



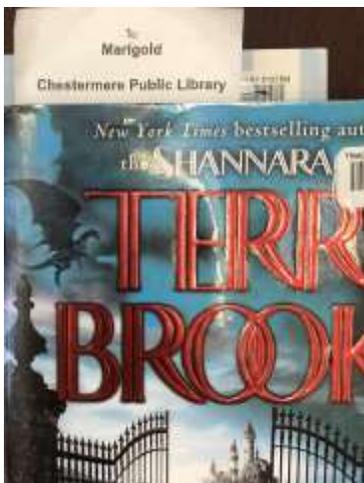
March 2020: Important Changes to Delivery Procedures for Library Staff, including NO CLOTH BAGS

Libraries must use either In-Transit Slips from a receipt printer or standard TRAC ILL Flags to label TRAC Interlibrary Loan

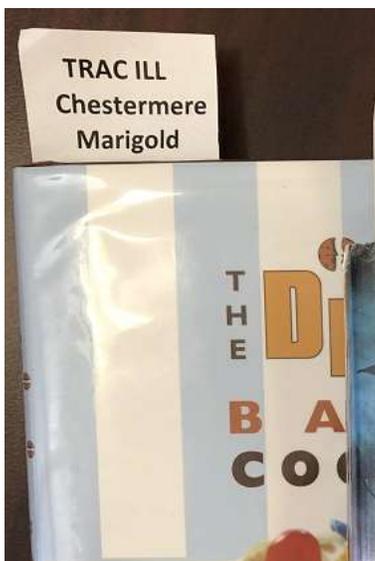
Note If the item is for a mail-only library, see Canada Post notes on page 3.

1. If you have a receipt printer that prints "In-Transit" slips:

Place the "In-Transit" slip in the item and place in the delivery bin. Keep adding items following the packing procedures in this document and the *TRAC Operational Guidelines*. Once the bin is full, put a bin label on top (see image on page 3 under Packing Procedures).



Placing the slip in the middle of a book instead of the inside the front cover helps prevent it from sliding out!



2. If you do NOT have a receipt printer that prints "In-Transit" flags, you must use the TRAC ILL flags instead (must be one or the other inserted in the item). Place the TRAC ILL flag for the corresponding library in the item and place in the delivery bin. Keep adding items following the packing procedures in this document and the *TRAC Operational Guidelines*. Once the bin is full, put a bin label on top (see image below under Packing Procedures). Handmade or handwritten labels, including Post-Its, will no longer be accepted.

TRAC ILL flags are available on the Marigold website for printing on 8 ½ x 11 paper.



Cloth Bags are no longer to be used! Packing Procedures

1. Interlibrary loan must be placed in Marigold bins and correctly labeled. It does not matter if the items inside are going to Marigold or another TRAC system, they must be packed in a bin for safe stacking in the van (no cardboard unless it's recycling).

2. **CLOTH BAGS CANNOT be used for TRAC interlibrary loan.** It is mandatory to discontinue the use of these bags to reduce volume in the vans.

3. Interlibrary loan will typically go in a mixed bin with the in-transit slip or TRAC ILL flag in each item (depending on whether you have a receipt printer), with a Marigold bin label on top.



4. If you can fill an entire bin of ILL for one library (e.g. Airdrie), the bin must have the library label on top (not the Marigold HQ label). This will only happen with high volume libraries – do not do this if the bin will only be half full. Delivery van cargo space is not large enough to accommodate several bins that are only half-full.
5. If you can fill an entire mixed bin of ILL for a TRAC system HQ (e.g. Yellowhead), the bin must have the appropriate TRAC system HQ label on top. Again, do not do this if you cannot fill the bin.
6. Filling bins helps secure items from shifting, but do not overfill: the weight for each bin can never be over 50 pounds. You can place bubble wrap to prevent shifting, as reaching 50 pounds would be an exception that would allow a bin to remain half-full. All of this helps prevent damage during shipping.
7. AV materials should be placed on top in the bins, as per the *TRAC Operational Guidelines*. It is acceptable to use cardboard DVDs protectors if you have them, just ensure the in-transit slip is visible without any unpacking in the bin. Please do not use bubble wrap on each item as this makes it impossible for HQ staff to sort without unpacking.
8. **Do not use tape.** Elastic bands may be used to secure cardboard onto a fragile item like a softcover picture book.

9. If you need more bins, please email shipREC@marigold.ab.ca. Please place requests before you run out and not the night before: the email cannot always be checked early morning before the drivers leave.
10. If you are sending recycling to Marigold, you must remove any hardcovers (these are garbage). Recycling is unique and must be packed in cardboard boxes with “Recycle” written a marker on the top of the box. Ensure recycled items have been changed to a status of “Withdrawn” in Polaris first.
11. **Less is more when it comes to packing!** See Appendix at the end of this document for more examples.

See the Marigold website for bin labels, ILL flags (for those without receipt printers), the current delivery schedule and the Supplies List.

<https://marigold.ab.ca/Services-Support/Library-Staff/Delivery-Supplies>

Questions about delivery?

Contact Lynne Price at 1-855-934-5334 or lynne@marigold.ab.ca

Mail (Canada Post)

There are seven libraries in the Peace system that do not have access to system van delivery or government courier. Library staff must use the Canada Post Shipping Tool to send print and audiovisual materials. The Shipping Tool allows libraries to receive a discounted postage rate for books: the Library Book Rate. Please contact Marigold Direct Services directservices@marigold.ab.ca if you are unfamiliar with the Canada Post Shipping Tool or have questions.

Sending ILL by Canada Post

If sending by mail:

- Use the Canada Post Shipping Tool. Must use a brown ILL bag that fits the waybill (half page), or a bubble envelope.
- If you are loaning an item to another library and sending by mail, make sure you send a free return label with the book.
- If you receive a loan via Canada Post from an owning library, it should include a free return label. Use the free return label to mail the item back. If you do not receive a free return label, you may return the item by System van delivery as long as the library is *not* Mail-only. If the library is Mail-only and did not send a free return label, your library would have to pay the postage.
- If the book is going on to another library, the free return label DOES NOT go on with the book. The label can only be used for returns from your library directly back to the owning library. Improper use of the free return labels negatively impacts our arrangement with Canada Post.
- Extra free return labels can be filed and used to send other items back from your library to that same owning library as long as the weight is the same.

Appendix

Bin Packing Examples: Less is More



Materials mixed in bin with individual labels.

Verdict: **YES**. Individual labels mean easy identification, easy to remove from bin, bin may be filled efficiently, no extra packing time.

Materials mixed in bin with some loose library grouping with individual labels.

Verdict: **YES**. Individual labels mean easy identification, easy to remove from bin, bin may be filled efficiently, minimal extra packing time.

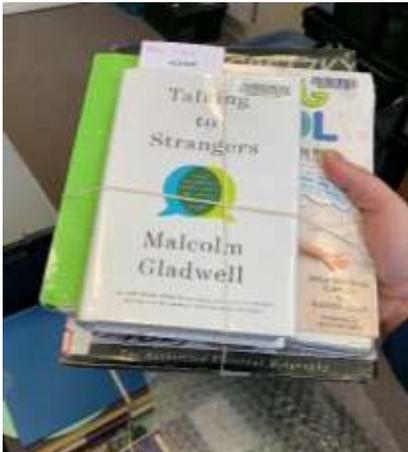


Cardboard "shelves" in between different library groupings.

Verdict: **NO**. Adds extra time to packing, reduces usable space in bin, more recycling/garbage.

Dividers in between different library groupings.

Verdict: **NO**. Adds extra time to packing, reduces usable space in bin, more recycling/garbage.



Elastics around a library grouping with a single label on top.

Verdict: **NO**. Sometimes requires elastic removal to reorganize more efficiently, single label makes identification less accurate.

Elastics around a library grouping with labels in each item.

Verdict: **NO**. Not necessary, and not always helpful. Sometimes requires elastic removal to reorganize more efficiently, individual labels mean easy identification.

