



Courier/ILL Newsletter | December 11, 2020

[Upcoming Courier Holidays](#)

No service
December 24 & 25
December 31 & January 1

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MALA Update

How it all works...

Please forgive us if you already know all this, but from time to time it's important to explain how the statewide courier service works, so that each participating library understands its role and responsibilities. So let's take a quick peek under the hood. Thanks for reading on.

Missouri is one of only a handful of states that sponsors a statewide delivery network to support regional resource sharing. Other states have metropolitan or consortial networks, but very few have a unified service that delivers ILL materials to all libraries in the state. The State Library of Missouri pays for the cost of this service on your behalf, an expensive and incredibly valuable benefit. Please don't take it for granted.

MOSL contracts with the Mid-America Library Alliance (MALA) to manage and operate the statewide service. MALA, in turn, contracts with Henry Industries to serve libraries across Missouri through Henry's network of delivery routes, which primarily serves commercial retail entities, hospitals, drugstores and grocery stores. Libraries are just one small part of their overall delivery network. Henry sub-contracts their business to independent route owners and their employees – these are the drivers you interact with on a weekly basis. The route drivers take instruction from their employer, who in turn, receives instructions from MALA via Henry Industries management. It's a long chain of command, and communication failures do occur from time to time.

The important thing to keep in mind as you work with the courier service is that MALA operates the service. We are ultimately responsible for the service you receive, and we answer to the State Library. Any problems you have with the service should be reported to MALA. Any service suspensions, cancellations or modifications need to be communicated directly to MALA, in a timely way. We have processes in place to ensure orderly dissemination of information, *but we must be notified directly by the library*. MALA has website, email, phone, and text options available, and you can reach us 24/7.

The library is responsible for cooperating with MALA to ensure your regular and professional service; for communicating problems and concerns; for notifying MALA of closures, emergencies, and suspensions; for communicating the need for supplies such as courier bags in a timely manner; for keeping library contact names, email addresses and phone numbers up to date; for communicating changes to location, street address or library access; for working collegially with MALA staff to resolve problems and improve service; and for promoting and supporting resource sharing in Missouri, and throughout the region.

Report closures to MALA, not just to your courier driver

If your library needs to close for any reason that may affect courier delivery, please report the closure via MALA's website. If you have any problems with the reporting form, call Linda Tarantino at 816-575-6067 or email her at linda.tarantino@mid-americalibraryalliance.org to notify her of any closures. These closures are reported to Henry Industries so your courier driver can suspend deliveries.

Lillian DesMarias Youth Library is a new branch of Livingston County Library

Evergreen friends, if you see the name "Lillian DesMarias Youth Library" on a transfer slip, please know that it goes to Livingston County. All items for Livingston County go to the main branch location in Chillicothe. Every Evergreen branch location has a separate code and name on their transfer slips, but that is not the same as a courier drop location. Most libraries—even ones with branch locations—only have one courier drop location – with the exception of Stone County, which pays for a separate drop at their Blue Eye location. Don't get confused. When in doubt, contact MALA.

New Courier Label File (PDF) has been uploaded

Version 22, with an update to the Calvary University address label, has been uploaded on our website. That is the only change in this version. Please discard any old labels for Calvary University you have on hand, and only use the new label from now on, which looks like this:



Upcoming MALA Webinars

Taking Care of Your Staff (and Yourself) During the COVID-19 Pandemic

with April Roy, Director, Plaza Branch, Kansas City Public Library

Wednesday, December 16, 2020 ~ 2:00 to 3:00 PM

This FREE encore presentation of the popular one-hour program, co-sponsored by Missouri State Library, and MALA, will motivate and inspire staff and managers from libraries large and small. We are all navigating through uncharted waters created by the virus outbreak, ongoing library shutdowns, and the turmoil in our communities. MLA Past President and award-winning Library Director April Roy helps us confront painful realities, and proposes effective strategies to help all of us working in libraries to move forward with confidence and optimism into 2021.

[Register here](#)

Story Time and Outreach Skills in the Pandemic: Staying Connected to Our Youngest Library Users

with Patrick Peterson, Children's Services Librarian, Basehor Community Library

Tuesday, January 12, 2021 ~ 2:00 to 3:00 PM

COVID-19 has dramatically changed the way we interact with our most faithful library patrons. Librarians have created virtual opportunities to replace library programs like story time and after school outreach, but we struggle with the lack of person-to-person interactions. Join Patrick Peterson as he shares his ideas about embracing virtual formats for our youngest users. This one-hour webinar will help you revitalize your story times and youth outreach with tips and tricks on how to engage youth, parents, and caregivers.

[Register here](#)

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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