



Delivery Procedures for Marigold Library Staff

Check email and phone each morning for notices about changes to the delivery run due to weather, holiday closures, renovations at TRAC libraries or other causes.

Overview of System Van Delivery

All Marigold member libraries receive a scheduled pickup and delivery of materials from/to Marigold headquarters in cargo vans driven by Marigold staff.

Receiving/sending items by Marigold system van delivery:

- Marigold makes weekly deliveries of materials, interlibrary loans, correspondence, program materials, purchasing program items and equipment to member libraries.
- The Marigold driver drops off and picks up bins of new, conversion and ILL materials to return to Marigold headquarters. Items going to/from TRAC libraries in Yellowhead, Peace and Northern Lights regional systems are shipped via Marigold HQ to/from their library HQs.
- If you are uncertain whether something can be shipped through Marigold van delivery, contact your Marigold Consultant. Consultants can also help arrange recycling pickup if you have completed a weeding project.

Overview of Government Courier Service

Government courier is a public library headquarters-to-headquarters delivery method via Service Alberta, provided by Public Library Services Branch to support resource sharing and interlibrary loan. The following locations receive government courier service daily: Marigold, Yellowhead, Northern Lights, Peace, Shortgrass, Chinook Arch and Parkland regional HQs, plus Edmonton, Calgary and Red Deer.

Overview of Mail (Canada Post)

There were a handful of public libraries in TRAC that did not have access to system van delivery or government courier. Library staff used to use the Canada Post Shipping Tool to send print and audiovisual materials to these libraries. Effective January 19, 2022, all TRAC libraries are now on system van delivery. Library staff should not need to use Canada Post unless it's a rare occasion.

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.

The loaning library should have included a free return mail label; please use this when returning the item directly to the loaning library. If you are forwarding the item to another library (not the loaning library), use

the appropriate delivery system. Unused return mail labels can be kept and used to return another item to that original loaning library (if that ever occurs!). See more details on page 5.

Unpacking/Receiving Materials from Van Delivery

The most important action after unpacking items is to scan all items through the “Check in” function in Polaris and fill holds!!

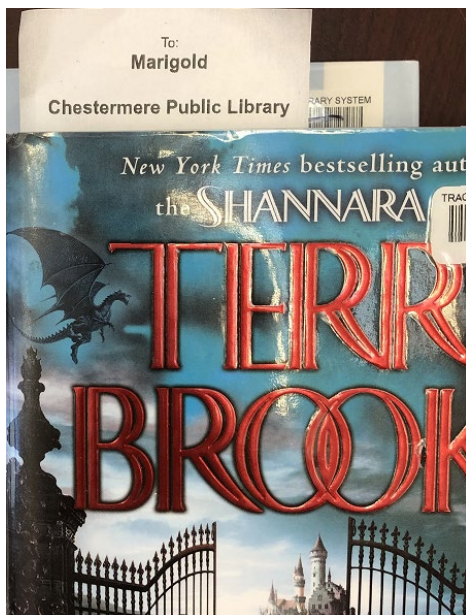
- If the item has a hold for your patron, a message will appear upon check in. Follow your library’s procedures for patron pick up.
- If the item is on hold for a patron belonging to another library, the item status will change to “In-Transit” at Check In, and a message will tell you to send the item to the pickup location. Send the item out to the designated library through van delivery.
- If there is no hold, proceed with your local procedures for processing and/or shelving the item.

In-Transit Slips & Flags for TRAC Interlibrary Loan

Note If the item is an ILL for a library outside of TRAC, refer to Relais procedures and see “Sending Materials Outside of TRAC” on page 5.

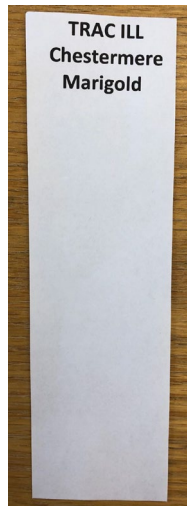
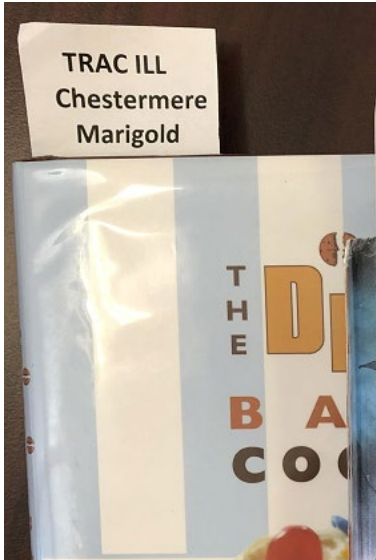
1. If you have a receipt printer that prints “In-Transit” slips:

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).



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



Packing Procedures for TRAC Interlibrary Loan

1. TRAC ILL 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. TRAC ILL 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 multiple bins will only be 1/3 or 1/2 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 and the bin should have a couple inches of room at the top to avoid damage when stacked. You can place bubble wrap to prevent shifting. 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 fill out the Supplies Request form on the Marigold website. Please place requests before you run out and not the night before: these forms are not always seen before the drivers leave in the mornings.
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.

Packing Procedures for RELAIS Interlibrary Loan

Relais items for van delivery must be placed in their own bin with a Relais-specific bin label as shown below. Because items shift in-transit, many times the paperwork is getting separated and mixed up with TRAC ILL, and/or the Relais slip isn't visible to the Shipping & Receiving staff so it gets sent back to the lending library instead of going on to the borrowing library for the patron.

It is fine to place only a couple items in a bin with the Relais label. If you must use a cloth ILL bag for a single item you may, but Relais-labeled bags must be kept out on top of the stack of bins for the drivers (do not put the Relais-labeled bag inside a bin). This is not ideal as cloth bags do not stack as bins do in the cargo vans.

**Marigold
RELAIS
Direct Services**

ASMLS

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 Kristine den Boon at 1-855-934-5334 or kristine@marigold.ab.ca

Mail (Canada Post) – Academic, Special Libraries & Other

All ILL in TRAC is sent via system van delivery. However, there may be instances such as ILL from academic, special, or remote libraries where you receive an item from Canada Post. This will be a very rare occurrence.

If you need to send these items by mail, 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.

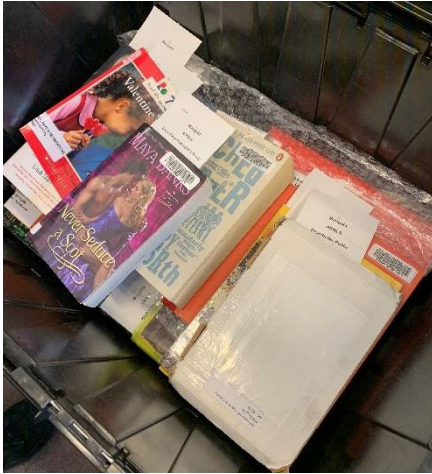
- If you receive TRAC ILL *from* Canada Post from an owning library, it should include a free return label. If you are provided with a free return label, you can use it to mail the item back as long as there are no holds at other libraries. If there is a hold for another library, send it on to the patron's library. 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.
- If you receive TRAC ILL *from* Canada Post but do not receive a free return label, you may return the item by system van delivery labeled with the in-transit slip or TRAC ILL flag like all other TRAC ILL.

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 and it is not a public library in Alberta, your library must pay the postage to return the item by 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. Individual labels are still required for further manual sorting at TRAC HQs.

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

Verdict: **NO**. Unnecessary as items are run through sortation system which automatically groups into library bins. Individual labels mean easy identification, easy to remove from bin, bin may be filled efficiently, minimal extra packing time.

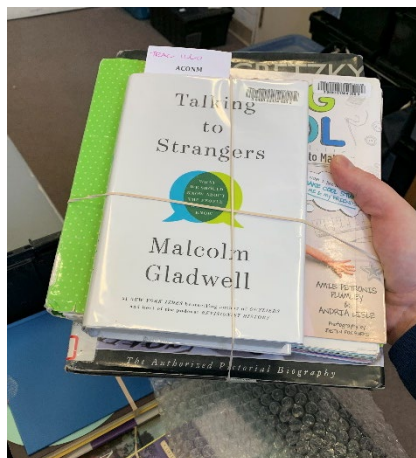


Cardboard “shelves” in between different library groupings.

Verdict: **NO**. HQ staff have to pull apart to run through sortation system anyway. Adds extra time to packing, reduces usable space in bin, more recycling/garbage.

Dividers in between different library groupings.

Verdict: **NO**. HQ staff have to pull apart to run through sortation system anyway. Also 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. Marigold HQ must pull apart each item to run through sortation system as well.

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.

