TLN delivery policies

TLN Delivery Service is provided to libraries within the TLN membership. It encourages reciprocity in that libraries can and do ship library materials and correspondence among other TLN member libraries.

The number of delivery days for each library is determined by TLN based upon the volume of each individual library. Libraries can add additional delivery days beyond the TLN determination, but they cannot decrease delivery days below the volume determination.

Effective resource sharing requires reciprocity and we encourage it. TLN members are encouraged to continue sharing resources without charge to other TLN members. While this is the preferred policy, the TLN Steering Committee recognizes that this is ultimately a local decision.

TLN members endorse the national Interlibrary Loan Code in its assignment of responsibility for lost materials to the borrowing library. TLN members, when acting as lenders, have a long-standing practice of not collecting payments for lost materials from fellow TLN members in instances when recovery of the costs from the patron is not possible. This practice was put in place as recognition of the special resource sharing relationship among TLN members and as a practical response to the relative infrequency of such occurrences.

Labels
Check the TLN delivery code list to make sure that the receiving library participates in TLN delivery. If not, then another means of shipment, i.e. US Postal Service or commercial parcel/courier services, will be required to send the item.

All items shipped through TLN delivery must be clearly labeled with a TLN delivery slip (ILL slip or send to slip) that has the delivery number and delivery code of the intended destination for the item in question. The TLN delivery slip should be inserted in the item being shipped so that the delivery code and number are still visible to delivery staff. The item should then be rubber banded to secure the delivery slip in the item.

- Peach ILL Slips (FA113) – Used by shared system libraries to send requested items out to libraries that requested them

- White Send to Slips (FA149) - Used by shared system libraries to send items back to their home location

- Pink Send to Slips (FA149) – Used by standalone libraries to send items to libraries that requested them as well as sending items back to their home location

Unlabeled and mislabeled items whose destination can't be clearly identified will be returned to the owning library. ***Correctly labeled items are critical for items to be delivered successfully and swiftly.***

Packaging
- AV and any other fragile items should be put in padded envelopes for transit in delivery

- If you have more than one item going to another library, please try to rubber band them together

Preparing bins for outgoing delivery
- Place items in the TLN bins in numerical order

- Stand items up facing the same direction, please make sure that the top of the bin is able to be fully closed

- Place the TLN delivery envelope on top of your outgoing delivery bin

- **TLN delivery items should never be placed in MeLCat/RIDES bins**

- MeLCat delivery items may be placed in TLN bins

- Libraries with enough MeLCat items to fill a bin should make a dedicated MeLCat bin

- If you need more bins for TLN delivery please let us know

- **Please do not place any items in the TLN delivery area that you do not want the TLN driver to take**

Lost and Damaged Items
Regardless of policies applied within the TLN membership, the members, when borrowing materials from outside the membership or through MeLCat/RIDES, are responsible for borrowed materials until they have been returned and received by the lending library. If damage or loss occurs the requesting library is responsible for compensation or replacement, in accordance with the preference of the lending library.

Contacting TLN delivery
Open a help desk ticket through the TLN helpdesk and select the category of Delivery and the appropriate delivery subcategory (Current subcategories are: Damaged Items, Library Closed, Lost Items, Delivery Problems and Delivery-Other). Provide as much detail about the query as possible.

- Library closures – If your library will be closed (for renovations, building issues, etc.) and does not wish to receive delivery please open a help desk ticket.

- Missing Items – If you have an item that you believe went missing while in transit via TLN please contact delivery as soon as possible via the helpdesk. TLN does not have a lost and found nor does it have a backlog of items in delivery so searching is best done as soon as possible.

- Damaged Items – If you believe an item has been damaged in transit via TLN please open a help desk ticket with as much detail as possible.

Following these delivery policies will enable the delivery process to run smoothly on the library side and the delivery side.