



Courier/ILL Newsletter | March 4, 2020

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**Your February
Courier Stats are
due NOW**

MALA Update

Online Courier Meeting Friday, March 6

For the March meeting, I have asked Michelle Mears at Rolling Hills Consolidated Library to provide a brief overview of OCLC borrowing, suggestions for updating your directory with good contact information, as well as maintaining your custom holdings (lender strings). If you know nothing at all about OCLC lending, this is a perfect introduction. Please consider sitting in. As I have said before, having a webcam is a huge plus. Please invest a few dollars (like, \$10, seriously) in a USB webcam so we can see you in the meeting. It makes a big difference. Talk to you all on Friday.

There's a typo in the first line of the email announcement that says "March 5." Please disregard. It's Friday, March 6, at 10 am.

Join Zoom Meeting

<https://zoom.us/j/231334243>

Meeting ID: 231 334 243

Henry Industries couriers will request delivery acknowledgment signatures electronically

Starting Tuesday, February 18, 2020, the delivery couriers began asking you to sign off on their phones. This is only to acknowledge the library stop. There is no bag count or number of items recorded in the transaction. It's just a delivery acknowledgement signature. Please forward any questions or concerns to MALA.

Damaged item procedures

I want to quickly review how you should report damage to items that occur in the courier. (1) Note each separate item that is damaged, its format (HC, SC, BB, DVD, AUDIO) and its owning library. (2) Document the date, delivery time, and any special circumstances concerning the delivery--raining, snowing, substitute driver, etc. (3) Take photos of the damaged items. (4) If you own the damaged item, indicate whether or not you seek replacement cost reimbursement, and indicate the cost. (5) If you do not own the damaged items, send the items home to the owning library with an enclosed note explaining the reason for the return. (6) Send an email damage report with attached photos to MALA and copy the damaged items' owning library if different from yours. Use the [MALA Members ILL Contacts List](#) on the MALA website to get email addresses as needed.

Report your Scheduled Holiday Closings to MALA

To date, only 50% of libraries have reported their 2020 Scheduled Holidays and Closings. MALA needs this information to manage delivery service outside of regularly scheduled Courier Holidays. Please visit <http://www.malalibraries.org/courier-service/> to report

MALA Professional Development Training 2.020

Facebook and Your Library: The Do's and Don'ts

More than ever, libraries are using social media to connect to their communities, and libraries use *Facebook* more than any other social platform. Small and medium-sized libraries are just as likely as larger libraries to use *Facebook* to share events and pictures, educate patrons about services, and highlight their collections.

This informative workshop with Hanna Taylor will give you step-by-step directions on how to get the most from Facebook – even with limited staff and time.

Wednesday, March 25, 2020

9 AM-Noon

*Leawood Pioneer Branch, Johnson County Library
4700 Town Center Dr, Leawood, KS 66211*

**Save with Early-bird registration by March 13
Workshop registration deadline March 20**

[Register here](#)

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**Missouri Secretary of State
State Library**