

PALS MEMBER SERVICES GUIDE

DELIVERY

A. GENERAL GUIDELINES

1. PALS will operate delivery to member libraries out of three delivery hubs:
 - Coal Valley
 - Rockford
 - Shorewood

Transfer between delivery hubs will take place at designated transfer spots within the PALS boundaries, or via ILDS (the Illinois Library Delivery Service).

2. The PALS delivery is provided for the every day transfer of resource sharing materials between PALS member libraries. Drivers are permitted to refuse materials they determine are inappropriate for the PALS delivery.

PALS drivers will deliver the following items:

- Resource Sharing items – library materials that are classified, catalogued and available for loan. Primarily this means items that are directly related to completing a systemwide hold or other interlibrary loan transaction. It also includes reciprocal borrowing items that are returned at another library.
- Freebies/Exchanges between member libraries (that will be added to the recipient library collection) of no more than one box per exchange per week. Delivery of multiple boxes in exchange must be handled by the members involved.
- Library materials traveling to/from Houchen Bindery via PALS as long as it is library material (**no textbooks**) and the library has fewer than 100 items in a month for the bindery. If the library has more than 100 items, Houchen should be contacted for direct pick-up and delivery.
- Communications between member libraries that are in interoffice envelopes and affixed with a proper PALS label.
- PrairieCat reports and notices that are shipped in aggregate to the member library.
- Items sent out from PALS.

The following are included among items that will not be delivered by the PALS Delivery Service:

- Items that are addressed to an individual in standard mail format and can be mailed via the U.S. Postal Service.
- Donations for library sales.
- Circulating collections between members: PALS would recommend that those items be cataloged on PrairieCat and circulated via systemwide

hold or that participating libraries handle the rotation of these collections.

- Bulk copies of communications by member libraries to other member libraries
- Office and library supplies.

All other items will be delivered at the discretion of the PALS staff.

3. PALS deliveries are made to only one location per member. Arrangements may be made for additional locations on a cost recovery basis.
4. The system also delivers to Iowa members on a cost recovery basis.
5. Member libraries are responsible for designating a location for the delivery and pickup of materials from system vehicular delivery that is convenient, easily accessible, secure, and well marked. Arrangements for building access need to be made if delivery would be beyond the library's hours of operation.
6. Whenever possible, PALS drivers sort en route. Presorting by member libraries is also required to ensure delivery efficiency (see Sorting Procedures).
7. The weight limit for a single container to be delivered on PALS deliveries is forty (40) pounds. PALS drivers are instructed to refuse items they believe exceed this weight limit.
8. Any shipment larger than the normal shipment must be authorized by contacting the delivery supervisor prior to delivery.
9. PALS staff will annually review delivery procedures.
10. Delivery services contacts by Service Center:

Coal Valley: Brenda Roman, ext. 3152 or brendar@palsnet.info

Rockford: Marilyn Janssen, ext. 4470 or marilynj@palsnet.info

Shorewood: Ray Male, ext. 2706 or raym@palsnet.info

Manager:

Judy Hutchinson, ext. 3150 or judyh@palsnet.info

B. DELIVERY METHODS & SCHEDULES

1. **Routes:** All [delivery route schedules](#) are posted on the PALS website.
2. **Method and Frequency:** PALS method of delivery is based on a combination of volume, participation, and convenience. In determining the number and method of deliveries per week, the following threshold is used.

Criteria	Stops
More than 500 items per week	5 stops per week (including to multiple locations for high volume lenders where additional location has 500 items also)
260 - 499 items per week	4 stops per week
120 - 259 items per week	3 stops per week
20 - 119 items per week	2 stops per week
Less than 20 items per week	Mail/UPS, Alternate Drop or On Demand

3. **Mail/UPS:** members whose volume does not qualify them for vehicular delivery will have their materials shipped to them via Mail/UPS twice per week. PALS will reimburse the member for costs incurred returning materials, or the member may choose to drop the materials at a neighboring library that receives vehicular delivery.

Libraries that receive their materials by UPS/Mail should submit their charges for returning materials for reimbursement quarterly. The returning library must fill out the PALS Interlibrary Loan Reimbursement Request form with a copy of their receipts. The request form is available on the PALS website at

http://www.palsnet.info/member-services/delivery-ill/overview/delivery/Delivery_Appendix_G_PALSreimbursementform.pdf

4. **Alternate Drop:** there may be circumstances where a member library with a lower volume of deliveries is in close proximity to a library that gets more frequent PALS delivery. That library may choose to make arrangements with their neighboring library to have their materials **always** dropped at that library rather than being shipped directly to their institution. PALS will only deliver materials to **one** location for any member, so if a member makes these Alternate Drop arrangements that is how **all** your materials will be delivered. A library who wishes to do this must make all the arrangements with their neighboring library and then contact the delivery supervisor at your Service Center to finalize arrangements. When calculating volume to determine delivery frequency for a particular delivery stop, PALS staff will combine numbers for the

stop member and any Alternate Drop members whose materials are dropped there.

5. **On Demand:** members whose volume does not normally qualify them for vehicular delivery but who are geographically very close to another library and who sporadically have higher delivery volume may request On Demand service. During heavy periods, PALS will deliver no more than two days per week when volume warrants (otherwise materials will be shipped via Mail/UPS or via Alternative Drop at another member). On Demand requires that PALS have at least ten items to deliver or to pick up. On Demand libraries should contact their delivery supervisor for a pickup, or PALS will deliver if they have the required number of items.
6. **Review of Schedules:** PALS staff will review all delivery schedules on an annual basis. As changes are needed, routes and schedules will be updated and schedules reissued. Delivery occurs at approximately the same time each delivery day, but may vary due to load volume, road conditions, mechanical problems, etc. Because of the increase in volume of materials being shipped, materials need to be ready when the driver arrives.
7. **School Delivery Schedules:** schools that receive direct delivery will do so from the end of August through May. All schools are asked to provide PALS with their annual school calendar.
8. **Delivery Mailing Lists:** PALS maintains a delivery email mailing list for each vehicular route. Members are encouraged to have at least one staff member subscribed to their route's list. PALS staff uses the lists infrequently to announce delivery cancellations or delays and distribute delivery newsletters and other messages. Members are welcome to subscribe themselves to mailing lists at: <http://mailman.palsnet.info/mailman/listinfo> or contact your delivery supervisor for assistance.
9. **Special Closings:** PALS asks that each member library designate a staff member to inform PALS of special closings so that the information is accurately provided. If there is any question of whether the library is open or not, PALS will contact the library before stopping. In addition, member libraries should inform PALS if a delivery should be cancelled for any reason.
10. **Weather or delivery cancellations:** If any weather related problems cancel delivery, the policy is for the route/s to be completed the next regularly scheduled delivery day. The cancellation of routes will always be communicated as soon as possible via email, the PALS website, and the PALS automated answering service. Also, if your library has a

closing policy because of weather conditions or if road conditions in your area make PALS delivery impossible or dangerous, please contact PALS.

C. Other

- 1. Correspondence between members:** Due to the volume of materials being shipped, all written correspondence needs to be placed in a pouch/interoffice envelope for delivery. Single sheets are easily torn or lost. All items should be clearly-marked for easy sort by PALS drivers using a PALS routing label (see label instructions) and the library's proper 4-letter code.
- 2. Delivery Statistics:** the PALS Delivery Department maintains daily statistics on the number of items transported via System delivery vehicles and the number of miles traveled, etc., as required by the System's Annual Report. ILDS statistics are also kept on a daily basis.
- 3. Loss of Materials:** PALS will not be responsible for the loss or damage of material transported by PALS deliveries unless it can be specifically proven that the damage was caused by a PALS driver's carelessness or negligence.
- 4. Property Stamps:** All materials being loaned should have clear property stamps. It is particularly suggested that libraries put a sticker or property stamp on front covers of magazines to differentiate them from book sale items.