

Delivery Policies & Procedures

INTRA-REGIONAL

Traverse des Sioux currently contracts with a commercial delivery service to transport materials and information to and from area public libraries.

SMILE subsidizes indirect delivery to area schools and special libraries by arranging with Traverse des Sioux to piggyback on its existing public library delivery service. Materials meant for schools or special libraries are sent to the public library nearest to them. The public library then notifies the school librarian or information specialist that a delivery for them has arrived and can be picked up. When there is no public library in a community, SMILE mails the item.

INTER-REGIONAL

MINITEX, a multi-state interlibrary loan agency, contracts for the delivery of library materials between regions. This service was once limited to the exchange of interlibrary loaned materials, but MINITEX now permits the return of books borrowed directly by library users from libraries outside their region. Reciprocal borrowers who use the statewide delivery service are responsible for returning materials in sufficient time so that the item is returned by the due date.

COURIER DELIVERY SCHEDULE

Traverse des Sioux/SMILE [Courier Delivery Schedule](#) is posted on the web and updated regularly. The schedule indicates whether a library has materials mailed to them, picks up materials at another library, or receives direct delivery at their library (and, if so, which days the deliveries are made).

Deliveries are **not** made on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

COURIER DELIVERY PROBLEMS

Please report missed deliveries or other problems to TdS Interlibrary Loan:

- **(507) 625-6169 ext. 25**

DAMAGE MATERIALS POLICY

Traverse des Sioux Library System is not responsible for damage of materials while in transit in the courier. Any damage that may occur will be handled on a case-by-case basis.

EQUIPMENT POLICY

It is best not to send equipment in the courier. If you do send equipment it must be packaged with protective wrap. TdS member libraries are responsible for any damage that may occur while in transit through the courier. Traverse des Sioux Library System and the courier service cannot be held responsible; since it is the policy that equipment should not to be shipped via the courier.

DELIVERY TUBS

Traverse des Sioux and SMILE members who receive direct delivery are responsible for arranging a section, corner, or shelf within their building for courier pickup and delivery.

Plastic tubs with lids are provided by Traverse des Sioux. All outgoing items should be put inside these tubs to prevent loss or damage of materials. Maps, equipment, and other items that are too large for the tubs may be sent in separate containers, properly marked and packaged with the sender's return address and the name, street address, and city of the library that is to receive it.

Each tub has a clear plastic envelope attached to it. The plastic envelope protects a reversible address card noting the tub's destination. When a tub is delivered, the address card should be taken out of the plastic envelope, flipped over, and reinserted with its new destination showing.

MATERIALS FOR SCHOOLS AND SPECIAL LIBRARIES

Tubs may contain materials or information addressed to a local school or special library. Please call or email the librarian to let them know when materials meant for them have arrived and can be picked up.

INTERLIBRARY LOAN REQUESTS

Tubs may include materials requested on interlibrary loan. Which are materials borrowed from libraries outside the Traverse des Sioux region, these items frequently have different loan periods than those of TdS libraries.

- Materials borrowed from outside of the TdS region should always be returned to TdS ILL staff. **Do NOT send an interlibrary loan item directly back to the lending library.** If the interlibrary loan record is not updated correctly, it will appear to have not been returned, and overdue notices will be generated.
- Do **NOT** remove the interlibrary loan slips or mailing labels from materials sent by TdS ILL. They help to route the item back to the lending library.