



DELIVERY SERVICE POLICY

PURPOSE

This policy outlines the procedures for the delivery service provided by the OWWL Library System (the System) to transport library materials between member libraries. It ensures the safe, efficient, and reliable delivery of resources while protecting library property and staff.

ELIGIBILITY

All member libraries within the System are eligible to receive delivery.

SCHEDULING

Delivery runs Monday through Saturday. Each member library director is notified of the delivery route their library is on so they can plan accordingly.

While the System plans delivery routes to occur on a regular schedule, delivery times may vary depending on the day, route, or shift.

The library system reserves the right to reschedule deliveries due to unforeseen circumstances or maintenance requirements.

MATERIALS

Delivery vans are intended for library materials only. Materials are defined as books, audiobooks, DVDs, videogames, and other System approved items.

To ensure safe delivery, the System's delivery service cannot accept:

- Fragile items
- High-value items
- Technology-related materials

The System's Executive Director and Finance Director have the discretion to grant temporary exceptions to these material restrictions. Such exceptions will be considered on a case-by-case basis, ensuring the safety of delivery drivers and suitability for the System's services.

The System is not liable for any damage incurred during transport for items that were not pre-approved following these guidelines.

DISTRIBUTION OF MISCELLANEOUS ITEMS

The System regularly shares relevant information with libraries through our delivery service. Libraries can also use this service to send approved materials back to the System.

To ensure efficient use of the delivery service, please refrain from sending flyers from outside organizations, payments between libraries, or any other miscellaneous items not previously approved.

PICKUP AND DELIVERY

Deliveries will be made to designated loading areas at each library. All designated areas must be easily accessible by the Driver. The System reserves the right to change the designated loading area for ease and safety of delivery drivers.

Delivery bins may not be stacked more than four high. Books placed in the bins must be kept below the bin handles.

Library staff at both sending and receiving libraries may be responsible for placing or taking items to a specific loading/receiving area.

Parking lots, walkways, entrances, and loading areas must be clear of any hazards. If a delivery driver deems a library to be out of compliance with this provision, delivery will be postponed until the next route.

INCLEMENT WEATHER

In the event of inclement weather, delivery routes or sections of delivery routes may be canceled.

Drivers reserve the right to refuse delivery if parking lots, ramps, walkways, sidewalks, and entryways are not clear of snow, ice, or other hazardous weather-related issues.

DRIVER RESPONSIBILITIES

Delivery van drivers are employees of the System and have received proper training in safe driving practices and cargo handling.

Drivers will adhere to all traffic laws and safety regulations.

Drivers will inspect the van before and after each trip, noting any damage or malfunctions.

Drivers will report any concerns about deliveries or materials to the System's Finance Director.

DAMAGED MATERIALS

Libraries are responsible for inspecting materials upon delivery. Any delivery-related damage discovered should be reported to the System's Finance Director immediately.

The System will investigate reported damage and determine appropriate action based on the findings.

The System is not liable for fragile, high-value, or technology-related materials traveling through its delivery service.

LOST OR MISSING MATERIALS

Libraries are responsible for tracking all materials sent and received via delivery.

Any lost or missing materials must be reported to the System's Finance Director promptly.

The System will investigate reported losses and determine appropriate action based on the findings.

PROHIBITED ITEMS

The following items are strictly prohibited for transport through the System's delivery service:

- Hazardous materials
- Perishable goods
- Live animals
- Personal belongings
- Weapons
- Cash/Checks
- Any item deemed unsafe or inappropriate for transport

LIBRARY CLOSURES AND DELIVERY SUSPENSIONS

Notice of all library closures must be emailed to the System's Finance Director for appropriate delivery suspension.

Libraries should refer to the Temporary Library Closure Procedures in OWWL Docs for additional information on closures.

Libraries should refer to the Pest Management Policy for any issues relating to local infestations and reported to the System's Finance Director immediately.

CONTACT INFORMATION

For questions or concerns regarding the System's delivery service, please contact the System's Finance Director or [delivery @ owwl.org](mailto:delivery@owwl.org).

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