



Courier/ILL Newsletter | August 21, 2020

**Courier Holiday:
Labor Day, Monday 9/7**

(No courier service)

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**August Courier
Stats are due by
Sept. 5!**

MALA Update

Latest revision to the MALA Interlibrary Loan & Courier Delivery Service Manual coming soon

Linda has been busy revising and updating the 2019 Courier Manual. The new, updated version will be uploaded to our website next week. Please be sure that key members of your staff are familiar with this document. It is a useful reference for policies and procedures pertaining to the statewide courier service.

Tubs, totes and delivery drivers

We've fielded a number of questions recently about totes and tubs being taken by drivers and not being returned. At most libraries, we expect the driver to leave the library's totes in place as "IN" and "OUT" hoppers. We don't want the drivers taking your totes out of the library. They should bring materials in from their vehicle, and place them in the "IN" tote, and remove materials from the "OUT" tote for pickup, using their own containers. On some occasions, you might pre-pack a box or tote, but your totes shouldn't be leaving the library without cycling back to you at some point. The best practice for most libraries is to establish some bins/totes in your outgoing area as "hoppers," which are not to be removed from the premises. Let the driver know about your local protocols concerning tubs and totes. If you need extra totes, let MALA know via the online supplies request form. We send two at a time.

Courier Statistics

Thanks for your promptness in reporting your monthly statistics. Linda has received and recorded all courier statistics for July, and looks forward to the same on-time response next month when you report August stats. They are due no later than September 5. Remember, the statistics you report to MALA are ITEM counts, and you only count ITEMS going out. You can keep other records as you see fit, but our courier service only requires you to count total OUTGOING ITEMS each month. Let Linda know if you have any questions.

Quarterly Courier Meeting coming up

On Friday, September 18, at 10:00 am, please join MALA for the quarterly Courier meeting. The meeting is held on the Zoom platform. Anyone on staff who deals with interlibrary loan and/or the courier network is invited and welcome. The Zoom invite is below. Webcams are encouraged. We love to see your faces when we talk to each other!

Topic: MALA Statewide Courier Meeting

Time: Sep 18, 2020 10:00 AM Central Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/92313025709?pwd=TUhEcVV5RmtlcjA1M3NQqnB1akdUdz09>

Meeting ID: 923 1302 5709

Passcode: 305436

Linda Tarantino – MALA’s Courier Coordinator

Please don’t hesitate to reach out to Linda for any questions or concerns about the courier service. Her email address is linda.tarantino@mid-americalibraryalliance.org. Linda is at her desk Monday-Friday, 9-4. Her direct office number is 816-575-6067, but always feel free to call or text the office line, 816-521-7257.

PRINCH Library Printing Solution

MALA is sponsoring another free informational webinar on the PRINCH Library Printing Solution on **Thursday, September 11 at 10:00 am**. Princh is a versatile and intuitive printing solution for libraries of all sizes. Princh allows users to easily pay from any device or PC—just like online shopping—and there’s no need to set-up payment agreements or provide hardware to accept transactions via cash, credit/debit card, or even PayPal. Princh is offering FREE service for your library until December 31. If you want expanded, user-friendly patron print options at your library, consider learning more by registering for this informational webinar.

[Sign up for the webinar here.](#)

Scheduled Closings and Holidays

We still have only received notification of **scheduled closings and holidays** from less than half of our 150 member libraries. It’s very important that MALA have notification of days that libraries are going to be closed so we can notify Henry Industries. They, in turn, will notify their individual couriers to prevent unscheduled deliveries. If you haven’t filled out the form on the MALA website, please follow this link to do so: <http://www.malalibraries.org/courier-service/>

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Missouri Secretary of State
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