



Courier/ILL Newsletter | May 3, 2019

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**SUBMIT Courier
Stats**

**Courier Stats for
April are due now!**

Upcoming MALA Workshop

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.

Three locations:

Tuesday, May 7 from 9 a.m. to Noon
at Kansas City Public Library: Trails West Branch

Wednesday, May 8 from 9 a.m. to Noon
at Daniel Boone Regional Library, Columbia, MO

Thursday, May 9 from 9 a.m. to Noon
at Cape Girardeau Public Library

Registration closes Monday, May 6 at noon

Register here

Courier Update: May 3, 2019

Hi everybody,

It's been just over a month since Henry Industries became our service provider for statewide ILL delivery. I think our transition has been relatively successful; however, I am conscious of the improvements we still need to make and welcome your ongoing feedback.

Modern courier delivery service depends almost exclusively on subcontractors to keep costs down, and frankly, some drivers are more conscientious than others. Turnover tends to be high among subcontractors, and you may see several drivers on your route, not just one. In any event, the relationship you establish with your courier delivery drivers is crucial to your satisfaction with the service. Please take a few minutes to meet

and talk with your drivers, and let them know your needs and preferences.

We are in a long process of reconciling lost materials reported prior to April 1, under our previous vendor. The old reporting worksheets have been removed from our website, but we have been combing through them to identify items that need follow-up. Please be patient as we try to wrap this project up in the next few weeks.

Lost or damaged ILL material is a very complicated issue, and is historically part of the “cost of doing business” in public libraries. I want to take a moment to review the lost and damaged replacement guidelines found in **MALA's 2018 ILL Courier Service & Delivery Manual**.

Please read over the pages on this topic, beginning at the middle of page 4 and continuing through page 7, for MALA's approach to damaged items, lost items, courier responsibility and library risk.

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 delivery and assume the risk.

Lost/Missing Items: MALA adheres to the strict ALA guidelines for interlibrary loan: The American Library Association's Interlibrary Loan Code for the United States says: *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.*

Inserting a third party delivery service into this transaction between the requesting and supplying libraries complicates things a bit. 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 items going from a MALA member library to a 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.

I want to remind you that your participation in the Missouri Statewide Courier Delivery program gives you ILL access to over 800 libraries in the region. MALA operates the Get Connected ILL courier 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. If you see a Henry shipping label exists for a library, you are able to connect using the courier service.

You can also connect to hundreds of additional libraries in Colorado, Wyoming, Texas, Oklahoma, New Mexico and Arkansas using MALA's Extended Delivery Services, with connections to COKAMO, Amigos, and MOBIUS. You can send and receive items from these other libraries, printing shipping labels as needed with the fully operational MALA label maker.

I am grateful for everyone's candor and cooperation during the transition to a new courier service. I am proud of MALA's part in keeping this service alive through significant changes. Thank you for your support and encouragement in the past few months.

All best, Mickey

Next MALA ILL/Courier Meeting - Wednesday, May 15 at 10 a.m.

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, 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**.

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



Missouri Secretary of State
State Library