



# Courier/ILL Newsletter | May 24, 2019

## Courier Update: May 24, 2019

Hi everybody,

All reported lost or damaged materials through March 30, 2019, have been reconciled with our previous vendor, 1<sup>st</sup> Choice. We will be issuing checks to several libraries in the next few weeks. We continue to provide an [online form](#) for lost, damaged, and found materials, so please use it according to these basic guidelines:

**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 service and assume the risk.

**Lost/Missing Items:** MALA adheres to the strict ALA guidelines for interlibrary loan: 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 reporting LOST, it must be over 30 calendar days after carrier pickup. Please indicate where item was going in the status description field. If a previously reported LOST items turns up, please report it FOUND.

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 only items going from one MALA member library to another MALA member library. Claim reimbursement does not include administrative or processing costs.

If we have clear evidence that materials were damaged due to malfeasance or carelessness (such as a driver's running over a delivery pouch, or materials being left out in the rain) then reimbursement from the courier service will be sought; in general, however, responsibility for lost or damaged items is not part of the delivery service.

We have updated the [Interlibrary Loan and Courier Service Manual](#) on our website. Please review it for changes and policy revisions.

Marcy is sending out invoices for the next fiscal year's courier delivery services over the next few weeks. Our courier vendor change from 1st Choice to Henry Industries on April 1 came with a significant cost increase; even with improved internal efficiencies, MALA can't absorb the cost increase without raising member fees. The MALA Council approved a 10% increase in membership dues for the new fiscal year. For participating Missouri public libraries, the State Library LSTA grant will generously cover the increase for your approved LSTA-funded stops.

Also beginning this year, MALA is including an across-the-board \$100 administration fee to cover our billing and administrative overhead. *This fee is not included in your grant subsidy. Every member library is required to pay this administrative fee.* Thank you for your understanding. If you intend to increase your numbers of courier service days in the coming year, please let us know immediately.

With the State Library staff, we have been closely studying our monthly and annual shipping volume levels for statewide ILL service. We are seeing large volume increases in libraries participating in Missouri

Evergreen. These increases are expected, and are a logical outcome of expanding access to materials to patrons, but the size of the increase for some libraries is beyond the capacity of our vendor to service effectively. We are considering a number of responses to the volume issue, and I invite you to discuss the situation with me personally if you are a library that has seen dramatic volume increases as a result of joining Evergreen.

The reporting process for delivery issues has gotten much smoother in the past weeks, and each of you who has reported a problem should have received a personal response within one business day from me. We will do our best to maintain this level of responsiveness, and thank you for all of you who have taken the time to let us know about issues.

New, blue MALA courier bags have been put into service. You should be seeing these attractive, sturdy bags in two different sizes as you send and receive ILL materials. Scissor-top totes have been sent to every library requesting them, and we have a supply of about three dozen more for those who ask for them, limit 2 totes per requesting library, please. Use the online form to request totes, or just email me directly.

All Best,  
Mickey

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## Next ILL/Courier Meeting

Reserve your Webinar seat now at:

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

You must register first to participate.

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, 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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Missouri Secretary of State  
**State Library**