

Delivery Best Practices

July 2015

Introduction to Best Practices

This description of Delivery Best Practices was developed based on recommendations made by the Delivery Advisory Committee which were approved by the Illinois State Advisory Committee (ISLAC) in June 2014. The Delivery Best Practices are in alignment with the [ILLINET Interlibrary Loan Code Best Practices](#). The purpose of this document is to ensure consistency in the delivery of library materials for all Illinois libraries.

Best Practices

1. Compliance with policies

- A. Every ILLINET member will comply with all delivery policies, procedures, and guidelines established by the Illinois State Library, the library systems, ILDS and/or their commercial contractors.
 - a. Per the [ILLINET Interlibrary Loan Code Best Practices](#), the shipment of returnable library collection items shall use either the library system delivery service or the ILDS as the primary shipping service within Illinois.
 - b. Per the [ILLINET Interlibrary Loan Code Best Practices](#), the transmission of non-returnable library collection resources shall be electronic, when appropriate. When electronic transmission capabilities are impractical or unavailable, shipment of non-returnable items shall be via the library system delivery or the ILDS, USPS or commercial courier.
 - c. When using either the library system delivery service or the ILDS, libraries shall comply with the United States Postal Service's *Private Express Statutes* [[39 C.F.R. 310.3 \(a\)](#)], and the *Letters Carried out of the Mail* [[39 U.S.C. 601 \(a\)](#)]. Refer to the Illinois Office of the Secretary of State's Memorandum, "[Delivery of Library Materials, November 27, 2012](#)" as the guidelines for determining delivery compliance.
 - d. If the supplying or requesting library chooses not to ship materials via the library system delivery service or the ILDS, then the libraries shall negotiate alternate shipping terms and conditions prior to the shipment or return of the material.

2. Responsibilities of libraries

- A. Every ILLINET member will make response time to interlibrary loan requests a service priority. The supplying library should respond to all interlibrary loan requests within one working day as a general practice, but no longer than within three working days of receipt.
 - a. Sorting and processing of materials on delivery should be handled in a timely manner. All incoming library deliveries arriving at a delivery hub (library system, ILDS drop/hub, or contractual delivery provider) shall be processed and sorted on the day of arrival in order to guarantee shipment of those materials on the next outgoing delivery.
 - b. Each library will designate staff to oversee delivery.
 - c. Each library will prepare shipments in advance, so that the delivery service provider is not delayed.
 - d. Each library will unpack and process all incoming interlibrary loan material by the end of the library's next business day.
- B. Each library will designate a secure delivery drop point within its facility that is easily accessible and or will provide outside the facility a secure and conveniently located drop box (either solution must serve to expedite delivery efficiency. Use of drop boxes will be done in consultation and negotiation with the library system or CARLI/ILDS).
- C. Each library will communicate in a timely manner and in accordance with established procedures, any delivery needs or concerns to the library system or CARLI/ILDS,
- D. Library staff will attend delivery continuing education offerings at the library system or state levels.

- E. Library staff will submit responses to any delivery surveys, as requested by the library systems or the Illinois State Library.
- F. Library staff will collect, compile and submit statistical samplings and delivery volume counts as requested by the library systems.

3. Packaging and Labeling

- A. Each library will package materials for delivery in accordance with the statewide guidelines in order to prevent damage or loss in shipment and will follow [ILLINET Interlibrary Loan Code Best Practices](#) when packaging materials for shipment.
- B. Each library will label materials using the statewide standardized or authorized delivery labels and will follow [ILLINET Interlibrary Loan Code Best Practices](#) when labeling materials for shipment.
 - a. Each library will use the best available conservation techniques when attaching labels to items (or including paperwork within items), including:
 - i. Placing a delivery label over the item, securing a rubber band around the item, and affixing tape to the rubber band and label.
 - ii. Removable tape may be used as an alternative.