

# Missouri Evergreen Circulation

## Materials Handling Best Practices

### SENDING MATERIALS

1. Print the transit slip and place it in the transiting item. Do not use tape. Transit slips must not contain personally identifiable patron information.
2. Make sure that spine labels and barcodes are secure.
3. Make sure that locking AV cases are unlocked.
4. Only one library barcode should be visible. Remove or mark out invalid library barcodes. (ISBN barcode must still be readable.)
5. Check the item's condition before sending it to the borrowing library.
  - a. Do not send items that are fragile, in poor condition, or incomplete.
  - b. Only send AV cases that are in circulating condition.
  - c. Use the Missouri Evergreen Item Condition Report form to note any issues with the item's condition.
6. Do not send items in the courier that are soiled or wet. Contact the owning library if an item is returned in this condition and discuss next steps. If returning a soiled or wet item in the courier, enclose it securely in one or more Ziploc-type bags to prevent damage to other items.
7. Package audiovisual (AV) materials to protect cases. Sending AV without proper packaging is not acceptable.
  - a. Bubble wrap or padded envelopes work well and can be reused.
  - b. Rubber bands are recommended for bundling items together or closing envelopes. Staples are not acceptable.
8. Do not use tape on materials. Previously approved self-adhesive removable receipt paper is permissible.
9. To prevent damage to items during transit, do not overfill delivery bags.
10. Do not zip tie delivery bags.
11. Ensure that the correct courier label is on the bag. Note that some libraries have courier service to more than one branch. The courier label should match the transit slip.

## **RECEIVING MATERIALS**

1. Ensure the correct item has been sent to fill the request.
2. Use the Missouri Evergreen Item Condition Report form to note any issues with the item's condition. This prevents charges to the patron for existing damage. Conditions to note include but are not limited to:
  - Torn pages/jacket
  - Marked or stained pages/jacket
  - Brittle pages
  - Loose pages/spine
  - Missing pieces
  - No library identification
  - More than one scannable barcode on item

## **MISSING-LOST-OVERDUE-TRANSIT MATERIALS**

1. If an item is returned by the patron with pieces missing, the borrowing library should keep the item and attempt to recover the missing pieces.
2. The borrowing library answers any questions patrons may have about borrowed materials. Patrons should not be instructed to contact the owning library.
3. The owning library should contact the borrowing library, not the patron, with questions about materials.
4. The borrowing library collects fees for lost and damaged materials.
5. It is the owning library's responsibility to invoice the borrowing library. Bills should not be sent until the item has been Lost for six months. Libraries may use the ME-Report template **Library Money > Lists > Circulated Lost Items Between Libs OR Library Money > Lists > List Circulation Bills from Owning Branch to Circulating Branch** to find libraries to bill for Lost items.
6. Do not send payment for lost or damaged items through the courier.
7. Replacement copies will not be accepted in lieu of payment for items.
8. The borrowing library's policies apply to daily overdue fines. The owning library's policies apply to bills for lost and damaged items.
9. It is the responsibility of all member libraries to follow-through with transits and holds fulfillment. This includes but is not limited to taking action to keep the Transit List cleared and rectifying Unfillable Holds, Long In Transit Holds, and Canceled Transits.

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