



Courier/ILL Newsletter | November 9, 2020

Upcoming Courier Holidays

(no service)

**Thursday, November 26
Thanksgiving Day**

**Friday, November 27
Day after Thanksgiving**

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**October
Courier Stats
are due NOW!**

MALA Update

Upcoming Holidays and Inclement Weather Closures

As we move into the holiday season, we want to remind you that there is no delivery service on the following upcoming MALA Courier holidays:

November

Thursday, November 26 – Thanksgiving Day

Friday, November 27 – Day after Thanksgiving

Have you reported to MALA that you are closed on Veteran's Day, Wednesday, November 11? If not, please email Linda ASAP.

December

Thursday, December 24 – Christmas Eve Day

Friday, December 25 – Christmas Day

Thursday, December 31 – New Year's Eve Day

Friday, January 1 – New Year's Day

Please let us know if you are closed any additional days(besides those listed above) over the next few weeks by emailing Linda Tarantino (linda.tarantino@mid-americalibraryalliance.org) or by using the Scheduled Holiday Closures form on the [Courier Service](#) page.

Reporting Closures and Holidays to MALA

We view Holidays and Closures as two separate things, and therefore have two methods of reporting them.

Closures: If you have an IMMEDIATE/sudden closure due to inclement weather, road closure, broken pipe, power outage or any other emergency please report those using the [Courier Delivery Service Issues form](#). It is very important that you let MALA know as soon as possible that your library will be closed, so that we can inform your courier. If you do not have easy access to this link, please email both Linda and Mickey. Add both of our email addresses (linda.tarantino@mid-americalibraryalliance.org and maladirector@mid-americalibraryalliance.org) to your library's distribution list. Both of us need to be notified in the event one or the other is out of the office. Thanks.

Holidays: If you have not already done so, we want you to report all of your SCHEDULED 2020 Holiday Closures on our new form located in [Courier Services](#). You will see that MALA's 11 annual courier holidays are already pre-checked on this form. (MALA Courier Holidays are days that you do not get delivery service.) On this form, we ask you to report any other scheduled holidays that you

Upcoming Monthly Courier Meet & Greet

Where: Online/Zoom

When: Wednesday, November 18

Time: 2:30 p.m.

Why: Tips and ideas for improving service and coping with this crazy time.

RSVP: Email Linda Tarantino at linda.tarantino@mid-americalibraryalliance.org if you are interested in participating.

Join Zoom Meeting

<https://zoom.us/j/98898534917?pwd=MHRmVzBQYUUIZUV4VHBHL3BTanhCQT09>

Meeting ID: 988 9853 4917

Passcode: 844182

Courier Issues

Mis-delivered items

From time to time, your library may receive items that are not meant for you. There is sometimes confusion between Wellsville (MO) and Wellsville (KS), as well as Atchison (KS) and Atchison County (MO) -- not to mention Doniphan County (KS) and Doniphan-Ripley County (MO). If this confusion is the result of a sorting error by Henry Industries, the misdelivered item(s), once discovered, needs to be returned to your delivery driver. The item needs to be put back in the delivery network to the correct location. Please, do not attempt to mail misdelivered items to the correct library. They go back to the courier driver, or, as a last resort, they should be sent to MALA with a note enclosed. Sometimes, the driver will carelessly deliver a full tote of bags that belong to another library. Same procedure here – put the items aside, contact MALA and return the items to the driver. Don't attempt to redeliver them yourself. Thanks.

Courier bag labels with old information?

We've had a few instances where libraries are asking about out-of-date information, like a former street address, on their courier label. We update the label file very time we receive new information from a library, so that shouldn't ever happen. What we've found out is that the library is using an old download of the PDF file that has outdated label information. The Henry PDF file on our website has a version number and a date – the latest file is Version 21, dated 10/05/2020. Please use the latest version to generate labels. The extended service label maker automatically uses the most updated information available.

Lead time for courier supplies

We've had a number of "emergency" bag requests in the past few weeks. Please bear in mind that we cannot get supplies to you any faster than the courier system allows them to be delivered – it takes about a week. We generally fill supplies requests either same day, or next day, but it takes time to get them to you through the courier delivery network. Please, never let yourself get to a place where you have no courier bags. Allow 7-10 days delivery time to be on the safe side, and contact us if you don't get your requested supplies in a reasonable time frame. You can request totes, MALA bags in various sizes, TAE bags and MOBIUS bags. We will be happy to send you what you need.

Upcoming MALA Webinars

The Art of Delegation: An Essential Management Skill for the New Workplace

with Pat Wagner, Pattern Research

Thursday, November 19 ~ 10:00 to 11:00 AM

Delegation is essential to freeing up your busy schedule; it's also about investing in the future of your library. Pat Wagner will explain why encouraging staff to tackle new tasks and goals will help retain current employees and increase morale and productivity. This management and supervisory skills webinar will provide participants with the tools needed to nurture management and leadership skills through appropriate, effective delegation of responsibilities.

[Register here](#)

NETWORK With Your Metro-Area Readers' Advisory Pros

with Gregg Winsor, Readers' Advisory Librarian, Johnson County Library

Kaite Stover, Director of Readers' Services, Kansas City Public Library

and Polli Kenn, Readers' Services Coordinator, Lawrence Public Library

Friday, November 20, 2020 ~ 9:15 to 10:00 AM

This FREE 45-minute interactive Zoom session moderated by Gregg Winsor, Kaite Stover, and Polli Kenn will provide an opportunity for Readers' Advisors from across the area to come together for community networking, professional growth, or just to find out what everyone else is reading/watching/listening to. Listen in for insights to the latest book group trends and programming ideas that will leave you with a fresh outlook and new colleagues to discuss where RA is headed next.

[Register here](#)

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Missouri Secretary of State
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