

Delivery of Library Materials

Delivery is a critical part of the interlibrary loan process. It is important to use the most effective method to move an item from a lender to a borrower and then return it to the lender. Libraries are encouraged to use the statewide delivery service whenever possible to minimize costs and expedite turn-around time.

Description of the current delivery environment

The delivery network is made up of two components: intra-system delivery and intersystem delivery. Intra-system delivery connects member libraries within a public library system with neighboring libraries generally in the same public library system. Some public library systems also offer intra-system delivery for libraries in another library system where there is a shared online circulation system.

When materials need to travel to libraries in another library system, the materials go to a delivery hub to connect with intersystem delivery. Intersystem delivery connects Wisconsin public libraries, public library systems, UW System libraries, private university and college libraries, Wisconsin Technical College libraries, public and private K-12 school libraries, government and institutional libraries, and corporate and other special libraries. Using a connection with MINITEX, the Wisconsin network connects with libraries in Minnesota, North Dakota and South Dakota. A current full listing of network members is available at the South Central Library System Delivery Service web site, found at: <http://psw.scls.lib.wi.us/delivery/networks/networks.html>. WALTCO, a private courier service, connects with the Wisconsin Libraries' Delivery Service Network at the Wisconsin Valley Library Service. They provide a link with MINITEX and also provide in-system delivery to libraries in Northern Waters Library Service, Nicolet Federated Library System, Outagamie-Waupaca Library System, Wisconsin Valley Library Service and Indianhead Federated Library System.

Members of the Wisconsin Libraries' Delivery Service Network can send and receive the following items to any other member of the same network using the statewide backbone delivery service operated by the South Central Library System (SCLS).

- Resource-sharing materials both loaned and copied.
- Return materials – Patrons may return library materials to any public library through delivery, even though they may not have borrowed the item through that library. Note: Library materials owned by one participating delivery network library, but returned at another participating delivery network library, may not always be able to be checked in at the library where the item was returned. When this is the case, the item(s) remains checked out to the borrower until the owning library receives it and checks it in. When these items are placed into the delivery network for return to the owning library, the responsibility for the replacement cost of these items, should they become lost while in transit, remains with the borrower. The handling library is not responsible for the replacement cost of these items if lost.
- Gift materials - If there are only a few items, attach a routing label and place in the red delivery basket. If you are sending a larger quantity please place items in a sturdy cardboard box no larger than a red basket, and place a routing label on outside of the box. If sending more than two boxes, please contact SCLS delivery in case arrangements are needed to handle the extra volume in the delivery vehicle.

- Library mailings or transport – The purpose of the Wisconsin Libraries Distribution Service is to provide delivery of non-interlibrary loan materials that are of interest to libraries, such as all-library mailings from government agencies and non-profit organizations, library equipment, and bulky items to individual libraries at no cost. This service is not meant to be used to deliver advertising from commercial publishers. The sender must obtain prior approval to use this service, which is coordinated by both the statewide delivery service (SCLS) and the respective public library system delivering materials to and from its member's libraries.

“Mailings” may be individual items (one per library) or, if multiple items (one each of several items per library) the items must be bundled so that there is one bundle per library as library system delivery hubs do not have staff available to collate these items on behalf of the sender. Special requests to transport items beyond the scope of the routine red basket exchange can be made with the SCLS Special Request Coordinator. Contact information and the appropriate online special request forms can be found at the Special Services page of the SCLS Delivery Service web site. SCLS will make deliveries outside of scheduled routes to and/or from non-network members on a cost recovery, time and mileage basis. Contact the SCLS Special Request Coordinator with requests or questions at (608) 266-4643 or specialrequest@scls.lib.wi.us.

Interstate delivery with MINITEX (Minnesota, North Dakota, and South Dakota)

Some items in Wisconsin's intersystem delivery are actually interstate delivery items. The state of Wisconsin has a long-standing reciprocal agreement with MINITEX. A large number of items travel between the four states involved. Items that are shipped from MINITEX that need to be mailed to libraries that do not participate in intersystem delivery are sent to the Wisconsin Reference and Loan Library where they are packaged and shipped via USPS or UPS.

MINITEX uses WALTCO, Inc., a commercial delivery service. WALTCO has connections with Wisconsin libraries in several library systems: Wisconsin Valley Library Service, Indianhead Federated Library System, and Northern Waters Library Service. WALTCO also has a connection in Madison at the South Central Library System Delivery office where items coming from or going to MINITEX are sorted and sent on the next leg of their journey.

Items coming from MINITEX arrive with many different kinds of labels. A series of bookmarks developed by MINITEX serves as the routing slips for materials coming from various MINITEX locations into Wisconsin. More information about MINITEX delivery is found on their website at: <http://www.minitex.umn.edu/delivery/about.aspx>.

MINITEX uses a number of bookmarks within the MINITEX network. A list of them can be found at: <http://www.minitex.umn.edu/delivery/bookmarks/>.

Best Practices for Library Staff

The following “best practices” are designed to help libraries effectively use delivery services.

Public library systems that join in a shared automated system need to plan for intersystem traffic volume increases between the libraries and systems involved.

Library systems considering linking or sharing an online catalog should take into consideration the high volume of materials moving between the two systems that will likely result. The increase in volume has the potential to negatively impact the current delivery route structure if not planned for in advance. It is suggested that library systems considering such a change contact the South Central Library System Delivery Service staff to discuss the implications.

Borrowing and lending libraries will train staff to prepare materials appropriately for intersystem/interstate delivery or mailing based on the “best practices” guidelines.

Libraries using intersystem or interstate delivery are encouraged to follow the “best practices” guidelines found in this document and on the SCLS Delivery web page: <http://psw.scls.lib.wi.us/delivery/index.html>. Staff will refrain from using library jargon when filling out delivery slips, as delivery staff involved in in-route sorting often do not understand the terms or codes referred to.

The lender of the item determines how an item should be delivered to the borrowing library and sent back to the lending library.

The *Wisconsin Interlibrary Loan Guidelines 2005* in its section on Best Practices for Library Staff says: “Borrowing libraries will submit requests that do not limit by delivery mode, recognizing that it will be delivered and returned according to the policy of the lending library. Lending libraries may specify how items they lend must be packaged or shipped to insure traceability and safety.”

The choice of delivery method should take into consideration the patron’s need by date.

If a lender cannot provide the item needed in the timeframe given on the request, the lender should not fill the request, but let it go to another lender that may be able to accommodate their need.

Libraries participating in delivery are encouraged to network with low volume users.

Delivery is not a cost effective option for very small libraries that borrow and/or lend very few items. Public libraries are encouraged to network with schools and special libraries in their community to arrange to have materials dropped off and picked up at the public library through delivery. Such agreements are viewed as being positive additions to the existing delivery service. A library making special arrangements should contact ILL staff at the Reference and Loan Library to be sure their delivery address is configured correctly. Staff from the Reference and Loan Library will alert South Central Library System Delivery staff in order for the library to appear on the Master List.

Materials should be delivered electronically when possible.

Libraries should deliver non-returnable materials (photocopies) electronically whenever possible. Increased use of scanners, .PDF files, Ariel, Odyssey, or a url where the item can be “picked up” by the patron can provide the best service for document delivery. Requesting libraries are encouraged to provide an email address or fax machine telephone number in the request. The

email address can be that of the requesting library or the patron. This expedites receipt of the material for the requesting library and the patron. If the item is to be sent directly to the patron the request can be updated from Shipped status to Received after verifying that the patron received the requested document.

There is a cost involved with the delivery of materials, regardless of the method of delivery.

It is recognized that there is a cost involved with moving an item from a lender to a borrower and returning it from the borrower to the lender. Not all Wisconsin libraries have access to statewide intersystem (SCLS) delivery. As a result, some materials must be sent using alternate methods, the most common being the United States Postal Services (USPS) or United Parcel Service (UPS). There are costs related to delivery regardless of which method is used. Sometimes costs are wrapped into annual membership fees paid by libraries to their library system, so that the service appears free when it is not.

Alternatives to the use of state delivery for ILL materials include, but are not limited to:

- United States Postal Service (USPS)
- United Parcel Service (UPS)
- Federal Express (FedEx)
- Other courier services, such as WALTCO
- Fax document
- Email scanned document
- Ariel document delivery
- .PDF
- Odyssey
- E-Doc (WiLS)

Labels created for use in the intersystem delivery must have common fields.

If a library is creating a label to be used for intersystem delivery, they should first view the sanctioned labels already in existence. One of them should meet their needs. If not, the library must prominently include the following fields:

- Route To: (system delivery hub)
- For: (delivery network member)
- Date: (date put into delivery)
- From: (library putting item into delivery)
- Notes

Effective use of the statewide delivery service relies upon accurate labeling of materials being put into the delivery process.

Delivery drivers are expected to quickly move large numbers of materials from point A to B with sorting often being done along the route. Library systems creating delivery labels for use within their library system should place emphasis on clarity for delivery personnel. It is important to take into consideration placement of information on labels, as well as to use a font that is plain rather than ornate. If filled out by hand, it is important to print or use a rubber stamp, rather than write in script. Do not reuse forms. There should not be conflicting information visible on the delivery form.

NOTE: Some of the Wisconsin sanctioned delivery labels contain patron names and/or bar codes. This is for operational purposes only and should not impact on patron privacy issues.

Lender should verify that library ownership is visible on the item during the check out process: If the routing label is removed from the item in transit, the library's ownership tag becomes the only identifier. Be sure that your library's ownership tag is easy to find in order to avoid any delays in returning the material to its owner.

Lender should send a copy of the request with the item: Use of specialized labels which contain all information needed by both the borrower and lender on one page is encouraged. A copy of the request must be included with items going to the borrowing library. A copy of the request must be returned to the lender. If the lender or borrower does not have a request form to return to the lender, a piece of paper showing the request number should be sent with the item.

Borrowers and lenders should use sanctioned delivery labels when readying materials to be placed in delivery: Examples of such labels include:

- Individual labels used within a library system or consortia
- Intersystem "pink" labels
- UW-System "salmon" routing labels
- Universal Borrowing labels
- WISCAT ILL-generated shipping labels
- ILLiad-generated labels
- Interstate delivery labels used with MINITEX

Use only the following abbreviations (other words should be spelled out): So that delivery drivers and sorters can quickly identify where items should be sent, use of abbreviations should be kept to a minimum. The following are the only acceptable abbreviations:

- CI for Correctional Institution
- Col for College
- LS for Library System
- PL for Public Library
- UW for University of Wisconsin
- ES for Elementary School
- HS for High School
- JHS for Junior High School
- MS for Middle School
- SD for School District

Avoid using the following when preparing materials for delivery:

- Names of libraries that do not include the city name (consult the delivery master list)
- Unauthorized abbreviations (spell out names)
- OCLC or other codes
- Sticky or "post-it" notes instead of a sanctioned label
- Tape that is not "removable" on library materials regardless of packaging of item
- Reuse of labels
- The other side of labels that have already been used
- Cursive or fancy script when filling out forms (print plainly by hand or rubber stamp)
- Rubber bands to bundle materials in pyramid shapes
- Using rubber bands that will damage fragile materials
- Magic markers or pens that bleed, as it obscures print

Libraries should monitor the LOST (AND FOUND) IN DELIVERY list on a regular basis.

The Wisconsin Libraries' Delivery Service Network maintains a list of items that have been reported as lost or found in Delivery. Libraries should regularly check these lists and go to their library shelves to see if these materials have been incorporated into their collection by mistake. If you find any that have been lost or can claim any that have been found, please contact the library that posted the item as well as the appropriate staff person at South Central Library System Delivery (<http://psw.scls.lib.wi.us/delivery/subdepartments/lidlist.html>). To have items posted on the lost or found list, please include the following information:

- format
- call number
- author
- title
- barcode number
- owning library
- notes

Note: After six months if the item has not been found or claimed, it is automatically removed from the list.

Delivery Blog

Get in the Van (<http://scls.typepad.com/delivery/>) is the SCLS Delivery Service blog, launched in March 2007. It contains news and items of interest for the Wisconsin Libraries' Delivery Service Network Members. An older blog, Joined at the Backbone (<http://joinedatthebackbone.blogspot.com/>) contains archival information from June 2004 – March 2007.

Instructions for Using Delivery Routing Labels

Instructions for Using Intersystem “Pink” Routing Labels

Since the intersystem “pink” routing labels are mainly hand written, it is important that users fill out forms clearly using hand printing or a rubber stamp. A blank label template can be found at: http://psw.scls.lib.wi.us/delivery/label%20files/ILL_label.pdf

Step 1: Check the Wisconsin Libraries' Delivery Service Network Master List to determine if the receiving library is a member of the Network. If not, then you must use another means of shipment, i.e. US Postal Service or commercial parcel/courier services.

Step 2: Fill-in the **For:** on the pink intersystem routing label. Use the left-hand column, Delivery Network Member of the Wisconsin Libraries' Delivery Network list.

Step 3: Fill-in the **To:** on the pink intersystem routing label. Use the right-hand column, System Delivery Hub of the Wisconsin Libraries' Delivery Network list.

Example A:

Member (For:) Beloit Public Library
Delivery Hub (Route To:) Arrowhead

Write on Label:

Route To: Arrowhead

For: Beloit Public Library

Example B:

Member (For:) UW-Manitowoc Library
Delivery Hub (Route To:) UW-Manitowoc

Write on Label:

Route To: UW Manitowoc

For: UW-Manitowoc

EXAMPLES OF INTERSYSTEM “PINK” LABELS (in two sizes – 6/page or 8/page; print on pink):

Route to: _____ (System Delivery Hub)
For: _____ (Receiving Library)
Date: _____
Notes: _____ _____
From: _____
Wisconsin Libraries Delivery Network

Route to: _____ (System Delivery Hub)
For: _____ (Receiving Library)
Date: _____
Notes: _____ _____
From: _____
Wisconsin Libraries Delivery Network

Instructions for Using the Recommended UW-Universal Borrowing Bookmark/Label

Libraries involved in Universal Borrowing (UB) use a separate label/bookmark printed from Voyager. It is recommended that the UB libraries use the format in the example below, adding their own additional customizations. The 'Route to' and 'Return to' must remain at the top and bottom of the slip. Please note that the Return To information is upside down to allow the delivery staff to easily read it.

To format your own Universal Borrowing slip follow the directions in Voyager release 6.2 Callslip user guide manual Chapter 4 for customizing in Callslip and Appendix A in the Circulation module "printing templates" for the discharge routing slip modification. NOTE: Please follow the suggested guidelines for 'Route to' and 'Return to' at the top and bottom of each borrowing bookmark. Libraries at UW-River Falls, UW-Whitewater, and UW-Oshkosh are already using the recommended slips; their staff may be able to assist you.

The suggested naming preferences for the UW libraries are found listed on the back of the form (shown on the right side of the graphic below). Libraries could add their library name (i.e. Cofrin Library or Murphy Library) on a second line below the UW name. These are the names that should appear under the "Route To" or next to the "Return To" headings.

For UW-Madison, each campus library is listed. The suggestion is for the top line of the bookmark to contain UW-Madison and then the name of the specific campus library on a second line. Some secondary names may need to be abbreviated due to text space restrictions in the Voyager call slip setup. The 'Route to' name should be bigger and bolder than the individual campus library on the second line.

EXAMPLE OF RECOMMENDED UNIVERSAL BORROWING BOOKMARK (NOTE: This graphic has been greatly reduced in size; it regularly prints back-to-back, 2 per page on yellow/orange):

<p><u>Route to:</u> <u>UW-River Falls</u></p> <p><u>UW-System-Universal Borrowing</u> <u>Please Do NOT Remove This Slip</u></p> <p>Patron:</p> <p>Due Date:</p> <p>Paddling southern Wisconsin:82</p> <p style="text-align: right; color: blue;"><u>Return to: UW-Whitewater</u></p>	<p><u>UW-SYSTEM</u></p> <p>UW-Baraboo UW-Barron County UW-Eau Claire UW-Fond du Lac UW-Fox Valley UW-Green Bay UW-La Crosse UW-Manitowoc UW-Marathon County UW-Marinette UW-Marshfield UW-Milwaukee UW-Oshkosh UW-Parkside UW-Platteville UW-Richland UW-River Falls UW-Rock County UW-Sheboygan UW-Stevens Point UW-Stout UW-Superior UW-Washington County UW-Waukesha UW-Whitewater</p>	<p><u>UW-MADISON</u></p> <p>American Indian Studies Prog. Lib. Astronomy Library Biology Library Business Library CCBC (via SLIS) Chemistry Library CIMC College Library Data and Information Serv. (via Social Sci.) Demography and Ecology (via Social Sci.) Ebling Health Sciences Library Geography Library Geology and Geophysics Library Journalism Reading Room Kohler Art Library Law Library LGBT Campus Center Math Library Memorial Library Physics Library Primate Center Library Robinson Map Library (via Geography) Schwerdtfeger Space Sci. Library SLIS Library Social Sciences Reference Library Social Work Library Steenbock Library Water Resources Library Wendt Engineering Library Wisconsin Historical Society Lib.</p>
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Instructions for Using UW-System “Salmon” Routing Labels

Since the intersystem “salmon” routing labels are mainly hand written, it is important that users fill out forms clearly using hand printing or a rubber stamp. A blank label template can be found at: <http://psw.scls.lib.wi.us/delivery/label%20files/UWroutinglabel.pdf>

Step 1: Clearly circle UW library that is to receive material (do NOT reuse labels)

Step 2: Fill in both ‘From’ and ‘Date’ the material is sent

Step 3: It is preferred that you tape the routing label to rubber bands on the item or use only non-stick tape.

EXAMPLE OF UW-SYSTEM “SALMON” ROUTING LABELS (prints 4 per page on salmon):

<u>TO: UW-SYSTEM LIBRARIES</u>	
Please circle library	UW-Manitowoc-WDB
UW-Baraboo-WUZ	UW-Marathon-WJT
UW-Barron-WUN	UW-Marinette-WDA
UW-Eau Claire-GZE	UW-Marshfield-WUT
UW-Fond du Lac-WUO	UW-Milwaukee-GZN
UW-Fox Valley-WCZ	UW-Oshkosh-GZO
UW-Green Bay-GZW	UW-Parkside-GZP
UW-La Crosse-GZU	UW-Platteville-GZV
UW-Madison-GZM	UW-Richland-WUU
Memorial ILL Dept. Rm 231	UW-River Falls-WRF
Memorial Circ Dept.	UW-Rock Co.-WUV
Other:	UW-Sheboygan-WUW
	UW-Stevens Point-WIS
	UW-Stout-GZS
	UW-Superior-WIE
UW-Manitowoc-WDB	UW-Washington-WUX
UW-Marathon-WJT	UW-Waukesha-WKU
UW-Marinette-WDA	UW-Whitewater-GZT
UW-Marshfield-WUT	WiLS
<hr/>	
FROM:	DATE:
<hr/>	
SCLS Delivery Service	

Instructions for Using WiLS Request/Shipping Form

To ship materials:

Step 1: Print the request/shipping form, retrieve material.

Step 2: Update the request to Filled/Shipped.

Step 3: Holding the item face up, insert the request/shipping form into the middle of the item as close to the spine as possible. The heading Route To and For information should extend beyond the top of the item so that the destination is clearly visible to delivery personnel. If the slip does not feel as if it is being held securely, add a rubber band around the outside of the item.

To return materials:

Step 1: Update the request to Returned.

Step 2: Reuse the request/shipping form.

Step 3: Holding the item face up, insert the ILLiad request/shipping form into the middle of the item as close to the spine as possible. The side reading Return to: WILS For: WILS should extend beyond the top of the item so that the destination is clearly visible to delivery personnel. If the slip does not feel as if it is being held securely, add a rubber band around the outside of the item.

EXAMPLE OF THE REQUEST/SHIPPING LABEL USED BY WILS (prints 2 per page):

Return	Route to: WILS	Borrower: A-G:STWI:GZFA	Wiscat #-WISC-217300
	For: WILS	Patron: Samuelson, William	Location: mem
	936376	Title: The crisis of the modern world = La crise du monde modern	Call #: PN C534 D85 1989
	GZM TN: 936376	Author: Guenon, Rene.	Request Date: 12/18/2007 12:13:33 PM
		OCLC Number: 71241910	Need By:
			Shipping Address: Eau Claire Public Library Interlibrary Loan 400 Eau Claire St Eau Claire, WI 54701-3715
			Fax:
			Ariel:
			PDF:
			Borrowing Notes: Microfiche format is acceptable.

Route to: Indianhead
For: Eau Claire Public Library

Instructions for Using WISCAT ILL Generated Shipping Labels

Libraries that use WISCAT for ILL have WISCAT-generated shipping labels available. It is preferred that these labels accompany items being shipped and returned, as these specialized labels contain ILL information that speeds the ILL process for users.

To ship materials, if a WISCAT ILL-generated shipping label or is used:

Step 1: Update the request to Shipped.

Step 2: Print Shipping Label.

Step 3: Fold Shipping Label in half lengthwise with the word Delivery at the top.

Step 4: Holding the item face up, insert the Shipping Label into the middle of the item as close to the spine as possible. The heading Delivery and the Route and Send To information should extend beyond the top of the item so that the destination is clearly visible to delivery personnel. If the slip does not feel as if it is being held securely, add a rubber band around the outside of the item.

To return materials, if a WISCAT ILL-generated shipping label is used:

Step 1: Update the request to Returned.

Step 2: Reuse existing Shipping Label. If necessary, print a new Shipping Label.

Step 3: Fold Shipping Label in half lengthwise with the word Return at the top.

Step 4: Draw a diagonal line or large X through the Deliver side of the Shipping Label. Be sure the marking includes the word Delivery and Send To fields.

Step 5: Holding the item face up, insert the Shipping Label into the middle of the item as close to the spine as possible. The heading Return and the Route and Send To information should extend beyond the top of the item so that the destination is clearly visible to delivery personnel. If the slip does not feel as if it is being held securely, add a rubber band around the outside of the item.

EXAMPLE OF WISCAT-GENERATED SHIPPING LABEL (prints 1 per page on white):

DELIVERY

TO:

RouteTo: **EASTERN SHORES**
Date: 12/21/2007
For: A Demo Library
DELIVER TO:
Wisconsin Indianhead Technical
College Library (New Richmond)
Station Box 7724
25277 Pretend Boulevard
Black River Falls, WI
53716-0359

Pick up: Reference & Loan - Central

FROM:

Wisconsin Center for the Blind & Visually
Impaired Library
Due: 2/1/2008

Notes:

RETURN

TO:

Route To: **INDIANHEAD**
Date:
For: Wisconsin Center for the Blind &
Visually Impaired Library
DELIVER TO:
Janesville Institute of Public
Library Research
999999 Seventy-First Boulevard
Washington Island, WI
22222-1111

FROM:

Eastern Shores Bookmobile

ILL No: 178074



Author: Epstein, Nicky.

Title: Knitting beyond the edge : cuffs
& collars, necklines, corners &

Notes:

ILL No: 178074



Lender: Wisconsin Center for the Blind &
Visually Impaired Library

Author: Epstein, Nicky.

Title: Knitting beyond the edge : cuffs
& collars, necklines, corners &

Patron: Sauer, Rosemarie

Barcode: 24283000001929



Phone: 262-692-2141

Email: rosemarie.sauer@dpi.state.wi.us

**PATRON: PLEASE DO NOT REMOVE
SHIPPING SLIP FROM ITEM**

Using Routing Labels with Individual or Multiple Items:

Packaging library materials: It is not necessary for borrowing and lending libraries to routinely package materials being put into the delivery system. However, care should be taken to package materials that are fragile in nature, so that they are not unnecessarily damaged. Libraries are discouraged from “over-packaging” materials as it is a waste packaging materials, but also a waste of staff time for both the lender and borrower.

ILL software-generated shipping labels: When using software-generated shipping labels, such as the WISCAT and ILLiad labels described above, there will generally be one label per title. The item should be held face up and the label inserted in the item securely, with complete delivery information visible. If the label is not held securely within the item please put a rubber band around the item.

Attach shipping label on face of book or other item: If there is no software-generated form available to use, attach a sanctioned delivery label (such as an intersystem “pink” routing label) to the face of the item using removable tape or a combination of removable tape and rubber bands (see below).

Other Packaging Information

Small size items: If an item is too small to accommodate a software-generated label, use an intersystem “pink” routing label fastened securely to the cover with removable tape.

Use of Removable Tape: Use only removable tape when affixing routing labels directly to library materials and rubber bands. When attaching routing labels directly to library materials, tape down the routing label at both ends. If you must use tape that is not removable, please wrap a rubber band around the item and tape the routing label to the rubber band rather than the item.

Use of Rubber bands: Though it is not necessary to bundle materials, if you choose to bundle library materials using rubber bands please make sure items are:

- for the same library
- approximately the same size
- bundles of not more than 4 inches high
- not bundled in pyramid shaped bundles, as they waste space and break rubber bands
- not damaged by the band itself – items that roll or bend when banded

RED & BLUE BASKET GUIDELINES

Red Baskets/Boxes for Hubs and those served directly on the delivery backbone: Place all materials for pick up into red delivery baskets/boxes provided by the intersystem delivery. These items will be brought back and sorted at the intersystem delivery site. Be sure to flip the "South Central Library System" red basket/box label facing outward to indicate to the driver that it is to be picked up. If you have extra baskets or an oversupply of basket labels please send those back to delivery. If you are in need of either of these items please contact us.

Blue Baskets for Hubs and those served directly on the delivery backbone: Use for “en route” priority materials. Place items going to those libraries after yours on the delivery route for the driver to sort and deliver en route in order to provide same day delivery. An en routing sorting list is provided of those libraries that follow yours on the route.

Oversize Items: Place items that are too large to fit in the closed red or blue basket/box next to it for the delivery driver to pick up.

OTHER MATERIAL – SPECIAL LABELING & PACKAGING GUIDELINES

Envelopes: A routing label is not required for interdepartmental mailers. Cross out any previous destinations. Simply write directly on the envelope the same destination "To:" and "For:" as is required on the Intersystem "pink" routing label. (Please refer to the Instructions for Using Intersystem "Pink" Routing Labels.)

Plain envelopes should contain the full address for the lender and borrower much as an envelope would be addressed. Use of the words FROM and TO before the appropriate organization name will help differentiate the direction the item should be traveling. You may also use an Intersystem "Pink" routing label on the front of the envelope (Please refer to the Instructions for Using Intersystem "Pink" Routing Labels.)

EXAMPLE:

FROM: Your Library
2109 South Stoughton Road
Madison, WI 53716

TO: Their Library
101 Library Lane
Librartown, WI 53716

Cardboard Boxes: When attaching a routing label, use regular (not removable) scotch tape. Cross out any previous destinations. If using the intersystem "pink" routing label, please refer to the Instructions for Using Intersystem "Pink" Routing Labels.

Maps: Maps should be rolled up and shipped in a tubular cardboard container that protects them. These materials require special handling and a dedicated delivery. If using the intersystem "pink" routing label, please refer to the Instructions for Using Intersystem "Pink" Routing Labels.

Art Objects and Prints: These materials require special handling and a dedicated delivery transfer to facilitate their shipment. Contact SCLS delivery for the cost of this [special service](#).

Large Numbers of Cartons, Bulky Items, Furniture, Etc.: These materials require special handling and a dedicated delivery transfer to facilitate their shipment Contact SCLS delivery for the cost of this [special service](#).