

Best Practice: Delivery

Delivery: STLS delivery is the process by which materials are moved between libraries within the STLS region. Every library outlet receives a delivery at least once per week. Delivery guidelines and procedures are outlined below. These ensure a smooth flow of materials. Guidelines for Rotating Collections will differ in some ways, due to special circumstances.

At the Circulation Desk

Successful delivery of materials begins at the circulation desk. Careful attention to details is important.

- Watch the screen carefully, especially when doing repetitive actions such as discharging or receiving items in transit.
- When discharging items -
 - Inspect for any damage and/or any missing pieces. Open cases or packaging; count the number of pieces. Not all libraries use the # of pieces override, in that case check the number of discs against the number listed on the case.
 - If an item is not complete, do **NOT** discharge or send it to the owning library. Set it aside at your library, label it, and contact the patron.
 - Discharge it **ONLY** when the missing piece is returned. Then assemble all the pieces and send it on.
- When receiving items in transit -
 - If an item comes through the delivery and is still charged to a patron, discharge it, and follow the steps given by WorkFlows for the item.
 - After discharging the item, open a Help Desk ticket with a description of the issue, including the Item ID, whether it had a delivery slip, and any other pertinent info.
 - If an item arrives and the action/response in WF is not “normal,” open a Help Desk ticket. STLS will investigate.
- **ABOVE ALL ELSE, BE SURE TO PROTECT PATRON PRIVACY.**
 - Remove any patron information before putting an item in delivery (including name, email, phone number, etc.)

Preparing Items for Delivery

- Insert slips of paper (routing slips) in items to indicate their destination.
 - Make sure the routing slips are at least 4 inches in length.

- For holds/ILLs being returned to owning library: use WHITE paper. [ILL RETURN = WHITE SLIP]
 - For holds/ILLs being sent to a library from your collection: use COLORED paper (any color EXCEPT blue or white). [ILL SENT = COLORED SLIP]
- For items being directed to the ILS team for special cataloguing, use filled out BLUE slips (provided by STLS).
- Please do NOT use post-its/sticky notes as routing slips. They can damage book pages, when removed.
- Clearly mark routing slips with the community name of the destination library.
 - Example: Use Corning (not SSL, not SSCL, not Southeast Steuben, etc.)
- When writing library location/destination, use PRINT, not cursive.
- Use a BLACK marker only on routing slips.
 - DO NOT USE: highlighter, ballpoint pen, or pencil.
- Please do NOT tape notes or other things to items owned by another library.
- Rubber bands? Please use discretion. Use only on fragile/broken items.
 - Do not bundle multiple items going to one library with a rubber band.

Delivery Bags

- Have a bag full of items going to the same library? No need to put routing slips in each item. Clearly print the destination library with BLACK marker on a piece of paper and place it on the top of the bag.
- Pack materials **SPINE TO SPINE**.
- Create a balanced bag.
 - Bigger/heavier items should go on the bottom.
 - Place fragile items on the top of the bag. If possible, add these last.
- Leave about 3 inches of head room at top of bag. This allows the handles to close over the materials easily.
- Send DVDs or Playaways unlocked.
 - If you receive one that is locked, a strong magnet can unlock the cases.
- Double check that materials are complete in delivery.
 - Empty cases for games, DVDs, or stray items should not be returned to owning library.
 - Items should not be discharged unless they are complete.
- All deliveries should have a GREEN POUCH—coming and going—even if empty. ZIP green pouch closed prior to delivery pick up.
 - Green pouches are intended for invoices, checks, and other small items (mostly paper) being sent between libraries and STLS.