



Mid-America Library Alliance

Interlibrary Loan & Courier Delivery Service Manual

2016

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INTRODUCTION

The Mid-America Library Alliance (MALA) operates an interlibrary loan and courier delivery service for MALA member institutions.

As in any cooperative venture, the success of MALA's interlibrary loan and courier delivery service is highly dependent on the goodwill and cooperative spirit of the participants. For this reason, it is most important that members do not impose unnecessarily on the staff time of other members. Such imposition can be eliminated by the prompt return of borrowed materials, the maintenance of accurate records of each library's own transactions, and careful attention to the accuracy of requests submitted.

Policy statements, procedures, lists, and directions necessary to participate in MALA's interlibrary loan and courier delivery program are contained in the following pages. As information is updated, revised pages will be posted on the web and notification sent to members.

INTERLIBRARY LOAN POLICY

Adopted 11/19/80

Revisions 2/6/99, 1/9/08, 7/09, 2/10, 8/12, 1/13, 2/14, 10/15, 6/16

Policies stated herein are meant to encourage a liberal lending of materials within the network region, recognizing that the primary needs of one's own clientele come first. Interlibrary borrowing is not a substitute for responsible development of a library collection.

This policy affects only those transactions of a library-to-library nature. Reciprocal borrowing arrangements involving direct patron access are not described.

SCOPE

Any material needed for the purpose of information, instruction, recreation, research, or study may be requested for loan or in photocopy from MALA network libraries. The lending library has the privilege of determining whether an item should be lent. Materials of all types may be requested within the system.

INTERLIBRARY LOAN PROCEDURES

By participating in the MALA Get Connected interlibrary loan courier and delivery service, members agree to abide by the following:

- **Communication:** The most effective and efficient method of reaching all the MALA Get Connected participants is through bulk messaging. MALA uses Constant Contact as its primary communication tool regarding courier delivery.

To receive timely and important messages, at least one staff member per library must be designated to receive MALA announcements by e-mail and cannot opt-out of receiving

messages from Constant Contact. MALA adds the director, alternate contact, and ILL contact information listed on the annual courier agreement form to the ILL Courier Listserv.

The e-mail account for the designated staff member(s) needs to remain active, and any changes/updates to the designated contact(s) should be reported to the MALA Special Projects Coordinator as soon as possible. The designated staff member(s) should maintain firewall settings and permissions to receive bulk messages.

Please contact the MALA Special Projects Coordinator if you would like to add or change a contact on the ILL Courier distribution list.

- **Use of Routing Slips or Book Bands:** Use a routing slip for all items you lend to other members. Fill in the necessary information including the name of your library. All materials circulating in the network must show clear ownership information.
- **Overdues:** Members are requested to return borrowed items promptly. Lending libraries should send notices directly to the borrowing library. We suggest that no overdue fines will be assessed on interlibrary loan materials (See Fee Assessment section).
- **Renewals:** Arrangements to extend borrowing periods should be made directly with the lending library.
- **Risk:** Participating in interlibrary loan does involve risk. The more courier delivery services involved in the transport of ILL items, the more the risk increases due to changing multiple hands. It is the choice of each library to participate in interlibrary loan courier delivery and assume the risk.
- **Lost/Missing Items:**

If MALA can identify patterns of negligence on the part of the MALA contracted courier, then we will negotiate on behalf of the libraries. Otherwise, we will adhere to the strict ALA guidelines that we have followed for the past 25 years. We will assist libraries in recovering their lost or missing items by hosting the Lost Items Google Doc. However, remember that it is the library's responsibility to post items and keep them updated.

[American Library Association Interlibrary Loan Code for the United States](#), which states:

4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

- The responsibility for lost/missing items lies with the libraries involved. MALA is not able to intervene between the libraries. MALA provides an online directory of library contacts so that libraries can communicate with each other.
- MALA has developed and posted a [Lost Items log form](#) on Google Docs to facilitate libraries in tracking their lost/missing items. The Lost Items Google Doc is the primary reporting method for missing items. The log form can be found by clicking the text link above or by entering the following address in your browser:

<https://docs.google.com/spreadsheets/ccc?key=0At7DiNTblzMfdE5ZbXhTSldBNzZWQWNuZU1BVUJkTXc&usp=sharing#gid=0>

- Please note that an item must be lost/missing for a minimum of 30 days before it can be posted on the Lost Items Google Doc.
 - Note that there are separate tabs on the spreadsheet for different sharing partners: MALA to MALA, MALA and Amigos, MALA and COKAMO, and MALA and MOBIUS. Please make sure to post your items on the correct tabs. The MALA Special Projects Coordinator does check the log regularly and will re-categorize entries as needed.
 - Required fields are color-coded and noted with an asterisk. Please fill these in completely.
 - Any library with the link can add, edit, and update entries on the log. We request that an item be posted only once, and that libraries involved communicate with each other as to which library will post the item.
 - **The libraries are responsible for posting their lost/missing items, and keeping the list updated.** Each library is responsible for updating the status or resolution of the missing items they have posted on the log.
 - Libraries that are blocked from or have trouble accessing Google Docs may contact the MALA Special Projects Coordinator for assistance.
 - The MALA Special Projects Coordinator can be reached:
 - Through the Courier Delivery Service Report Form at <http://www.mid-americanlibraryalliance.org/forms/problem.php5>, or
 - by e-mail at kirstenmyers@mid-americanlibraryalliance.org or staff@mid-americanlibraryalliance.org, or
 - by phone at (816) 521-7266 or 1-877-600-9699.
- **Replacing Lost or Missing Items:**

The MALA policy regarding missing items follows the [American Library Association Interlibrary Loan Code for the United States](#), which states:

4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

- If the requesting library never receives a borrowed item or the item never reaches the supplying library upon return, the requesting library is responsible for the costs associated with the replacement of the lost/missing items. Please contact the supplying library to work out a mutually agreeable resolution.
- If MALA can identify patterns of negligence on the part of the MALA contracted courier, then we will negotiate on behalf of the libraries.

- As noted prior, MALA provides the Lost Items Google Doc for the reporting of lost/missing items. Once an item has been lost/missing for a minimum of 30 days, it can be posted on the Lost Items Google Doc.
- Patterns of negligence that MALA can investigate and potentially negotiate involve items going from a MALA member library to a MALA member library. For lost/missing items involving other consortia partners (Amigos, COKAMO, etc.), MALA will notify the courier delivery manager of the other consortia one time to report the lost item. Beyond that, the libraries involved are responsible for working out a resolution.
- If it is determined that a lost items claim will be submitted to the MALA contracted courier, the exact item will be purchased new on Amazon or a related site at a less expensive replacement cost; this will be how the item is replaced. Sufficient information must be supplied to MALA on the Lost Items Google Doc to research the exact item. Unless otherwise noted, books are assumed to be paperbacks. Required fields are designated in the form header. Claim reimbursement does NOT include administrative or processing costs.
- If a claim is approved, reimbursement will be paid to the supplying (owning) library.
- The MALA Special Projects Coordinator can be reached:
 - Through the Courier Delivery Service Report Form at <http://www.mid-americalibraryalliance.org/forms/problem.php5>, or
 - by e-mail at kirstenmyers@mid-americalibraryalliance.org or staff@mid-americalibraryalliance.org, or
 - by phone at (816) 521-7266 or 1-877-600-9699.

- **Damaged Items**

The MALA policy regarding damaged items follows the [American Library Association Interlibrary Loan Code for the United States](#), which states:

4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

If the requesting library receives an article in damaged condition or the item reaches the supplying library upon return in damaged condition, the requesting library is responsible for the costs associated with the replacement of the damaged item. The replacement cost does NOT include administrative or processing costs.

- **Replacing Damaged Items**

The MALA policy regarding damaged items follows the [American Library Association Interlibrary Loan Code for the United States](#), which states:

4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

- We expect that a resolution for a damaged item will be reached between the two libraries. In the rare instance that a resolution cannot be reached, the requesting library may contact the MALA Special Projects Coordinator. A number of factors affect whether or not a claim may be submitted for review.
- **Courier Services:** The network involved in resource sharing has been created through several partnerships involving multiple courier vendors. The chain of handling a borrowed item can involve multiple vendors. Key factors in the viability of a claim are the ability to show the extent of the loss, the courier service is responsible for the loss, identification of a specific vendor, and the contractual agreement with the courier vendor.
- MALA can only consider damaged items reimbursement claims for items going from a MALA member library to a MALA member library through the MALA contracted courier.
- Should a claim be submitted, the damaged item (with its courier bag and original label, if available) must be sent to the MALA office as part of the review process. *If the damaged item is not available, a claim cannot be submitted.* Please send these items to the attention of the MALA Special Projects Coordinator.
- In some cases, we can accept photos of the damaged item, but the actual item still needs to remain available in case it is needed by MALA. In the case of multiple damaged items involved, please make sure each photo clearly identifies each item (this can include renaming the photo file).
- Replacement cost does NOT include administrative or processing costs. If the exact item can be purchased new on Amazon or a related site at a less expensive replacement cost, this will be how the item is replaced.
- If a claim is approved, reimbursement will be paid to the supplying (owning) library.
- **AV and Non-book Materials:** For DVDs, CDs, CD-ROMs, VHS tapes, cassettes, etc., careful packaging is recommended. Place in padded bags, bubble wrap, or cardboard box for extra protection. Broken media cases will not be replaced.
- The MALA Special Projects Coordinator can be reached:
 - Through the Courier Delivery Service Report Form at <http://www.mid-americalibraryalliance.org/forms/problem.php5>, or
 - by e-mail at kirstenmyers@mid-americalibraryalliance.org or staff@mid-americalibraryalliance.org, or
 - by phone at (816) 521-7266 or 1-877-600-9699.

REQUESTING MATERIALS THROUGH INTERLIBRARY LOAN

- **Book loans:** Requests may be made through OCLC, MALA's WEB-ILL system, ALA Interlibrary Loan Request Form, or other methods at the discretion of the supplying library. Information including the requesting library and staff contact information, the title, author(s), or editor(s), edition, date of publication, verification statement, known locations and known call numbers are needed to complete the loan application form.

- Photocopies or articles Requests may be made through OCLC, MALA's WEB-ILL system, ALA Interlibrary Loan Request Form, or other methods at the discretion of the lending library. Information including the requesting library and contact information, title of the serial (full title, no abbreviations except "J" for journal), date, volume and issue number, inclusive pages to be copied, author of article, title of article, and maximum number of pages to be photocopied should be supplied with the serial request form.

Arrangements can be made for electronic or fax transmission of photocopies.

- Conditions of the loan: Due dates shall be specified by the supplying library. The requesting library will honor any limitations on use imposed by the supplying library. Requests for renewal should be made prior to the due date and made directly to the supplying library.

All requests are to be for "known items"; subject requests will not be accepted.

- Verification: Efforts to verify requests using the online catalogs on MALA's WEB-ILL are required. If verification is not possible, the statement, "cannot verify" must accompany the request.
- Fee Assessment: Please see "Lending Best Practices" in Appendix A.

The requesting library accepts the responsibility for any postage or other costs assessed by the supplying library. For the sake of efficiency, the supplying library is encouraged to absorb these costs.

We suggest that no overdue fines will be assessed on interlibrary loan materials.

- MALA's WEB-ILL: MALA's WEB-ILL is an online searching and ordering system **only used by libraries without other ordering mechanisms such as OCLC, ALA Interlibrary Loan Request Form, etc.** WEB-ILL is an older technology that is being phased out, and it is suggested that you make direct contact via e-mail with the lending library.

Members have access to various library catalogs through the WEB-ILL, and several are listed in the WEB-ILL area of the MALA website.

Please see Appendix C for step-by-step instructions for utilizing WEB-ILL.

GUIDELINES FOR STATISTICAL REPORTING

Effective July 1, 2007, statistics will be kept on ALL OUTGOING courier items. This means each and every item that leaves your library whether it is a borrowed, loaned, mis-sorted or reciprocal return is counted. This includes items to MALA, Evergreen, MOBIUS, AMIGOS, and COKAMO libraries.

Effective July 1, 2009, each library is required to report their monthly statistics online. **Statistics for the preceding month must be reported by the 5th of the following month.** As a requirement of our LSTA grant funding for the MALA Show Me the World Get Connected Courier delivery service, the Missouri Public libraries must report their courier statistics each month.

To report your statistics go to:

- <http://www.mid-americalibraryalliance.org/courstats/statsrpt.php>.

- Select your library from the drop-down menu.
- Use the password that has been sent to you—it is also included in the monthly ILL/Courier delivery listserv message. If you do not remember the password, you can also contact kirstenmyers@mid-americalibraryalliance.org or staff@mid-americalibraryalliance.org.
- Your previous month total will appear, plus it will show you the month you are currently entering.
- If you are entering your items as individual pieces, just enter your figure on the first line that reads: **INDIVIDUAL ITEMS SENT ON THE COURIER (ALL OTHER ITEMS SENT IN MOBIUS BAGS, MANILA ENVELOPES/BOXES NEED TO BE COUNTED AS EACH INDIVIDUAL ITEM SENT AS ONE ITEM)**
- Some libraries enter their items by number of courier tubs and bags. If your library is doing this, enter the number of tubs and bags and then enter any other single miscellaneous items in the individual items column.

For MALA and Get Connected members, this includes counting all items sent to MALA, Get Connected members, MOBIUS and Evergreen libraries, and Extended Services areas including COKAMO and Amigos. Everything that leaves your library door, including mis-sorted/mis-delivered items, should be included in the count.

Hub Libraries: For libraries serving as or using a hub location, each organization is responsible for tracking their own statistics. For libraries serving as a hub, only report your organization's outgoing items.

MALA Get Connected members who are also members of MOBIUS should count all items going out their library door on the MALA courier service.

Statistics are kept for a number of reasons including:

- Justification or making a case
- Contract negotiations
- Political
- Need vs. demand
- Demographics
- Inventory
- Contract penalties and incentives

COURIER DELIVERY SERVICE

Acceptable Materials

MALA Get Connected member libraries may send library related materials as well as items requested on interlibrary loan on the courier service. Additional charges will be imposed for non-library related materials. An example of this would be sending cases of college class schedules, boxes of discarded items, etc. Contact the MALA office at (816) 521-7257 or 1-877-600-9699 for a quote on delivery service of these items.

Materials that may be shipped via the courier service include:

- “Returnables” such as books, sound recordings, microforms, and videos
- “Non-returnables” such as photocopies of journal articles
- Communications and other documents

Supplies

If you need additional supplies, please contact the MALA office using the online Courier Delivery Service Report Form at <http://www.mid-americalibraryalliance.org/forms/problem.php5>, by e-mail at kirstenmyers@mid-americalibraryalliance.org or staff@mid-americalibraryalliance.org, or by phone at (816) 521-7257 or 1-877-600-9699.

Bags: MALA provides nylon bags. You will receive an initial supply when signing up. If you begin running short, contact the MALA office and an additional supply will be sent. Bags can only be provided upon request; standing bag orders are not available. If you have a surplus of bags, please send them back to the MALA office for redistribution.

Courier Pick Up Forms: On each courier delivery day, the couriers will sign in and out on a courier pick-up form. Please have these forms available and easy for the couriers to sign. There are instructions for filling this out later in the manual.

Shipping Labels: Shipping labels can be printed from the MALA web site at: <http://www.mid-americalibraryalliance.org/courier.html>. These are the ONLY labels to be used. Please do not create your own labels. See the Proper Addressing section for additional information about using the label makers and labeling procedures.

Closings

Please send the MALA Administrative Office notice of any days you will be closed. Schools and academic libraries should notify MALA of spring breaks, holiday breaks (Thanksgiving, Christmas, Easter, etc.), and summer break schedules. Report closures before 4 p.m. at least 24 hours in advance or one business day.

Closure notices can be submitted through the Courier Delivery Service Report Form at <http://www.mid-americalibraryalliance.org/forms/problem.php5>, by e-mail at kirstenmyers@mid-americalibraryalliance.org or staff@mid-americalibraryalliance.org, or by phone at (816) 521-7266 or 1-877-600-9699.

The drop site is responsible for informing MALA if they do not need courier service for a protracted period of time (for example, due to library closure for construction, disaster, etc.). This saves the courier from making unnecessary trips.

Inclement Weather

Please notify the MALA office as soon as possible if your library will be closed or will alter the operating hours affecting courier delivery due to inclement weather.

In the event of inclement weather, the couriers will often run a later shift. The MALA office will always try to send an email out confirming this. In the rare occasion the courier cannot run due to inclement weather, an email will be sent to libraries using the ILL/Courier listserv list and posted on the MALA website.

REPORTING OF PROBLEMS

Please report all concerns either using the online report form (preferred) or by e-mail. Having a documented trail is important and very helpful to us. After submitting a written report, you can request that we follow up with you by phone for additional information.

Missed Scheduled Delivery

The MALA Get Connected courier should deliver/pick up every day you have a scheduled delivery. Each and every stop is reconciled monthly, and notice of missed stops helps maintain accurate records. **If a scheduled stop is not made, please complete the online report form immediately:**

<http://www.mid-americalibraryalliance.org/forms/problem.php5>

Delayed Scheduled Delivery

The MALA Get Connected courier should also deliver/pick up within a regular delivery window (typically a 1-hour timeframe). If you experience consistent deviations in your delivery times, please complete the online report form to notify us.

Incomplete Stop

An incomplete stop is one of two situations. If items are delivered, but your outgoing material is not picked up, please complete the online report form immediately.

On occasion, there might not be material to be delivered due to different courier schedules for the libraries sharing resources. If this is unusual for your library to not receive any items, or you have been waiting for an item (see Undelivered Materials below), please notify us using the online report form.

Undelivered Materials

If expected items are not received within 10 days after routing is reported to you, please notify us using the online report form so that the courier service can be contacted. In addition, follow the procedures for reporting Lost/Missing Items under the Interlibrary Loan Procedures section.

Damaged Items

Please refer to Damaged Items section under the Interlibrary Loan Procedures section.

PACKAGING AND ADDRESSING

Items shipped via the MALA Get Connected courier service must be packaged and labeled according to the following instructions. The MALA label makers contain the most current information about which sites can be reached by courier delivery. **If a site is not listed, it is not on courier delivery.** Please contact the MALA Special Projects Coordinator if you have any questions about a particular location.

Item Identification

Each item being shipped should include a copy of the interlibrary loan request or sufficient information to identify the item.

Bags/Boxes/Tubs

All MALA Get Connected materials should be moved between libraries utilizing the nylon bags, boxes, tubs or manila envelopes. The nylon bags and tubs are preferable. Use a separate delivery

bag/tub/envelope/box for each delivery site. Use the Get Connected labeling system which includes all deliverable sites at: <http://www.mid-americalibraryalliance.org/courier.html>.

If multiple items are being shipped to a single drop site, they should be packaged together (for example, in a courier bag, larger padded envelope, or small carton or tub).

- **Zippered nylon courier bags**

Courier delivery bags come in a variety of colors. All of these bags are interchangeable and can be used on your MALA Get Connected Service. These bags include:

Red and Blue Nylon MALA and KCMLIN Get Connected bags

Green KCLC Canvas Bags

Black Nylon and Canvas MOBIUS bags (for use with MOBIUS libraries only. Please do not use any other color bags for these library partners.)

Purple Nylon Trans-Amigos Express bags

Fill the bags without placing strain on the seams and/or the zipper. Optional: place a security tag through the hole and the zipper in order to secure your items for shipment.

- **Tubs**

Some libraries will utilize tubs to send materials back and forth through the MALA courier. Only 10-gallon or 14-gallon Rubbermaid tubs can be used for this. If the tubs begin to take up too much room in the MALA courier van, the library will be notified that they must return to nylon bags used by the rest of the network members. There is a 40 lb. weight limit per tub.

- **Envelopes/Boxes**

A variety of sizes and types of envelopes and/or boxes may be utilized to ship on the MALA Get Connected courier service to libraries on the Basic Services network. Make sure to completely seal the box or envelope, and provide an appropriate address label from the label maker on the MALA website.

Please do not send any envelope smaller than 8 1/2" x 11". If you are sending items in a No. 10 business envelope, you will need to put this inside of a larger envelope for shipment. There is a 40 lb. weight limit per box.

For manila routing envelopes, it is recommended to place them in a courier bag for sending.

For the Extended Service Areas – including Amigos, COKAMO, and MOBIUS – use courier bags exclusively to share resources with these partners. **Boxes and envelopes may not be used to send materials to these partners.**

In addition, please do not send oversize items through the courier service to Extended Service Areas. "Oversized" is defined as larger than 14" x 20". If you have questions, please contact the MALA Special Projects Coordinator.

Proper Addressing

For all MALA Get Connected courier delivery service members, please use the labeling system found on the MALA website. There are three label makers:

- For the MALA Get Connected members and the COKAMO connection label, use the MALA Basic Services labels at <http://www.mid-americalibraryalliance.org/labels/basic/labels.php>
- For Extended Services members sharing with Amigos libraries, use the MALA Extended Services/Amigos labels at <http://www.mid-americalibraryalliance.org/labels/malamigos/mala-amigos.php5>. **Please do not use the labels on the Amigos label maker to route to any Basic Services members.**
- For Extended Services members sharing with MOBIUS libraries, use the MALA Extended Services/ MOBIUS labels at:
<http://mid-americalibraryalliance.org/labels/MOBIUS/labels.php5>
Please do not use the labels on the MALA/MOBIUS label maker to route to any MALA members.

These are the only courier bag labels that can be used for our connecting courier services. **Please do not use any U.S. Post address labels, return tags from lending libraries, or anything other than a MALA label maker label.**

Any changes to labels, including addresses and sorting codes, will be communicated to the MALA ILL Courier listserv on Constant Contact. Some libraries use ILLiad to incorporate labeling into their workflows. Any questions from libraries using ILLiad about label content and updates can be directed to the MALA Special Projects Coordinator.

For libraries moving items within the Kansas City Metropolitan region with the MALA staff couriers, the couriers will NOT pick up any envelopes/bags/tubs without proper addressing. Use full library names, as we have many libraries with similar names.

If an item is to go to a particular person at a library, put the library name first followed by (attention to) and the individual's name. Please do not use abbreviations, branch names, or OCLC library codes.

Couriers cannot open bags or envelopes. Please do not ask them to open your bags or envelopes and combine items together. They are restricted to delivering your material as sent to you from other member libraries.

Courier Bag Labels

Label each package with an appropriate address label.

- Courier bags: place a label-maker generated label in the clear window
- Tubs: place a label-maker generated label in the clear window
- Other packages: Affix a label-maker generated label to the package. When using a previously used envelope or carton, remove or cover any visible shipping addresses from previous shipments.

MALA Get Connected mailing labels can be found at:

<http://www.mid-americalibraryalliance.org/labels/basic/labels.php>.

Please be sure to maintain current labels, and discard all old labels. Incorrect labels are the source of many of the courier delivery issues reported. Any changes to labels, including addresses and sorting codes, will be communicated to the ILL Courier listserv on Constant Contact.

The couriers CANNOT deliver books to libraries not on the members and partners list. The item will be returned to or left at the sending library.

If you are located in the KC Metro area and are shipping items between libraries also located in the KC Metro area, you can use just the library's full name on the bag, box/envelope. If an item is to go to a specific individual, include "to the attention of" on the item as well. This only applies to KC Metro libraries services by the MALA staff couriers. Any metro stops serviced by the MALA contract courier must use label maker labels.

LIBRARY DROP SITE RESPONSIBILITIES

1. All shipments must be prepared in advance. Drivers cannot wait while packaging, labeling or paperwork is completed. The drop site is responsible for having packaged all materials for shipment and completing all paperwork required prior to their scheduled pickup/delivery time.
2. If your library participates in multiple courier delivery networks, please make sure your items for the MALA Get Connected courier delivery service are clearly labelled and kept separate from your other courier pickups.
3. At pickup/delivery, a drop site representative is responsible for checking the TO: address on pieces received and refusing any packages not addressed to the drop site.
4. The drop site is responsible for immediately reporting problems, such as missed stops, mis-routed items, or items missing from a package. Please report these on the online report form:

<http://www.mid-americalibraryalliance.org/forms/problem.php5>

All missed stops must be reported to MALA right away through the online report form, as well. We reconcile the delivery records each month, and account for each and every stop.

GET CONNECTED LIBRARY PROCEDURES

Libraries that are serviced only by MALA's contract courier service are required to follow the following procedures when recording items to go on the delivery service.

DATE: Fill in the date

DELIVER TO: Library name

OUT: Fill in the number of items in the container

TIME: Driver will fill in time when picked up

DRIVER'S SIGNATURE: Driver will sign one line and draw a line down through all applicable items.

Pickup/delivery should be within a one-hour time from of the scheduled delivery time for your site. Again, please complete an online report form if there are consistent deviations from this:

<http://www.mid-americalibraryalliance.org/forms/problem.php5>

The driver will come to the area you have designated on your profile as the pickup/drop off point.

APPENDIX A: INTERLIBRARY LOAN LENDING BEST PRACTICES

Adopted 6/93

This practice is voluntarily adopted by MALA Get Connected libraries to govern no-charge lending among MALA libraries.

Introduction

Interlibrary loan service is essential to the vitality of libraries of all types and sizes. It is one means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. Interlibrary loan should serve as an adjunct to, not a substitute for, collection development.

Definition

An interlibrary loan is a transaction in which a library material, or a copy of the material, is made available by one library to another upon request.

Purpose

The purpose of this practice is to promote the no-charge lending of library materials between libraries.

Responsibilities of Requesting Libraries

- Each library should provide the resources to meet the ordinary needs and interests of its primary clientele. Material requested under this practice should be limited to those items that do not conform to the library's collection development policy for which there is no recurring demand.
- The interlibrary loan staff of each library should be familiar with, and use, relevant interlibrary loan documents and aids.
- Requested materials must be described as completely as possible following accepted bibliographic practice.
- Requesting libraries will make every effort to determine specific locations before sending requests.
- Standard interlibrary loan formats should be used for all requests, regardless of the means of transmission. Requests may be transmitted by WEB-ILL, OCLC, ALA Interlibrary Loan Request Form, or any other method at the discretion of the supplying library.
- The safety of borrowed materials is the responsibility of the requesting library from the time the materials leave the supplying library until it is received back by the supplying library.
- The requesting library and its users must comply with the conditions of the loan established by the supplying library.

- Participating libraries will make every effort to facilitate fair and equitable distribution of the interlibrary loan load.

Responsibility of Supplying Library

- The decision to lend materials is at the discretion of the supplying library. Each library is encouraged to generously interpret its own lending policy.
- The supplying library should process requests promptly. Conditions of the loan should be clearly stated. Materials should be packaged appropriately.

Lending of Library Materials

- We suggest that libraries will not charge each other fees for handling interlibrary loan requests.

APPENDIX B: PARTICIPATING MALA LIBRARIES

For a current list of the MALA members and collaborative partners, please visit our website at <http://www.mid-americalibraryalliance.org/directory/directory.html>.

APPENDIX C: MALA WEB ILL INSTRUCTIONS

Log on to the Internet.

Position your cursor in the location/address box on your browser and type the following to get to our website:

<http://www.mid-americalibraryalliance.org/ill/index.php5>

The password is kcmlin. All the different databases of MALA members come up – you can search any of these for your selection. Once you have found the item you want, click on the computer that says “Books”. This takes you to the list of our member libraries.

SCROLL DOWN TO YOUR LIBRARY HERE and click on either books or serials. This will take you to the order form.

(Directions below are for ordering books – ordering serials are the same except for some of the titles of the lines.)

Date: Type in the current date
Request to: Scroll down to the library you wish to order from
Status: Leave blank
Title: Type in the title
Author: Type in the author name (last name, first name)
Published
Date: Type in the publishing date
Located in: Type in the source that you found this item in
Call Number: Type in the item’s call number
Comments: Type in any special instructions for delivering

When you are through, and have double checked all the information, click on “Submit Request”.

If you need to place another request, click on “New book” or “New serial”.

Replying to an ILL Request

Timely reporting on requested materials is an important management tool in the processing of interlibrary loan requests for our customers. Please see the WEB-ILL Standard Operating Procedures in this manual for step-by-step instructions. All WEB-ILL requests are directed to an email address supplied by the member library. These addresses are updated on an annual basis. Updates are made July 1. You must have any necessary changes including email address or names to the MALA Headquarters no later than 2 weeks preceding this date in order to have changes reflected.

All items to be shipped should have a routing slip (books) or photocopy transmittal form (serials) with the item. Items should be clearly marked with the ownership information and placed in a MALA courier envelope. Courier envelopes should be clearly marked with the intended destination of the item. The library name itself should be spelled out. PLEASE NO OCLC CODES, ABBREVIATION OF LIBRARY NAMES, OR, BRANCH NAMES WITH NO LIBRARY NAME INCLUDED. Since our couriers do not deliver to individual branches, they are not familiar with what branch belongs to what library.

Instructions for Receiving/Responding to Book/Serial Requests Through Email

- Open your email program and go to your inbox. Open the request message. (You can print it out for search purposes or for your records).
- Do not respond until you physically have the item in your hand – this way you are certain you will be able to fill the request.
- When you are ready to respond, click on “Reply”.
- Scroll down to the line “status”. Type in the status of the request, for example: sending, checked out, reference or not owned.
- Scroll down to the end of the message and type in any additional comments.
- Click “send”.
- You may then delete the message or move it to a specified folder to save it.