



Courier/ILL Newsletter | August 2, 2019

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**Your July
Courier Stats
are due by
August 5**

**Thank you to the many
libraries that have
already uploaded your
Stats!**

MALA Update

With new member libraries joining the Mid-America Library Alliance's Get Connected courier service, we wanted to take a moment to review who we are, and what we do.

Library Courier

MALA has been in existence since 1978, serving the needs of libraries -- first in the Kansas City area, and eventually, expanding service to nine different states in the region. With a fleet of vehicles and eight staff drivers, MALA provides local branch delivery service, interlibrary loan delivery, and on-demand courier service to affiliated businesses in the immediate area. Through a contract partnership, MALA has managed the statewide ILL delivery service for Missouri public libraries for the past eleven years.

Our current vendor partner for the statewide ILL courier delivery service is Henry Industries. Through an extensive network of subcontractors throughout the state, Henry Industries provides 16,000 delivery stops annually to 127 public libraries, large and small, throughout the state.

In addition to regular weekly stop service, MALA provides you with a courier connection to most of the academic libraries in Missouri, and to several school and health services libraries -- again, at no additional cost to you. You also get no-cost extended delivery service into Texas, New Mexico, Arkansas, Oklahoma, Colorado, and Wyoming, should your library wish to extend its interlibrary loan reach out of state.

The courier delivery service saves libraries money. Without the courier, physical delivery of materials via USPS or private delivery companies would not be sustainable. With over a million items exchanged among libraries in the Get Connected service each year, your patrons benefit from vastly increased access to books, movies, audiobooks, and music. The State Library's generous subsidy of the library courier service, in addition to saving you thousands of dollars each year, opens up collections across the region to even the smallest libraries and their communities.

Training and Professional Development

MALA also offers training and professional development workshops and programs for library staff at all levels. We sponsor library trainings all around the region, with top-notch presenters and subject matter experts. Our last two trainings, in April and May, featured Jamie Campbell Naidoo, the president of ALSC, speaking on diversity in children's services, and a Safety and Security refresher course taught by North Dakota State Librarian Mary J.

SUBMIT Courier Stats

Soucie. On our website, MALA offers dozens of short video tutorials on various library-related topics available to member libraries. The content is password protected, but as a MALA member library, it is all available to you at no charge. Call, text or email us if you need a password. Look for expanded training offerings from MALA in the coming year.

Next Courier Meeting via Zoom

We will be meeting online for discussion of courier and related issues approximately quarterly, and ILL staff and other interested parties are invited to attend.

The first meeting via our new online web platform, Zoom, will be **August 21, at 10:00 am**. Zoom is very easy to use, and allows instant webcam and internet audio participation. Here is the participation link. It's the same for everyone. Zoom will download a small client program on to your computer to allow you to participate. You can also join audio using phone call-in.

Topic: ILL Courier Libraries - Mickey Coalwell, MALA
Time: Aug 21, 2019 10:00 AM Central Time (US and Canada)

Join Zoom Meeting: <https://zoom.us/j/862366074>

One tap mobile
+16699006833,,862366074# US (San Jose)
+16468769923,,862366074# US (New York)

Dial by your location
+1 669 900 6833 US (San Jose)
+1 646 876 9923 US (New York)

Meeting ID: 862 366 074

Find your local number: <https://zoom.us/u/a2Bi9CvD>

ILL Courier Labels

DISPOSE OF OLD COURIER BAG LABELS

We have seen many examples recently of old labels showing up on courier bags, on items sent out in the last few weeks. MOBIUS and Amigos items must all have new, freshly-generated labels from the MALA online label maker. Old labels created before April are deprecated and unusable. Please find any stashes of old preprinted labels, and dispose of them. Each label should be generated "just in time"; no more than one page of extended delivery service labels should be printed ahead of time, unless you have extraordinary circumstances. COKAMO items have a special bundling and labeling procedure that seems to be clear to most everyone. Thank you.

Henry labels are updated regularly. Even though Henry service only began on April 1, we are already on Version 14 of the Henry label file. We will ALWAYS provide a link to the most up-to-date version on our website. Please don't use old labels unless you are 100% certain they are identical to the newest version of the label. Mislabelled items slow delivery down, and make extra work for everyone in the delivery stream. Please use only new, up-to-date labels for courier bags.

COUNCIL BLUFFS

Council Bluffs is no longer a MALA courier member. Please be sure to dispose of any Henry labels for Council Bluffs, and adjust your ILL lending strings to exclude Council Bluffs unless you plan to use USPS for ILL exchange. MALA does not service Council Bluffs, or any Iowa library, as of July 1.

Extended Service Bags

MALA has a limited supply of branded bags for our extended delivery service partners Amigos and MOBIUS. Use of these branded bags (purple for Trans-Amigos, black for MOBIUS) is optional, but it may help get items to their destination more quickly. Correct labeling is the most important thing, not the bag color. Amigos is for libraries in Texas, Oklahoma, Arkansas, and New Mexico. MOBIUS is for most academic libraries in Missouri (but not UCM, University of Central Missouri, which is a MALA Get Connected member). If you want a small supply of bags for these connecting services sent to you, please use the Supplies

Request feature on our website. It's part of the [Courier Delivery Service Report form](#).

Near the bottom of the form, choose Courier Issue and select Supplies Request from the drop down. In the last line, specify your bag request needs. This provides a record of your request, and a centralized place for MALA staff to go to respond to service issues. The best part is, a confirmation email is sent to you each time you submit a request. Please use this online form for all supplies request and other courier-related matters. We appreciate it.

MALA is hiring!

Training and Professional Development Coordinator

MALA is seeking a new staff member to manage our training and professional development services. We'd like this person to have lots of great library experience – someone who really understands the library profession and our core principles. We want a great communicator who can interact confidently and comfortably with everyone -- executives, administrators, managers, supervisors, and frontline staff.

See the full job description [here](#).

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.



Missouri Secretary of State
State Library