



Courier/ILL Newsletter | June 21, 2019

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

**SUBMIT Courier
Stats**

Update

Hello,

Courier Agreements for the new fiscal year beginning July 1 are due now. If you have not received a contract and invoice from Marcy, check your spam folder. If you don't find it, contact her immediately. Our delivery scheduling with Henry Industries depends on our knowing the number of service days your library will be receiving, so if you plan to buy more days of service, please let us know right away.

Please be sure to include updated contact information if you have had staff changes at the library. We need to know who the MAIN CONTACT is for ILL and Courier issues at your library. Please provide an email address and direct phone number or extension for this person. We also need to have at least one member of your staff subscribed to our newsletters, sent out via Constant Contact. More than one person from a library can sign up, but there must be at least one. Important information is sent out via this channel, so make sure you have someone who gets, and reads, the MALA newsletter.

We are still seeing some variance in delivery windows at some libraries, and a few missed stops, but overall performance in the system has improved in June. Henry Industries has been resolving scheduling issues promptly when you report them to us.

Remember that your relationship with the route driver is the key to a successful delivery experience. Please take time to meet your driver.

Finally, a big thank you to everyone for using the Courier Issues online reporting form. It has helped us a great deal. Please continue using it for all courier-related issues, problem, and concerns. It is monitored daily, and you will either get immediate action, or a written response within one business day.

Best, Mickey

Changes to ILL Courier Labels

Any changes to the Henry label database (name, address, etc.) should be submitted to MALA before July 1.

If your library name or address has not changed, then you don't need to do anything. Right now, we have one verified change: Johnson Community College Library (JCCC) – is changing its label address to avoid

confusion with Johnson County Library.

The new shipping label will say:

JCCC – Billington Library

c/o MALA/KCMLIN

LIB 310/12345 College Blvd.

Overland Park KS 66210

Note: this will not affect their OCLC name, code, or designation anywhere except in the label file.

For the “new” year, we have new libraries coming on to the service, and some dropping off. We will send out a special announcement summarizing the changes after they’ve been finalized by Henry, and the PDF file of labels has been updated.

Next ILL/Courier Meeting

We had our last online Courier Roundup Meeting on GoToWebinar this week. We are moving to a new quarterly meeting schedule, and will likely be switching meeting platforms as well.

Our first quarterly meeting will be in August, on a date to be determined. Subsequent meetings will be in November, February, March, and June.

Details will be announced later.

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