

This purpose of this document is to help member libraries resolve issues, understand how the courier delivery system works, and bring together the location of several different documents and schedules. It will be posted with revisions on a quarterly basis to the [MOB-Delivery-L](#) listserv, also called the delivery list.

Changes in the past quarter:

Best Practice: keeping records of courier shipments

A best practice has been posted to the MCO website for libraries to keep track of the books and bags shipped by the courier service. Best practices are not policies, but procedures that libraries can do that help their part of the delivery operation run smoothly. The one on the website is an Excel spreadsheet developed by the Springfield-Greene County Library, and is located here:

<http://mco.mobius.missouri.edu/filemanager/list/521/>

1st Choice Tracking System

A subcommittee of MAAC has posted an instructional guide on how to use 1st Choice's tracking system. The instructions are located here:

<http://mco.mobius.missouri.edu/filemanager/list/523/>

The tracking system is web based, but requires downloading and installing an application, after which it is available as an icon on the desktop. More information on the tracking system will be in the next quarterly update.

Label Maker Guide

The label maker guide was posted in July, which provides an online "rolodex" to decide which label to use for which library, and also covers historical name changes of libraries. The label maker guide is located at:

<http://mco.mobius.missouri.edu/filemanager/fileview/3367/>

Annual Bag Count

A new form has been developed for next year's bag count that will break the bags down by the manufacture date, which will give MCO a much clearer picture of how long bags stay in service. It will be posted on the MCO website before the next bag count in May.

No-Reauthorization

A "no-reauthorization" feature has been enabled in Mobius which allows patrons to request multiple books without needing to log back in. The feature currently has a timeout limit of ten minutes.



Circulation and ILL Contacts List

The Circulation and ILL Contacts list was updated and made current. The list provides contacts for each Mobius institution and information about the formats for patron ID numbers when using visiting patron. The list is located at:

<http://mco.mobius.missouri.edu/filemanager/fileview/502/>

Users who wish to update their listing can file a help desk ticket using the problem report form here:

http://mco.mobius.missouri.edu/home/helpdesk/problem_report/

Upcoming Developments:

1st Choice is purchasing Hemme Express and the official takeover is date is Nov. 3rd. Hemme is a subcontractor that has been servicing libraries in Columbia, Fayette, Kirksville, Marshal, Moberly, Sedalia, Fulton, Salem, and Rolla for a total of 14 individual libraries. The purchase is part of an expansion by 1st Choice and will allow more direct control over the routes. Expect to start seeing orange uniform shirts at these locations soon. Scanning will also be added to these routes in the near future.

The “Available Resources and Information” section will not change substantially between issues of the quarterly update, new additions will be highlighted in yellow.

Available Resources and Information

Organizations involved in the courier delivery:

MCO (Mobius Consortium Office): The MCO office contracts for the courier service, manages the contract, and coordinates communication and problem resolution between the member libraries and the courier delivery service. The liaison for Mobius courier delivery is Scott Peterson (sfpeter@umsystem.edu)

MAAC (Mobius Access Advisory Committee): MAAC is charged with the following responsibilities:

“The MOBIUS Access Advisory Committee responsible for developing common policies for consortium borrowing that include loan periods, fines, holds, blocks, maximum loans, and reconciliation for lost or damaged material. These policies should take into consideration the different types and sizes of libraries that make up the MOBIUS consortium so all can benefit as equally as possible. Internal circulation policies within each cluster are not the purview of this Committee. The Committee will monitor turnaround time, request balancing and the delivery system and make changes as necessary. The Committee approves and manages projects affecting access services and identifies possible sources of funding for them. The Committee evaluates, recommends, and implements new INN-Reach features and products pertaining to access, and it participates in the INN-Reach enhancements process. Committee membership should be a mix of staff familiar with circulation and with ILL to encourage sharing of information about all aspects of access services.”

(Full document available at: <http://mco.mobius.missouri.edu/filemanager/fileview/3046/>)



Committee members discuss issues on their own listserv, which is limited to members of the committee.

1st Choice: This is the current contracted courier for Mobius, servicing 76 daily stops and 1 weekly. 1st Choice can and does use subcontracted companies. All drivers follow 1st Choice's policies and procedures.

Online resources available to libraries:

1st Choice Tracking System

The 1st Choice tracking system allows tracking of bags in the 1st Choice system from the terminal to the delivery point. It requires downloading an application to use it, instructions are located at:

<http://mco.mobius.missouri.edu/filemanager/list/523/>

Circulation and ILL Contacts List

The Circulation and ILL Contacts list provides contacts for each Mobius institution and lists information about ID cards and number formats for use with visiting patrons. The list is located at:

<http://mco.mobius.missouri.edu/filemanager/fileview/502/>

Days Closed Schedule

The courier service picks up and delivers Monday through Friday except for New Year's Day, Memorial Day, Independence Day, Thanksgiving, and Christmas. Other days that libraries may be closed are recorded on this calendar, which is forwarded to the courier service in July and December. Libraries need to notify MCO of any planned closing dates in the calendar year; requests for updates to the calendar are posted to the delivery listserv in the spring and fall, with the closing date at least one month before the new calendar is posted. The calendar is sent to the delivery courier in June and November.

The current calendar is available on the delivery tab of the MCO website, and can be directly linked here:

<http://mco.mobius.missouri.edu/filemanager/fileview/3309/>

Delivery listserv

The MOB-Delivery-L listserv (also called the delivery list) is administered by MCO. The purpose is to discuss delivery issues which member libraries can respond to, such as books that are missing and requests for bags. It is also used by MCO for general announcements to the member libraries and messages regarding the courier service. The archive of postings (requires registration on the website) is available at:

<http://mco.mobius.missouri.edu/listarchive/MOB-DELIVERY-L/>

The list can be subscribed to at this link:

<http://mco.mobius.missouri.edu/article/archive/259/>

Delivery System Problem Report Form

This is a webpage form for issues with the courier service. It sends reports to a mailbox that is monitored by both MCO and representatives of 1st Choice. The form is located at:

<http://mco.mobius.missouri.edu/article/archive/212>

Label Maker

MCO maintains a label maker that can be used by member libraries when shipping bags/totes by the courier service. The label maker is sorted by the print name of the library/campus stop, and reflects each stop the courier makes. Each label has a sorting code on it at the request of the courier; this shows which sorting center the package goes to. The label maker is on the delivery tab of the MCO website, and can be directly linked here:

<http://mco.mobius.missouri.edu/article/archive/211/>

Label Maker Guide

The label maker guide collates both address and historical data. It is intended to help in situations such as determining which label to use for libraries that have several branch libraries, and for books without book bands that may have property stamps for libraries that have changed names. It is located at:

<http://mco.mobius.missouri.edu/filemanager/fileview/3367/>

Lending Policies and Procedures

Collected policies and procedures developed by MAAC are available under the Delivery tab of the MCO website. A direct link is available below:

<http://mco.mobius.missouri.edu/article/archive/197>

Master Delivery Schedule

The courier is contracted by MCO to have one pickup daily on weekdays at a set time. The actual delivery time of the courier may vary 30 minutes before and after this time due to the volume of deliveries and traffic conditions. The schedule is maintained by the courier and updated by MCO as/when it changes. The current delivery schedule is posted on the delivery tab of the MCO website, and can be directly linked here:

<http://mco.mobius.missouri.edu/filemanager/fileview/3291/>

Supplies:

Bags: New bags are ordered on an annual basis as needed, the design of the bags is approved by MAAC. There is not a stockpile or warehousing of bags, if a library is short on bags then a request can be posted to the delivery listserv, member libraries can ship their excess bags to the library that is in need.



Barcodes: Barcodes are supplied by the courier. If a library runs out, a request can be sent using the Delivery System Problem Report form; the courier service will send more barcodes to the library.

Address Labels: Labels are printed from the label maker on the MCO website; libraries are responsible for managing their own inventory.

Plastic totes and zip ties: Totes for shipping books, zip ties or other mechanisms for locking bags and totes, and related materials are not stocked or supplied by MCO.

How to Resolve Issues:

Below are several common problems and the appropriate steps to resolve them-

Bags

No bags or totes available - Cardboard boxes and other containers can be used to ship books through the courier service provided they have the requisite label and barcode, are sturdy enough for transportation, and cannot reasonably be expected to be returned.

Damaged bags - A bag that is damaged (whether or not it was involved with a damaged book) should be sent to [Scott Peterson](#) at MCO. Damaged bags will either be repaired and put back into circulation, or if unable to be used will be counted and destroyed. Libraries should not dispose of damaged bags themselves.

Books

Damaged by the courier service - Use the [Delivery System Problem Report Form](#). The courier will respond to the request as will MCO. The current procedure is once a claim is accepted by 1st Choice they will issue a check to the owning library. The courier will need the following information:

- The name of the book(s).
- The name of the supplier where the replacement(s) will be purchased from.
- Who and where to send the check to.
- If the book(s) were damaged and not lost then please send the damaged book to Scott Peterson at MOBIUS.

The courier insures for up to \$120 per individual book (\$500 maximum per bag). Only the cost of the book is covered, not any processing fees.

Courier

Changes in courier routes/delivery times - If the courier service or a library requests a change in route times, MCO will serve as the liaison between them to coordinate and if necessary negotiate a new delivery time.

General courier issues - Use the Delivery System Problem Report Form. A customer service number (800-467-3181) is available but should only be used for issues that are immediate, such as a critical missed pickup.



New courier - The courier has only changed once in the history of MCO; in the event a contract is not renewed the announcement and news of the selection process for a replacement will be sent to the delivery list.

Days closed schedule

Changes in the schedule after it is posted on the website - The more static the days closed schedule can be maintained the better. However in the event of a change in schedule, inform [Scott Peterson](#) at MCO of the changes that need to be made at least a week beforehand. The days closed schedule will be updated accordingly and sent to 1st Choice.

Delivery Stops

Adding a new delivery stop - Each library or campus has one stop per the courier contract. Additional delivery stops can be added on an annual basis starting each fiscal year in July, and are charged at a rate of \$12.70 per daily stop for FY09. The call for additional stops goes out to the delivery list in May, if a stop needs to be added earlier than July contact [Scott Peterson](#) at MCO.

Label Maker

Changes in a library or campus name - In the event a library or institution changes its name, please contact the MCO Help Desk. As this will affect issues beyond the courier service several listings will need to be changed in addition to the label maker.

General changes to the label maker - MCO will announce any changes to the Delivery list prior to when they take effect.

New library address/delivery location - Send a notification to [Scott Peterson](#) at MCO, and the courier and MCO listings will be updated. The change will also be posted to the delivery list and to the courier.

Updates to a library's listing on the label maker - MCO contacts Mobius libraries before changes are made to a library's print name or address. Changes to Get Connected libraries are referred to KCMLIN. The only circumstances otherwise would be a global change affecting all libraries, in which case an announcement would be posted beforehand to the delivery list.

Policy Issues

Policy related issues between different libraries or the overall system - Issues other than those directly affecting the courier delivery service are best submitted to MAAC. Member libraries wishing to present issues to MAAC may do so through their cluster representative.

Above all, do not let situations go unaddressed. MCO and/or the courier service cannot fix problems if they do not know about them.