

# STATEWIDE DELIVERY PACKAGING POLICY

***Approved by the Massachusetts Statewide Delivery Committee on October 16, 2009***

## **Introduction:**

A study of Massachusetts library delivery service was conducted by national consultants, the Quipo Group, in 2007-2008. The resulting 50+ page report, federally funded with LSTA funding through the MA Board of Library Commissioners (MBLC), identified a wide range of improvements to be implemented. In October 2008, the MBLC convened a discussion group to identify short and long-term recommendations for action.

One recommendation is not to require packaging for audio-visual (AV) materials. Delivery has taken more and more staff hours to process and by eliminating the need to package AV, delivery should take less time. Libraries package AV for two reasons; protection and security of the materials. For the past several months, members of the Southeastern Region have been sending AV materials through delivery without packaging and have found that most AV cases travel well through the system and that there has been no loss of materials. There are some cases that don't travel well, such as CD plastic sleeves. The SEMLS website has pictures and information on cases that have traveled well through delivery. (<http://www.semls.org/community/news/2008/11/post.html> )

## **Policy:**

1. Libraries should not package any materials (audio-visual and books included) being put into delivery. Exceptions include:

- Materials that are rare and/or fragile
- Magazines and some paperbacks
- AV materials in plastic sleeves
- Due to transport issues, AV materials traveling to or from Nantucket must be packaged to protect them from damage.

2. Libraries should use appropriate cases for AV materials (see examples at <http://www.semls.org/community/news/2008/11/post.html>). Libraries placing AV materials into delivery without appropriate cases are responsible for any damage to these materials.

3. It is in the library's best interest that all materials are stamped with library name and municipality before any material is put into the delivery system.

4. All materials traveling through delivery must be labeled correctly. Delivery slips should be placed securely in the material. The use of rubber bands should be limited to items that have no place to secure a delivery label, such as some CDs, DVDs or paperbacks. Tape should not be used to affix the delivery label to the item.

5. Re-using envelopes is fine for delivery as long as the used envelope is clearly labeled and the current destination is obvious. All previous labels or library names should be removed or crossed out. Old, frayed or ripped packaging should not be used.

6. Libraries may bundle items going to the same location. Bundles should not be more than 3-4 inches high (something that can be easily grasped by hand) and should include materials of the same size and shape. Bundles should be secured with rubber bands. Libraries should not bundle materials in a pyramid shape. "Pyramid" stacking makes the bundles very unstable and may come apart in transit, causing delays in delivery.

7. Libraries are not expected to pre-sort items, but if a library deems this to save them time or to provide better customer service, the library may pre-sort items into a bin for any library that is a regular heavy receiver and/ or for the library that is next on your delivery route. Clearly marking the bin with the library location eliminates the need to prepare individual routing slips.

#### Policy Notes:

This policy was developed to save staff time in sending and receiving delivery materials.

This policy does not promote pre-sorting bins, but allows for a library to be able to continue doing this if they see that it is in their best interest.