

# Delivery Policies

Adopted by the Lakeland Library Cooperative Board August 14, 2003.

## DE1 Delivery Service

### DE1.1 Basic Service

The Lakeland Library Cooperative provides a basic delivery service to all member libraries and branches. Lakeland Library Cooperative requires participation in delivery services by all member libraries. The number of delivery stops each library will receive will be based on benchmarks defined by Lakeland Library Cooperative staff and reviewed annually by the Board.

The purpose of delivery service is to provide delivery of interlibrary loan and other materials for patron use as a first priority and to provide delivery for Lakeland Library Cooperative business, intra-library and inter-branch sharing as a second priority.

Group 1 First Priority Items:

- a. Interlibrary loan and reciprocal returns
- b. Time sensitive materials (e.g. LLC mobile lab, immediate programming needs)
- c. New books and cataloged items
- d. Fine money

Group 2 Second Priority Items:

- a. Supplies
- b. Discards and gift books
- c. Posters and bookmarks
- d. Program materials
- e. Items between libraries
- f. Equipment

Clarifications:

- a. It is possible for a group 2 second priority item to become a group 1 first priority item should it become a time sensitive matter
- b. Items over 50 lbs are prohibited
- c. Items not specified in the list above must be approved by the Lakeland Library Cooperative Director

(Adopted by the Lakeland Library Cooperative Board May 10, 2010)

### DE1.2 Service to Affiliates and Others

The Lakeland Library Cooperative may provide delivery service to affiliate or other libraries within the geographic service area on a fee basis.

## DE2 Delivery Regulations

**DE2.1 Delivery Fees**

The delivery fees shall be determined by the Lakeland Library\_Cooperative Board.

**DE2.2 Delivery Invoices**

Invoices for delivery will be issued on a quarterly basis.

**DE2.3 Delivery Containers**

New libraries joining the Lakeland Library\_Cooperative or contracting for delivery may be required to obtain the specified delivery containers at their own cost.

**DE2.4 Secure Staging Area**

Member Libraries shall provide a secure staging area for delivery of materials.

**DE2.5 Materials Lost or Damaged in Delivery**

The Lakeland Library Cooperative shall not be responsible for items lost or damaged in delivery unless the specific claim of negligence is documented by a member library in writing.

When the Cooperative Director can identify that the Lakeland Library Cooperative is at fault for damaged materials, Lakeland Library Cooperative will reimburse the library for damaged materials. If a member library deems that the Cooperative Director's final decision is invalid, they may request consideration of reimbursement by a written request to the Lakeland Library Cooperative Board by submitting it as an agenda item to the Cooperative Director.

**DE2.6 Rules Governing Delivery**

The Cooperative Director shall promulgate appropriate rules and regulations governing the delivery service, including requirements for proper packing of materials, etc.

The Lakeland Library Cooperative shall have the right to refuse service to any library not in compliance with these rules.

**DE2.7 Delivery of Third Party Materials**

It is the policy of the Lakeland Library Cooperative to limit the delivery of third-party (i.e.: non-Lakeland Member) materials to items from the following kinds of organizations only:

- Allied Not-for-Profit Library Service Organizations. (Examples would be MLA, MLC, the Library of Michigan, etc.)
- Non-Profit Arts & Cultural Organizations based in and serving the Lakeland service area.
- Publications that routinely provide extensive, no-cost coverage for announcements of library events.

Lakeland reserves the right to refuse to transport items from these groups if doing so would impose a hardship upon the delivery system. (Adopted by the Cooperative Board on July 10, 2003.)

PPS Draft	09/21/99				
First Reading	10/14/99	PPS Revision:	09/16/04	Adoption:	03/13/08
Adoption	11/11/99	First Reading:	10/14/04	PPS Revision:	10/15/09
PPS Revision:	07/17/03	Adoption:	11/11/04	First Reading:	10/8/09
First Reading:	08/14/03	PPS Revision:	09/20/07	Adoption:	11/12/09
Adoption:	09/11/03	First Reading:	02/14/08		

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PPS Revision:	02/18/10	PPS Revision:	08/9/10
First Reading:	03/11/10	First Reading:	09/23/10
Second Reading	04/8/10	Adoption:	10/14/10
PPS 2 <sup>nd</sup> Revision:	04/15/10		
Adoption:	05/10/10		