

Delivery Best Practices

Suggestions from the Policies & Procedures Committee

- ♦ Starts with the advantage of separate designated areas for charge and discharge functions. At check-in it is best to minimize the opportunity for local items to be mixed up with items that are now “in transit”. This can be as simple as separating piles – local to the right, in transit to the left.
- ♦ After being discharged all items to be shipped are placed on a color coded cart to the left. Local items are separated onto another cart to the right. The use of color coded carts is ideal – but different signage on the carts would be equally easy to incorporate.
- ♦ Consider setting up a designated shelf on your cart for in transit items for neighboring libraries or for those libraries that receive regular shipments from you. When these items are brought to your packing area they can immediately be placed in boxes without having to be additionally resorted.
- ♦ A well stocked and organized work area for packing and unpacking is essential. It should consist of...
 - ✓ a large file of preprinted travel slips with easy to retrieve backup files. Consider putting your preprinted labels into a box filed like catalog cards and have a backup box available when supplies are low
 - ✓ a neatly boxed supply of plastic bags
 - ✓ a box of reusable padded envelopes (recycle whenever possible)
 - ✓ rubber bands, tape for boxes
 - ✓ markers, date stamp and stamp pad
 - ✓ boxes of used bubble wrap and brown paper to use when out of padded envelopes
- ♦ Be sure not to use tape to secure the plastic bags and consider inserting a piece of bubble wrap inside any boxes to minimize potential mishaps on the receiving end when boxes are slit open.
- ♦ Try and create an environment where labeling and packing can be conducted free from other distractions. This will go a long way towards minimizing error.
- ♦ A knowledgeable and experienced staff is critical.