

CCLS DELIVERY PROCEDURE MANUAL

DELIVERY

CCLS delivers library materials and communications to each CCLS member at least twice a week; to correctional, senior centers, and nursing homes by prior arrangement.

Libraries are responsible for providing CCLS with a key and a security code (if needed) so that the driver may enter their building. If your library changes its locks, you will need to provide CCLS with a new key. When construction, etc. requires alternate delivery arrangements through another entryway, to another building, etc, contact Pat Johnson.

DEPARTMENT HEAD

Pat Johnson, pjohnson@cclslib.org, ext 243
If not available, Sara Wise, 484-7135, ext. 228

DRIVERS

Bub Phillips
Tom Tempel
716-485-8112 – Van delivery cell phone-for emergency use only.
716-665-8829 – Truck delivery cell phone– for emergency use only.

HOLIDAY CLOSINGS

A schedule of CCLS holiday closings for the coming year is sent to all libraries in November or December and posted on www.cclslib.org where you can click on “Delivery”.

If your library is closed on a holiday when CCLS is open, or you do not wish to receive a delivery that day, due to a community event, road construction, etc., which will make it impossible for the driver to reach your library, please contact Pat Johnson.

DELIVERY SCHEDULE

New delivery schedules are sent out in November or December, or as changes require, and are also posted on the CCLS web site (www.cclslib.org.) The schedule is meant to be a rough guideline – please keep in mind that changing weather and road conditions, vehicle breakdown, and volume of items to be delivered do not make it possible to guarantee a specific time for delivery service. Drivers are scheduled to leave CCLS headquarters between 7 and 9 a.m. and all libraries should receive their delivery no later than between 3-5 p.m.

When emergencies arise which will cause deliveries to be considerably earlier or later than usual, or when deliveries have to be cancelled, an email message will be sent to the library director. If you have other library staff that you wish to be added to this contact list, please notify Pat Johnson to add that email address. Each library is responsible for supplying CCLS with the name(s) of staff who are responsible for their delivery.

USING THE CCLS DELIVERY

Drop off/Pick up location

Each library has a designated drop off/pick up point for the delivery inside their library. The CCLS driver will leave your delivery in this location. It is your responsibility to have your delivery ready in this location for the driver to pick up. If you would like to change your drop off/pick up location, contact Pat Johnson.

Deliveries to your library

Every time you are scheduled to receive a delivery, the driver will stop at your library and leave a delivery bag(s), boxes, or green bins, and the manila envelope labeled with your library's name. You will receive a bag and an envelope even if there are no items being sent to your library. If you do not receive a delivery on your scheduled day, please contact Pat Johnson as soon as possible.

Libraries should take care to completely empty both the delivery bag and the manila envelope before their next delivery. Occasionally CCLS receives multiple copies of publishers' catalogs, items from area nonprofit organizations, etc, which we distribute to our member libraries. All books, dvds, books on cd, etc should be carefully checked – if you receive an item(s) which you did NOT order or request on ILL, please contact Pat Johnson at CCLS as soon as possible.

Deliveries from your library

Manila envelope

Order lists, announcements, letters and other light-weight unbound paper items should be sent in the manila envelope to ensure that they are not lost in the delivery. Please do not send books, audio, vhs tapes in the envelope. Items sent via the envelope do not need a routing slip, but their destination should be clearly printed on them. For example, communication being sent to CCLS should be clearly labeled with the person or department you wish them to go. If you are not sure of the department or person's name, describe the item being sent, e.g. "payment for processing charges".

If you have multiple copies of flyers, notices or newsletters, etc, which you would like to send to several other CCLS libraries, you may send these to CCLS for sorting into the appropriate delivery envelopes. Be sure to put the library name on the items, and rubber band or paper clip them together, if necessary. PLEASE NOTE: THE DRIVERS DO NOT UNPACK THE DELIVERY ENVELOPES. IF YOU WISH TO LEAVE A NOTE FOR THE DRIVER, THIS SHOULD BE PLACED ON TOP OF THE DELIVERY BAG, NOT IN THE ENVELOPE.

The manila envelope should be returned to CCLS in your next delivery – *even if you have nothing to send in it.*

Delivery bags/boxes/bins

Books, cds, dvds, & any items of more than a few pages should be sent in your delivery bag. To spare the drivers' backs, please do not pack your bags, boxes, or green bins more than $\frac{3}{4}$ full. Please lay books flat down, spines back to back, to protect both spine and pages of books. If you have more materials than will fit in one bag, fill out a "To: CCLS Driver" form (copies of form at end) & we will see you receive additional delivery bags. Our drivers often carry extra bags in the van. Items to be sent in the delivery must be sent in the delivery bags, boxes, or bins, unless prior arrangements are made by contacting Pat Johnson at CCLS. As long as items can be handled reasonably by our driver, we will work with you to arrange delivery of computers, exchange of light equipment & furniture between libraries, etc. Because the vans are often full during collection rotations, we must insist that we be contacted ahead of time so that special items can be worked into the schedule when they cause the least disruption to normal deliveries. Please note that the CCLS deliveries are for the transfer of materials; it is your responsibility to arrange alternate forms of delivery of other large items. Please return all delivery bag(s), bins, and boxes to CCLS in your next delivery – *even if you have nothing to send in them.*

Delivery routing slips

Routing slips are used when your library is lending to another library.

The CCLS driver uses the routing slips to sort through the items in the delivery bags as they are picked up. **IF YOU HAVE ANY ITEM TO GO TO ANOTHER LIBRARY WHOSE DELIVERY IS ON THE SAME DAY BUT AFTER YOURS – BE SURE TO PUT THAT ITEM AT THE TOP OF THE DELIVERY BAG SO IT MOVES ON THAT SAME DAY.** Refer to the daily delivery schedule to see what libraries are after yours.

There are two types of routing slips:

1. **Blue** routing slips – those items being sent for a patron hold at an automated library. These items are ‘in transit’ items – to be checked out by the ‘pickup location’ library. Blue slips are used by those libraries that are automated, using SIRSI.
2. **Purple** routing slips – those items being sent to fill a nonautomated library’s request. These items are already checked out by the owning library to the library that requested them. Use purple routing slips for any out of system requests (OCLC), labeling them Route To ILL Office.

*****PLEASE REMOVE THE BLUE OR PURPLE ROUTING SLIPS WHEN YOU WANT TO RETURN THE ITEM TO THE OWNING LIBRARY. *****You do **not** need any routing slip if you are RETURNING. We will check for ownership on the item and return the item(s) to their owning library. Be sure all items that you circulate have a full property stamp on them so they can find their way back ‘home’. A barcode is not sufficient identification of ownership!

When labeling the routing slips, use the name of the community in which the library is located, e.g. Franklinville, NOT Blount; Brocton, NOT Ahira Hall. (CCLS does not deliver to any libraries located outside the CCLS area. Items interloaned from libraries outside of CCLS are returned to CCLS – not the library the item was borrowed from.) If you have an item that is not an interloan, and belongs to a library outside our CCLS region, return it on delivery. CCLS will return it to the owning library.

CCLS Large Print Deposits

Large print deposits are routed to and picked up from libraries in BLUS handled canvas bags on Thursday, Friday or Saturday. Please use these bags for LP deposit books only and return materials from the previous deposit to the System next week on either Thursday, Friday, or Saturday delivery. Have the bag(s) at the same drop off-pickup point in your library as the regular delivery.

The return date is highlighted on the list of books you receive. Have the LP books bagged in the blue-handled bags with a note on top to the driver “Ready for Pickup”.

Messages to the driver

You may contact the driver using the “To: CCLS Driver” form (see following). If you need additional bags, fill out the form and leave it on top of your delivery bag. (Do not put your message inside the manila envelope – the driver does not sort these and will not receive your message). Any LP blue-handled bags, or extra boxes to go back on delivery should have a note on top of it ‘Ready for Pickup’, using the CCLS Driver form.

3/2010

Delivery schedule Chautauqua Cattaraugus Library System

<i>Monday/Thursday</i>	<i>Tuesday/Friday</i>	<i>Wednesday/Saturday</i>
SNIA- Allegany	Sinclairville	Busti
Salamanca	Cassadaga	Lakewood
Allegany	Stockton	Ashville
Olean	Brocton	Clymer
Portville	Fredonia	Findley Lake
Franklinville	Dunkirk	Sherman
Delevan	Silver Creek	Ripley
Machias	SNI-Cattaraugus	Westfield
Ellicottville	Gowanda	Mayville
Little Valley	Ellington	Chautauqua
Cattaraugus	Kennedy	Bemus Point
Randolph	Frewsburg	Fluvanna
		Falconer

Please keep in mind that changing weather and road conditions do not make it possible to guarantee a specific time for delivery service. If a delivery has been cancelled, a message will be sent via email. Be sure to supply Pat Johnson with the appropriate staff/library email(s) for notification.

If you do not receive delivery service, check your email for a message. If there is no message, please call Pat Johnson at CCLS (484-7135, x243) as soon as possible.



Note for CCLS Delivery Driver

Library Name:

Date:

RE: