Delivery Policies

DE1 Delivery Service

DE1.1 Basic Service

The Lakeland Library Cooperative offers a basic Delivery Service to all member libraries and branches. Lakeland Library Cooperative requires participation in the Lakeland Library Cooperative Delivery Services by all member libraries that participate in the LLC Shared ILS. (Note: the current exception to this requirement is the delivery relationship between Muskegon Area District Library and White Lake Community Library. The Lakeland Library Cooperative Board approved to honor the grandfathering of this long standing relationship at the August 13, 2015 Board Meeting.) The number of delivery stops each library will receive is based on benchmarks as defined by Lakeland Library Cooperative staff and reviewed annually by the Board.

Lakeland Library Cooperative members with stand-alone online ILS’s may opt out of participation in the Lakeland Library Cooperative Delivery Service provided the following two conditions are met:

1) The library with the stand-alone online ILS has zero incoming/outgoing delivery volume handled by the Lakeland Library Cooperative Delivery Service; and
2) No materials will be transported via the Lakeland Library Cooperative Delivery Service between the stand-alone online ILS library and other Lakeland Library Cooperative member libraries (and vice versa).

The first priorities of the Lakeland Library Cooperative Delivery Service are to provide delivery of interlibrary loan and other materials for patron use. The second priorities are to provide delivery of Lakeland Library Cooperative business, intra-library and inter-branch sharing of materials.

Lakeland Library Cooperative member libraries that do not participate in the LLC Shared ILS may have delivery arrangements between themselves and other Lakeland Library Cooperative member libraries that do not participate in the LLC Shared ILS. Materials shared between Lakeland Library Cooperative member libraries that do not participate in the LLC Shared ILS and Lakeland Library Cooperative member libraries that do participate in the LLC Shared must be delivered by the Lakeland Library Cooperative Delivery Service.

Group 1 First Priority Items:
a. Interlibrary loan
b. Time sensitive materials (e.g. Lakeland Library Cooperative mobile lab, immediate programming needs)
c. Newly cataloged items
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

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 Service fees shall be determined at least annually 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.

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

DE2.6 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, MCLS, etc.)
- Other Library Agencies. (Examples would be Library of Michigan, a university library, Michigan Library Cooperatives, 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 Service.
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April 2016 Revisions