

Lewis & Clark Library System
Courier Services Operational Plan

LCLS Mission Statement:

We advance libraries in successfully serving the evolving needs of their communities.

Introduction

The Lewis & Clark Library System encourages reciprocal access between member libraries. To support this access the System provides delivery service to eligible members. The System's delivery service facilitates the physical transfer of library material among the member libraries and acts as a conduit to the statewide Illinois Library Delivery System (ILDS).

System Responsibilities

Provide courier delivery service to each full member library based on usage and need as determined by the amount of interlibrary loan activity of that library. Some member libraries may receive delivery via the US Postal Service.

Maintain routes for the purpose of delivering material to members. These routes are driven daily; except for holidays and weather closures. Periodically a route may be shortened due to driver illness or weather conditions.

Sort the incoming material within two (2) working days, ready for delivery to the destination library.

Supply designated delivery containers to each library.

Bond all courier drivers. Secure all building keys.

Ensure each driver has access to a telephone to facilitate easy communication between the System, the drivers, and the member libraries.

Reimburse a member library for material damaged while in transit. The member library must verify that the material was in good condition when the library placed the material in the delivery container.

Collect monthly statistics on a variety of delivery-related activities.

Library Responsibilities

Designate annually an in-building delivery location convenient to the courier drivers. The library's corporate authority must authorize this delivery location.

Designate a delivery contact person. This person is responsible for notifying the System of library closures, etc.

Supply a building key to the System, if the courier is scheduled to reach the library before it opens or after it closes for the day.

Prepare the delivery containers for pick up, taking care to not overload the container. Once filled, the tub or bag must weigh less than 40 pounds. Any item not being shipped in a System container must be approved for delivery by the System before shipping. The drivers will not wait while the library prepares the containers.

Label all material in an appropriate manner before placing the item into the delivery containers.

Empty delivery containers after each delivery.

Package delicate or fragile items in an appropriate manner before sending the material to the borrowing library. Borrowing libraries will return fragile material in the same package it was delivered.

Complete the ILLINET Summary of Interlibrary Loan Traffic request from the Illinois State Library.

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Lewis & Clark Library System – Delivery Procedures

Filling the Container – Members and System

- Material placed in the container with the larger/heavier items on the bottom and the smaller/lighter items on the top.
- Fragile items repackaged to add protection.
- Weight of each Bag/tub less than 40 pounds when full.

Determining the Number of Delivery Stops per Week -- System

The number of delivery stops per week for individual member libraries is determined by four factors: 1. number of containers delivered each day and each week, 2. average number of items delivered each day and each week, 3. average number of ILL requests in LLSAP, 4. review of library's interlibrary loan statistics.

The number of delivery stops can be decreased or increased at any time during the year as needs change. For example, a library with delivery might request 5-day-a-week delivery during term paper time at the school. In another example, a library with traffic volume high enough for 5 days a week might request only 4, as it is closed one day during the week.

High volume = 5 days, five or more tubs/bags each day
Medium volume = 3-4 days, two to four tubs/bags each day
Low volume = 1-2 days, 1 bag a week

Notifying Members of Canceled or Shortened Routes -- System

The System will make every attempt to notify member libraries when a route has to be shortened or canceled. E-mail messages will be sent to members on the affected route; and as needed, phone calls will be made.

Reimbursement for Material Lost and/or Damaged While in Transit -- System

The Lewis & Clark Library System encourages interlibrary loan and reciprocal borrowing by supporting a systemwide delivery service. Additionally, the System will reimburse a member library for material that was damaged or lost while in transit.

However, before any reimbursement will be authorized for payment by the Lewis & Clark Library System, the member library must verify that the material was in good physical condition when it was placed in the delivery container by the borrowing library. The following information must accompany the invoice:

1. When and how the borrowing library was contacted concerning the lost and/or damaged material. Include the name of the staff member contacted and a short narrative of the discussion.
2. A copy of the bill submitted to the borrowing library.
3. Which library (the borrowing library or the home library) contacted the System membership as a whole to request that they check their shelves for any lost material.

The bill submitted to the System must clearly indicate the name of the library, a contact person, the title of the lost/damaged material, and the type/format of the material.

This information must be sent to the System's staff member overseeing interlibrary loan. If all the appropriate information is available, the System staff member will authorize payment to the library. Please note: Bills for lost/damaged reimbursement must be received at the System within 6 months of the material's being lost and/or damaged.