



Mid-America Library Alliance

ILL COURIER SERVICE TRANSITION QUESTIONS AND ANSWERS

March 8, 2019

The Mid-America Library Alliance is changing vendors for our principal Interlibrary Loan Delivery Service, GET CONNECTED. Our contract with 1st Choice Delivery ends March 29. New service with HENRY INDUSTRIES, INC. begins April 1, 2019.

Henry Industries will be servicing 134 libraries in the GET CONNECTED program, which includes 128 Missouri libraries as well as libraries in Kansas and Iowa. Henry will make over 16,900 stops next year, providing door-to-door service to MALA members libraries for patron interlibrary loans.

Henry will also provide connector service to the COKAMO (Colorado, Wyoming) and TRANS-AMIGOS EXPRESS (Texas, Oklahoma, New Mexico, Kansas. MOBIUS service through MALA will continue unchanged.

Will there be changes to our labels?

Yes. Begin using the new labels after March 29. Henry Industries uses a very simple labeling format that contains a library code, the library name and address, and a sorting hub code. Apply these to your outgoing delivery bags as you did before. The Henry labels will always be updated with changes and additions. Print a page of labels as needed.

Will we still be getting our deliveries on the same days as we did with First Choice?

Yes, unless you were one of the 10 libraries that have already been contacted about adjusting your delivery schedule. If not, everything should remain the same.

Do I need to tell my patrons that place requests at this time that it will not be received until after April 1st?

Probably. There will be an ILL "quiet period" March 25-29. ILL traffic should be down to a trickle. If a filled request made it into the delivery system prior to March 15, it may still show up at your library, but anything after that will not come until after April 1.

After the ILL activity cut-off date of March 15, what should we do about incoming requests? Should we say yes in OCLC and hold the items for a couple weeks, or should we say no and let it move on?

Evaluate the ILL request. If it looks like something that only your library can supply, say yes, but indicate that it will not ship immediately; otherwise, let it move on. Local patron ILL requests may be delayed by 10 days or more.

With the other courier we had a return address on the label, but Henry Industries does not. Is this correct?

Yes. Henry labels are simplified to show only the relevant information to the courier route drivers: the destination library name and address, the library code, and the delivery hub. The library code and hub are controlled by Henry Industries. The address can be updated, changed or modified by e-mailing MALA. We will update approved changes to the label database within 24 hours. Please visit the Henry Industries label page and double-check the correct name and address of your library. Note that new versions of the labels are loading frequently, so DO NOT PRINT OUT ANY LABELS AT THIS TIME. We have removed the link from our website to prevent this from occurring. Henry labels should be used exclusively as of April 1.

Will the labeling system stay the same for MALA/COKAMO and MALA/AMIGOS courier? What about MOBIUS?

Labeling for COKAMO and AMIGOS will change, as Henry Industries is running these connector routes; MOBIUS

labels will be updated, but the service itself will continue to operate through MALA. Our label makers for these services will be very similar to the drop-down menu system used on our website before 2018. AMIGOS, COKAMO and MOBIUS member libraries will each have an individual label maker with an updated library member list loaded on our website by April 1.

I will continue to compile questions in this format through our courier transition, and encourage all members to ask questions and seek clarifications as needed. My direct work line is 816-521-7267, so please don't hesitate to call. You can TEXT or CALL our main number, 816-521-7257. Marcy will answer your call during business hours. Thanks for reading.

Mickey



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