



## Mid-America Library Alliance ILL/Courier Newsletter

March 29, 2019

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### Courier Update March 29, 2019

Hi everybody. This is a long one, so grab a cup of coffee and settle in.

**Today is the last day of statewide ILL courier delivery service with 1st Choice.** Henry Industries will be our new courier service provider as of Monday, April 1. Many of you have received excellent service from your 1st Choice route drivers over the years; in a few cases, your current drivers are going to continue as subcontractors under Henry Industries. All route drivers are subcontractors, which is one reason turnover tends to be high. The relationship you establish with your courier delivery driver is crucial to your satisfaction with the service. Please take a few minutes to meet and talk with your driver in the next weeks, and let them know your needs and preferences.

**The most up-to-date version of the Henry labels are now available on our website.** ([Click here for quick access.](#)) ONLY Henry labels should be applied to outgoing materials. Dispose of any old MALA - 1st Choice labels. ONLY HENRY INDUSTRY LABELS CAN BE USED AFTER MARCH 29.

**Here are some best practices for using the new Henry PDF label file:**

1. Download the entire PDF file to a computer so you will have a backup copy in case the Henry website goes down or is unavailable at your workstation.
2. Search the PDF using the FIND tool. CTR+F is usually the keyboard shortcut for FIND. In Chrome, just move your mouse to the top of the screen to view the menu bar, and click the Bookmark icon in the right corner. That will display a list of every page in the file, in alphabetical order. Scroll to the one you want, click on it, and it will take you right there.
3. Print multiple sheets of labels for the libraries you service most often--you know who they are. Build up a small stockpile of these popular labels, and only print others as needed. There are six labels per sheet, so you'll build a small library of labels quickly.
4. Use a file drawer or card catalog drawer to file your printed labels alphabetically or by library code. Paper clip multiple labels together.
5. Assign the printing and cutting work to a volunteer or student helper; if allowed, down time on the service desk can be used for printing and cutting labels.

**I have news on the EXTENDED DELIVERY SERVICE label maker for COKAMO, Amigos and MOBIUS.** The new label maker has hit some snags, and is not ready for immediate use as previously hoped. I'm sorry. For now, continue using the workaround files you've been using for EXTENDED delivery service label makers. Our goal is to build a consolidated label maker for all three services that is reliable and easy to use. For those who are interested, here's a "sneak peek" at the new label maker: <http://www.malalibraries.org/label-maker/>

This new version is still under construction, but if you want to play around with it, feel free. It's not yet live on our website. It's functional, and if you want to print test labels from it, you can. Let me know what you think. I welcome your feedback. We'll get it up and running correctly ASAP.

**Your first pickups with Henry will begin next week.** Some of you may have a significant backlog of outgoing deliveries. Please realize that you will need to send materials out a little at a time over the course of the first few weeks, rather than all at once. Meet and talk to your new Henry courier driver, and let them know you have a lot of backlogged outgoing material that they will be picking up each delivery day. They need to get a sense of what a normal load is for your library. Their vehicles can only hold so much cargo. MALA will work with individual libraries to resolve the backlog issue as quickly as we can.

**The question I'm getting consistently from libraries concerns delivery schedules.** Like any delivery service, Henry sets their route schedules according to a number of factors, including other stops on the route and the volume of cargo per pickup. You should expect roughly the same delivery schedule you had previously, but that is subject to change. I suggest making your scheduling needs known to the driver during the first week, and negotiate changes as needed to suit the library's personnel shift schedule. If the driver isn't able to accommodate your needs, please contact us here at MALA and we'll work with Henry management to see what can be done to restructure the route. Nobody is going to be perfectly happy, but we'll do everything we can to accommodate you.

I have asked 1st Choice to work closely with Henry Industries in the coming weeks to get our materials out of their delivery system, and into Henry's. I've emphasized how important it is that ALL our library materials get back into our hands, regardless of when they turn up. We want

everything returned to MALA or put into Henry's hands in the coming weeks (or months).

The transfer of materials between warehouses in KC was accomplished smoothly this week, and I understand that similar transfers will occur in Saint Louis and Springfield.

**There are some features on our new website I want to call to your attention:**

1. Most of you already know about the [Monthly Courier Statistics form](#). Many of you have already used it to report your stats.
2. We also have a new form for reporting missed deliveries and other courier issues, including supply requests, called [COURIER DELIVERY SERVICE ISSUES](#).
3. Finally, there is a new [Damaged, Lost and Found Report form](#). It supersedes the old open Google form that had become unworkable. Items on the old Google sheet will be reviewed and reconciled where possible, but we need to start fresh as of April. 1.

**Finally, I want to remind you that your participation in the Statewide Courier Delivery program makes you a MALA member, which gives you a host of member benefits.** MALA operates the Get Connected service for lots of libraries in the region. As a Missouri public library, your piece of it is called "Show Me the World Get Connected, which is funded by the Missouri State Library's LSTA Grant to public libraries. Other libraries in Missouri, Kansas and Iowa are Get Connected subscribers, too. We allow a two-way connecting service between all Get Connected members as a value-added benefit, so please use it.

As a member, you are also entitled to use MALA's Extended Delivery Services, with connections to COKAMO, Amigos, and MOBIUS. You can send and receive items from these ILL service networks, using MALA as the centralized hub for delivery into Colorado, Wyoming, Texas, Oklahoma, New Mexico and Arkansas. In short, you can connect to any library found on the [list here](#) via MALA.

All best,  
[Mickey](#)

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### **March Stats are due Friday, April 1**

Your March Courier Stats are due by Friday, April 5; please submit them through our [online report form](#).

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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

***Register by Friday, April 5 to receive the Early Bird Discount!***

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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### **New online Job Bank**

Our **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 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>

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**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