

# Deliveries

Shortgrass Library System facilitates the delivery and movement of items throughout the system with a regularly scheduled van delivery service. Generally, anything that needs to be moved between Shortgrass HQ and your library (or vice versa), or between your library and other libraries within Shortgrass, can be sent via the regular delivery run.

**Every library receives van delivery service at least once per week**, with larger libraries on the rotation twice per week. MHPL receives deliveries every day. Additionally, there are two deliveries per week to Medicine Hat College and Medicine Hat College Brooks Campus. Shortgrass also delivers Praxis Science kits to some school libraries. You may see these be shipped through your library location and a school staff member may pick them up.

Examples of items that can and should be delivered to you or sent via the van delivery include:

- Purchased materials
- Items borrowed by patrons at another Shortgrass member library
- Interlibrary loans (to be sent outside of our system)
- Programming kits

## Delivery Schedule

The full delivery service schedule (including stops for MHC locations and the government courier) can be viewed at: <https://shortgrass.ca/services-for-libraries/resource-sharing/deliveries>. For member libraries, the schedule is as follows:

<b>Monday:</b> Medicine Hat Redcliff Graham Tilley Rolling Hills Brooks Alcoma	<b>Tuesday:</b> Medicine Hat Bow Island Foremost	Redcliff Graham Brooks Rosemary Duchess Bassano Gem
	<b>Wednesday:</b> Medicine Hat Irvine	
	<b>Thursday:</b> Medicine Hat	<b>Friday:</b> Medicine Hat Bow Island

Drivers will generally arrive at the same time each week. If there must be any changes to the schedule, Shortgrass staff will do their best to let you know in a timely manner.

In the event that a delivery is missed (e.g. due to a holiday closure or inclement weather), it will generally be made up on the following regular work day.

## Delivery Procedures

In order for the delivery service to operate as smoothly and efficiently as possible, we ask that member libraries take the time to prepare materials for deliveries in advance of the drivers' arrival. Drivers must already handle and sort items while they are en route, and appreciate the time you take to help make this process easier. By working together, we can ensure that all materials reach their final destination swiftly and accurately.

Materials for delivery are shipped in **large red bins**. You will receive items in these bins with each delivery, and fill them with items you are shipping out each week.

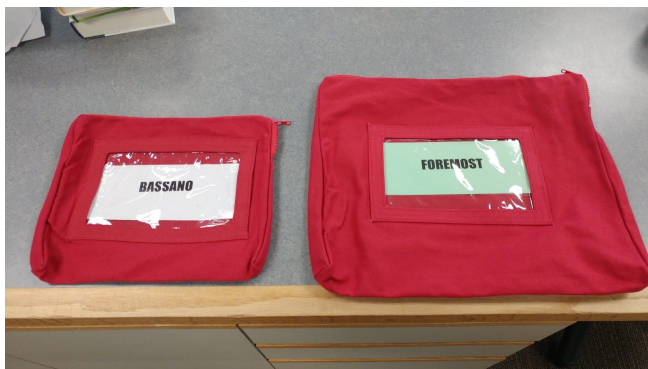
### Courier Bags:

Shortgrass has supplied all member libraries with red courier bags (and destination tags) for shipping items between libraries. The bags should be used as follows:

1. Place all items going to the same library in the same bag(s). **Only items going to the same destination should be placed in the same bag.**
2. Place one of the supplied destination tags into the clear address pocket on the front of the bag. This helps our drivers sort items more easily on the road.
3. Place the full bag into your general Shortgrass bin, which will be given to the drivers on your delivery day.
4. Repeat as necessary for all of the items you are shipping out.

If you require more bags or destination labels, please request more from Shelley at Shortgrass by emailing [shelleyg@shortgrass.ca](mailto:shelleyg@shortgrass.ca). If you find yourself with a large number of bags stockpiled, please send some back to Shortgrass.

For your reference, the courier bags look like this:



## **Other Items:**

Some materials (e.g. programming kits and laptops) have their own containers or are too bulky to fit in the bins. If you are shipping these items, ensure that they are accurately labelled and prepared for shipping along with the rest of the materials being sent in the delivery.

When you are preparing your items for delivery, please do the following:

- Sort and clearly label items being sent to other libraries WITHIN Shortgrass
- Sort and clearly label items being sent to libraries OUTSIDE of Shortgrass (interlibrary loan materials)
- Sort items and clearly label being sent to Medicine Hat College Libraries
- Ensure any interlibrary mail is placed in an inter-office mailing envelope and correctly labelled with the recipient's name and location, e.g. "Stacey Pahl, SLS HQ"

## **Delivery Problems**

If there are problems with your deliveries (e.g., missing or damaged items), please let Petra at Shortgrass know and we will do our best to rectify the issue.