The Massachusetts Library System, a state-supported collaborative, fosters cooperation, communication, innovation, and sharing among member libraries of all types. The MLS promotes equitable access to excellent library services and resources for all who live, work, or study in Massachusetts.
Welcome to Delivery

MLS Delivery Services are provided to support resource sharing amongst Massachusetts libraries. Currently, delivery is provided to approximately over 500 libraries of all types across the state of Massachusetts. MLS services are used to ship more than 15 million items annually among MLS member libraries and the library resource sharing networks.

Stronger Together
Information for new users
On your first delivery day an Optima driver will bring you an MLS Delivery Bin. Most will look like the one pictured on the left.

We are also using older bins that once belonged to the former Library Regions those bins are about the same size as ours only a different color and may be labeled “NMRLS”, “SEMLS”, or “CMRLS”, etc.

If you need extra bins at anytime you may ask your driver, contact MLS or Optima directly.
Delivery Service Contacts

When your library needs to contact the delivery provider for routine communications please use the following phone and email addresses. If there are non-routine issues, please contact the MLS office during regular office hours.

Optima Customer Service:
• customerservice@shipoptima.com
• 800-872-4004

MLS Delivery Contacts:
• delivery@masslibsystem.org
• 866-627-7228 or 508-357-2121 option 1
• When your bin is delivered it should contain items intended for your Library only.

• Always empty your bin before you start to refill with outgoing materials.

• Make sure everything you put in delivery is properly labeled with a transit slip, unless you are part of Sort to Light.

• Please fill bins neatly so that the greatest quantity will fit.
How to fill out a transit slip

- When sending items to libraries use the delivery index:
  - [http://guides.masslibsystem.org/mlsdelivery/routesinformation](http://guides.masslibsystem.org/mlsdelivery/routesinformation)
- Make sure you use the specified regional slip B, C, M, N, S, or W and fill in the first line with the identification information found in the yellow portion of the delivery index.
Example of transit slip

VIA: WESTERN

TO:  
______
TOWN/INSTITUTION  
______
ATTENTION:  
______
DATE SENT:  
______
FROM:  
______
ROUTE:  
______
NOTE:  
______

DELIVERY PROVIDED BY: MASSACHUSETTS REGIONAL LIBRARY SYSTEMS

VIA: WESTERN

TO:  
______
TOWN/INSTITUTION  
______
ATTENTION:  
______
DATE SENT:  
______
FROM:  
______
ROUTE:  
______
NOTE:  
______

DELIVERY PROVIDED BY: MASSACHUSETTS REGIONAL LIBRARY SYSTEMS

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TO:  
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TOWN/INSTITUTION  
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ATTENTION:  
______
DATE SENT:  
______
FROM:  
______
ROUTE:  
______
NOTE:  
______

DELIVERY PROVIDED BY: MASSACHUSETTS REGIONAL LIBRARY SYSTEMS
How should I attach a transit slip

- Place firmly inside book, cd case, dvd case, etc. with the sorting region and destination sticking out and visible. If the binding is not strong enough to hold the delivery label then the use of a rubber band or alternative packaging is acceptable to secure the item.
Examples
What do I do with misrouted material?

Put it back in delivery. Mis-sorted items will be recollected and resorted to the correct destination. If they have no routing slip they will be returned to the owning library.

If you receive mis-sorted items on a regular basis, please contact MLS at delivery@masslibsystem.org
What should I do if an item arrives in delivery damaged?

- Verify that the damage did not occur before the item was placed in delivery. If you are the owning library and you determine the item was damaged while in transit, send it to the MLS- Marlborough Office, using a “C” routing slip, Attention: Delivery and fill out a claim form on our webpage using the Online Claim Form.

- If you are the borrowing library, please send the item back to the owning library and notify them of the issue. They can submit a claim as described above.
What should I do if an item does not arrive in delivery?

• Verify that the sending library did indeed send the item out into delivery. If you are the owning library and you determine the item was placed in delivery and has not arrived at your library contact MLS via email at delivery@masslibsystem.org or (866) 627-7228. You may also fill out an Online Claim Form if the item has been missing for at least 2 months,

• If you are the borrowing library, please contact the owning library so they can submit a claim as described above.

• Please remember to notify MLS if an item for which you have submitted a claim turns up so we can stop the reimbursement process.

• If you notice that a pattern of missing items has developed, particularly for media such as DVDs, CDs, or games, notify MLS immediately.
Interlibrary Loan Services

The Massachusetts Library System provides mediated interlibrary loan for all member libraries in the Commonwealth of Massachusetts. (This includes all libraries previously served by Wellesley and Quincy ILL centers) Interlibrary loan refers to returnable items that cannot be borrowed through in-network transfer, Point-to-Point, or VirtCat. Participating libraries place and update their borrowing requests through the cloud-based ILL client, Clio.

For journal requests, all libraries will use the Journal Document Center at the Boston Public Library.
How ILL works

When an ILL Center obtains material on your behalf, they will have that material shipped directly to your library. Your library will assume the cost to return the material if it was obtained by a library from out of state or not on the delivery system.

The ILL centers will make their best effort to obtain materials from libraries that do not charge for lending. If the material is available only from a library that charges to lend, the ILL center will ask if you or your patron are willing to pay those charges. If no one is willing to pay those charges, the request will be canceled.

For more information please check out the ILL Guide: http://guides.masslibsystem.org/ill
ILL Contacts at MLS

- MLS Resource Sharing Team
  ill@masslibsystem.org
  866-627-7228 select option #4

- Laura Bogart, Resource Sharing Assistant  x318
  laura@masslibsystem.org

- Hansie Grignon, Resource Sharing Librarian  x321
  hansie@masslibsystem.org

- Alison DeMers, Resource Sharing Assistant  x317
  alison@masslibsystem.org

- Vincent Nguyen, Resource Sharing Assistant  x316
  vincent@masslibsystem.org

- Scott Kehoe, Resource Sharing and IT Manager  x 308
  scott@masslibsystem.org
Delivery Survey

Every March and October you will be asked to participate in a Statewide delivery survey. You will be asked to count the number of bins your library receives and sends out along with the quantity of items put in your bins. Reporting delivery statistics is a requirement of membership in the Massachusetts Library System. Notifications about these surveys and other important notifications about delivery will be sent to the delivery list serv-
(https://mls-delivery@mblc.state.ma.us)

Each library participating in delivery is required to provide an email address so that at least one person at their library receives these emails.
There will be no delivery on the following Holidays

Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day
New Year’s Day
Martin Luther King Day
Presidents’ Day
Patriot’s Day
Memorial Day
MLS DELIVERY POLICIES
General Policies

• MLS Library Delivery Services are provided to support library resource sharing. It may be used to ship library materials and correspondence among MLS member libraries and the library resource sharing networks.

• Effective resource sharing requires reciprocity and we encourage it.

• This delivery service is not to be used to ship items to non-participating libraries. See list of participants at: http://guides.masslibsystem.org/mlsdelivery/routesinformation
Communications

• Participating libraries and networks will assign appropriate staff to monitor MLS and Optima communications about delivery services and agree to:
• Inform MLS and/or Contractor about scheduled changes and closings in a timely manner
• Respond to MLS requests for volume and other sampling in a timely manner
• At least one staff member at each library will be required to receive MLS-Delivery announcements via the Delivery listserv. For information on how to sign up for the Delivery listserv, please email delivery@masslibsystem.org
Labeling and Packaging

Labels
- All items shipped must be clearly labeled with a standard routing slip
- ComCat materials must also include a standard routing slip
- Unlabeled and/or mislabeled items will be returned to the owning library

Packaging
- Most items are shipped without packaging or rubber banding. Exceptions include magazines which are likely to be damaged and media cases that may open during delivery. A reasonable amount of wear and tear during shipping is expected and is part of doing business.
- Fragile, Rare, and Valuable Items:
- Do not ship fragile items that cannot withstand the wear and tear of delivery service handling. MLS and Optima cannot take responsibility for damage during the normal course of business. Due to the inherent breakability of CD Jewel Cases, MLS and Optima cannot take responsibility for the fragility of the cases or their contents. We suggest that libraries use more durable cases when replacing broken jewel cases.
- Do not ship valuable or irreplaceable items. Replacement cost maximum is $250 per item for items damaged or lost with proof that Optima was responsible.

Label-Less Shipping
- MLS will work with networks and Optima to determine when a network is prepared to begin label-less shipping. Eligibility criteria include:
  - All network members adhere to MSDC barcode placement policy for new items
  - Network shipping attains an average of 75 percent external barcoding
  - SIP2 (or mutually agreeable) network/contractor communications protocol is successfully tested
  - All items shipped without a properly placed external barcode shall be labeled.
Damaged Items

- **Damaged Items**: Damaged item claims will be submitted for each individual item via our online [damaged item claim form](#).

- All damaged items must be forwarded to the MLS - Marlborough office. Claims will not be processed until the damaged item is received.

- Damaged item claims will be processed on a monthly basis for reimbursement. Consequently, it may take up to 2-3 months for reimbursement depending on the timing of when the claim is submitted to when the check is delivered to the library. Processing may take longer due to incomplete claim forms or delays in receiving the damaged items.
Lost Items

- **Lost Items**: Lost item claims will be submitted for each individual item via our online [damaged item claim form].
- Due to the frequency of lost items turning up over time, lost item claims cannot be submitted until they have been determined lost for at least two months from their in transit date. Lost item claims submitted before two months will not be processed until two full months have passed. The Library is responsible for making every effort to track down the item(s) prior to submitting claims. Lost item claims submitted after the two month waiting period will be processed on a monthly basis. Consequently, it may take up to 2-3 months for reimbursement from when the claim was submitted to when the check is delivered to the library. In the event an item turns up, the library should contact MLS to cancel the claim. Processing may take longer due to incomplete forms.
- MLS will not consider claims for lost items after one year from the in-transit date.
- The Library is responsible for repayment of lost item reimbursements for items that turn up after reimbursement has been remitted.
Useful Links

All information can be found on the Delivery Guide-
http://guides.masslibsystem.org/mlsdelivery

Delivery index-
http://guides.masslibsystem.org/mlsdelivery/routesinformation

Damaged/Lost Claim Form-
http://www.masslibsystem.org/claim-for-items-damaged-in-delivery/