deliverIT CT Guidelines

(Revised January 2017)

Delivery Service

1. deliverIT is provided by the Connecticut State Library, but it requires the shared efforts of the Connecticut State Library and all libraries that receive delivery to maintain a successful service.

2. Service is to the principal public libraries, academic libraries and to other institutions and agencies which have been approved by the Director of the Division of Library Development. (See "Route Schedule" tab above for more information.)

3. Libraries must designate a deliverIT CT pickup point in their facility. This point must be convenient for the driver, off the ground, and hand truck-accessible. All designated pickup points are subject to approval by the deliverIT CT Supervisor.

4. Bins will be supplied by the State Library to the service libraries based on each library's average daily requirements and the availability of containers. If a library has extra bins, let the driver know so that they can take them to be reassigned to another library.

5. Bins supplied by the State Library are property of the State of Connecticut and are to be used only for deliverIT CT purposes.

6. In the event that a service library has a larger-than-normal load which exceeds its supply of CSL-furnished sort bins, the service library will be responsible for providing the extra boxes or bags needed to accommodate the overload.

Acceptable Materials

7. Materials transported by deliverIT CT are limited to the following without exception:
   a. borrowIT (formerly Connecticard) materials in all formats
   b. Library materials for state agencies distributed through the State Library with prior approval from the Director of the Division of Library Development
   c. Interlibrary loan materials
   d. Connecticut State Library materials

8. Materials not accepted for transport on the delivery service include:
   a. Oversized or heavy packages
   b. Packages or bins weighing more than 40lbs.
   c. Fragile/breakable items
   d. Rare or irreplaceable items
   e. Equipment or office furniture
   f. Office supplies
   g. Donations or giveaways
   h. Posters
   i. Public relations material from other organizations without prior approval from the Director of the Division of Library Development
9. Items, packages, or bags of items must have a visible, legible routing slip. Items, packages, or bags of items without a routing slip are not acceptable and will not be transported.

10. Routing slips are available. (See the "Routing Slips" tab above for more information.)

**Holidays and Service Interruptions**

11. deliverIT follows the same holiday schedule as the State of Connecticut. There will be no delivery on the following Connecticut state holidays for 2017:
   
   January 2, 2017
   January 16, 2017
   February 13, 2017
   February 20, 2017
   April 14, 2017
   May 29, 2017
   July 4, 2017
   September 4, 2017
   October 9, 2017
   November 10, 2017
   November 23, 2017
   December 25, 2017
   January 1, 2018

12. There is no guarantee of a specific time for delivery to a library. Due to the complexity of delivery routes, timing of delivery cannot be easily adjusted.

13. This is a statewide service and individual routes may be impacted by weather, road conditions, traffic, delivery volume, or vehicle trouble.

14. Weather conditions vary across the state and bad weather in one area can have an impact on the entire system.

15. If your library closes due to weather, report it using the online Contact form. (See "Contact Us" tab above for contact information.)

16. In the event of a library closing, such as for a renovation, the library should contact the Connecticut State Library in advance of the closure so that the delivery service can make necessary arrangements. (See "Contact Us" tab above for contact information.)

17. In the event of an anticipated change in volume of material for delivery, the library should contact the Director of the Division of Library Development well in advance of the change and outline the potential impact on the delivery system. An anticipated change in delivery volume can be caused by events such as a library joining a network, a library leaving a network, a network changing their ILS loan parameters or changing their ILS, etc. [See the “Contact Us” tab for contact information.]

18. [Statistics and Reporting...will at least be a numbered item and may be a new section.]
Lost or Damaged Material

19. Delivery is an undocumented and uninsured service and there is no tracking of individual items.
20. Lost items or items damaged in transit are not covered by insurance, except in the case of loss or damage covered by accident liability insurance.
21. Neither deliverIT nor the Connecticut State Library will reimburse libraries for lost items.

Communications

22. The State Library maintains an e-mail list to improve communication to libraries about the delivery service. All public and academic libraries should have at least one staff person subscribe to the listserv. If a deliverIT CT route will not be running on a particular day, a message will be sent to the list. (See "E-mail list" tab above for more information.)
23. If your library does not receive delivery as scheduled you should contact Walt Magnavice, deliverIT CT Supervisor. (See "Contact Us" tab above for contact information.)
24. All other questions about deliverIT CT service should be directed to the deliverIT CT Supervisor or to the Director of the Division of Library Development at the Connecticut State Library. (See "Contact Us" tab above for contact information.)