

Missouri Evergreen Circulation Materials Handling Best Practices

COURIER SERVICE

1. 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.
2. Follow MALA guidelines for placement of courier labels.
 - Courier Bags - Place a label in the clear label display window.
 - Tub, totes and other packages - Affix a label to the package.
 - Packages/boxes - Place a label on the top and on at least one side.
 - Do not use USPS totes.
3. When using a previously used envelope or carton, remove, cover or black out all visible shipping addresses from previous shipments.
4. Keep a daily written spreadsheet to count individual **outgoing** items for monthly reporting. Counts should be based on what is visually accounted for; generating a report to determine counts of outgoing items is not recommended. Do not count bags shipped, but each individual outgoing item, which could be several to a bag. This means each and every item (not bags) that leaves your library, whether it is a borrowed, loaned, mis-delivered, or reciprocal return, is counted. (Items to be counted include MEC items, traditional ILL, freebies such as DVD cases, etc.)
5. Check the MALA website regularly for the most current version of courier labels at <https://www.malalibraries.org/courier-service/> - connected
6. Report any courier issues or request additional courier bags by contacting MALA at <https://www.malalibraries.org/courier-service/courier-delivery-service-report-form/>
7. For questions about courier reporting or service refer to the MALA ILL Courier Manual at <https://www.malalibraries.org/wp-content/uploads/2023/09/MALA-ILL-Courier-Manual-REVISED-2023-24.pdf>

SENDING MATERIALS

1. Do not use tape on materials. Previously approved self-adhesive removable receipt paper is permissible. Print the transit slip and place it in the transiting item. Place transit slips for audio-visual materials between the clear plastic cover and case insert, if possible, otherwise insert the transit slip in the case with the destination clearly visible.
2. Transit slips must not contain personally identifiable patron information.

3. Make sure that spine labels and barcodes are secure.
4. Make sure that locking AV cases are unlocked.
5. Only one library barcode should be visible. Remove or mark out invalid library barcodes. (ISBN barcode must still be readable.)
6. Check the item's condition before sending it to the borrowing library.
 - Do not send items that are fragile, in poor condition or incomplete.
 - Only send AV cases that are in circulating condition.
 - Use the Missouri Evergreen Item Condition Report form to note any issues with the item's condition.
7. Package audio-visual (AV) materials to protect cases. Sending AV without proper packaging is not acceptable.
 - Bubble wrap or padded envelopes work well and can be reused.
 - Rubber bands are recommended for bundling items together or closing envelopes. Staples are not acceptable.
8. 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.
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
 - 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 borrowing library's policies apply to daily overdue fines. The owning library's policies apply to bills for lost and damaged items.
4. The borrowing library collects fees for lost and damaged materials.
5. The owning library should contact the borrowing library, not the patron, with questions about materials.
6. It is the owning library's responsibility to invoice the borrowing library for items lost or damaged while in the borrowing library's possession or checked out by a patron. The owning library should send an invoice to MALA when materials are lost or damaged while in the courier's possession.
7. Invoices may be sent for Lost material if the item has been Lost for six (6) months but not more than eighteen (18) months from the date it went into Lost status. Items that are Lost and Paid for or Damaged may be invoiced immediately. Libraries may use the ME-Report template **Library Money > Lists > Circulated Lost Items Between Libs OR Library Money > Lists > List circulation Bills from Owing Branch to Circulating Branch** to find libraries to bill for Lost items.
8. Do not send payment for lost or damaged item through the courier.
9. Replacement copies will not be accepted in lieu of payment for items.
10. 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 ("Hopeless Holds"), Long In-Transit Holds, and Canceled Transits.