



## Mid-America Library Alliance ILL/Courier Newsletter

March 22, 2019

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### **Courier Transition Update March 22, 2019 - IMPORTANT READ**

**As we enter our last week of service under 1st Choice, please remember that as of Monday, March 25, pickups will cease, and 1st Choice route drivers will ONLY deliver (drop off) any materials they have from the warehouse to the libraries. No outgoing materials will be picked up between March 25 and March 29.** We are attempting to clear the 1st Choice delivery system of our product.

Some 1st Choice drivers have already tried to end service on some routes, and we have had numerous complaints, particularly from Columbia-hub libraries, about no-shows, refused pickups, and misinformation. I have personally contacted Paul McGrath, VP at 1st Choice, concerning these complaints, and he assures me that isolated drivers are responsible for the service failures and misinformation. He claims that all 1st Choice drivers and management know that service is to continue, in the manner we have prescribed, through March 29. We will hold them to this.

**Very important:** If you do not receive regular service from 1st Choice in the week of March 25-29, please notify MALA by email, or use the [Courier Delivery Service Report](#) form on our website. MALA will document all service failures by 1st Choice through the end of the month.

Our new vendor, Henry Industries, is working with 1st Choice to transfer existing and incoming items from the 1st Choice facilities to the Henry facilities for relabeling. Materials will slowly enter the Henry delivery routes beginning April 1. Some libraries may receive nothing the first week, but most libraries should have outgoing ILL items. Please use the first few weeks of Henry service to meet and talk to your route driver. Establishing a friendly and professional relationship right away is important.

The Missouri Evergreen libraries will likely have a significant bump in volume during the first two weeks of Henry service. Volume in and out of these stops is likely to be double or even triple normal as Evergreen libraries "catch up" with the hold requests from their patrons. MALA is expecting heavy traffic from Evergreen libraries in the first weeks of Henry service.

**The most up-to-date version of the Henry labels will be available next week on our website. ONLY Henry labels should be applied to outgoing materials. Your first pickups will begin the week of April 1.**

Labels for GET CONNECTED service (Missouri Libraries) are no longer created on the MALA website. Instead, we will link to the Henry Industries website's PDF file.

The Henry labels are in a **PDF document** containing all of the libraries served by MALA's GET CONNECTED service, arranged alphabetically by library name. Each page has four of the same label. You can print some or all of them out in advance, and cut them to size, storing unused labels for future use. Work out a system that works best for you. Dispose of any old MALA - 1st Choice labels. **ONLY HENRY INDUSTRY BAG LABELS CAN BE USED AFTER MARCH 29.**

Libraries that use the Extended Delivery services to Colorado, Wyoming (COKAMO), Texas, Oklahoma, New Mexico and Arkansas (Amigos) and Mobius (primarily academic libraries) should now use the MALA label maker on the MALA website to generate shipping labels. The Extended Services label maker is under construction right now, but will be ready for use no later than April. 1. Thank you for your patience.

As always, Marcy and I are glad to hear from you with your questions and concerns. Call, text or write, and we'll respond promptly. Our new courier service should be up and running smoothly in just a few more weeks. Thanks to everyone for your patience and support during this transition.

All best,  
Mickey

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**New online Job Bank**

We were pleased to announce the launch of our new website at [www.malalibraries.org](http://www.malalibraries.org) earlier this month; you'll find it easy to navigate and much more intuitive.

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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### **MALA 2019 Spring Workshop:**

#### ***Diversity in Children's Literature and Programming***

**Friday, April 26 8:30 a.m. to 4:30 p.m., Lawrence Public Library**

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.

Then after lunch, join in two mirrored breakout sessions on *Exploring Worlds Inside and Outside Our Communities through Picture Books* with Morgan Daigneault & Matthew Harper, *Exploring Windows and Mirrors* with Diverse Booktalks with Kim Patton, and *Diverse Programming Lightning Round* with Kansas & Missouri area librarians.

[Follow this link for more information and to register for the workshop.](#)

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### **Join MALA's New 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>



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