

Delivery- Best Practices for Sort to Light

Sort to Light

- [Click here](#) to watch a short video about “sort to light”.
- Items with barcodes on the upper left front of the book, or upper left back of the book that were barcoded prior to 2009 can be placed into delivery without a slip.
- When placing items into the delivery bin, please ensure the barcode is placed facing up. If the barcode is on the back, then the book should be placed upside-down in the delivery bin so the barcode is visible.
- All items with barcodes on the inside of the book must use a delivery slip.
- Items being sent out via the Virtual Catalog must be labeled with a routing slip even if the barcode is on the outside of the book. Sort to Light cannot ascertain the destination of Virtual catalog items and these items will be sent back to your Library if they are not labeled.
- The sort site has been told to defer to the routing slip when a slip is present. If you experience any additional problems with properly labeled Virtual Catalog items being returned to your library, please let MLS know.
- Hold Items accidentally placed in an outgoing bin will be scanned and sorted back to the holding library.
- If an item is placed in a bin with a “on the shelf” status than it will be sent to its home library.
- Items going to out-of-network libraries (i.e. Minuteman or MVLC libraries, etc.) always need a slip.

MLS should be contacted right away if you begin experiencing the following delivery issues

- Your library starts receiving a high volume of mis-sorted material
- Your library starts receiving incorrectly labeled bins
- Your properly labeled Virtual Catalog items are returned to your library

External Barcoding

- The External Barcoding Policy established in 2009 requires items’ barcodes to be placed horizontally on the upper left corner of the front of the item.
- It is easier to place a barcode on an outgoing item once than it is to continually place a delivery slip in it for shipping.
- External barcoding is helpful to circulation staff in all libraries because barcodes will be in a uniform location.
- If the items pre-date 2009 when the External Barcoding Policy was set, you do not have to re-barcode items that have barcodes displayed horizontally on the upper left corner of the back cover.
- Items that have the barcode displayed vertically must be re-barcoded regardless of when the item went into circulation.

Sending/Returning items outside of your network

- The purpose of a statewide delivery system is to provide easy quick service between all areas of the State.
- When sending or returning items to a different network, please make sure to use the correct routing slip in order to ensure it arrives expediently. Use the [Delivery Index](#) found on our webpage.

- Make sure you use the specified regional slip (B, C, M, N, S, or W) and fill in the first line with the identification information found in the yellow portion of the delivery index.

Rubberbands and packaging

- Most items are shipped without packaging or rubber banding.
- Exceptions include magazines and other items which are likely to be damaged like media cases that may open during shipping. A reasonable amount of wear and tear during shipping is expected and is part of doing business.

Damaged Items

- Verify that the damage did not occur before the item was placed in delivery.
- If you are the owning library and you determine the item was damaged while in transit, send it to the MLS- Marlborough Office, using a "C" routing slip, Attention: Debra and fill out a claim form on our webpage using the [Online Claim Form](#).
- If you are the borrowing library, please send the item back to the owning library and notify them of the issue. They can submit a claim as described above.

Lost Items

- Verify that the sending library did indeed send the item out into delivery.
- If you are the owning library and you determine the item was placed in delivery and has not arrived at your library contact MLS via email at delivery@masslibsystem.org or call our Marlborough Office (866) 627-7228.
- Fill out an [Online Claim Form](#).
- If you are the borrowing library, please contact the owning library so they can submit a claim as described above.
- Please remember to notify MLS if an item for which you have submitted a claim turns up so we can stop the reimbursement process.
- *If you notice that a pattern of missing items has developed, particularly for media such as DVDs, CDs, or games, notify the MLS office immediately.*

Delivery Service Contacts

When your library needs to contact the delivery provider for routine communications please use the following phone and email addresses. If there are non-routine issues, please contact the MLS office during regular office hours. For issues that arise during Saturday delivery, please contact Optima directly for prompt response.

Optima Customer Service:

- customerservice@shipoptima.com
- 800-872-4004

MLS Delivery Contacts:

- delivery@masslibsystem.org
- 866-627-7228 / 508-357-2121

For additional information and FAQ's please visit our website.

<http://www.masslibsystem.org>