our new Facebook page. Please take a minute to 'like' it.

<https://www.facebook.com/MidAmericaLibraryAlliance>

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 Missouri Secretary of State  
**State Library**



This service is supported by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by the Missouri State Library, a division of the Office of the Secretary of State.

Thank you for your participation with MALA!

Regards,  
Mickey Coalwell  
Executive Director  
Mid-America Library Alliance