

# OLIS-LORI Delivery FAQ

## 1. My driver has left some materials/bins behind, should I notify OLIS?

Please notify OLIS as soon as possible by completing the incident form at <http://www.olis.ri.gov/lori/delivery/incident.php>. The form generates an email notification to OLIS staff. Bins or materials left behind should be picked up on the same day, or OLIS can request credit for a missed stop. OLIS will contact the vendor to return to the library to complete the pickup.

## 2. I don't have enough bins; will the driver take a few extra items without a bin?

**Yes**, if they have space in their vehicle.

If you have 2 or 3 items and no bin for them, you can ask the driver if there is bin room in their vehicle for the items. Notify OLIS if you need extra bins by using the incident form at <http://www.olis.ri.gov/lori/delivery/incident.php>.

## 3. The driver didn't come today, should I wait for my next stop?

**No**. Use the form at <http://www.olis.ri.gov/lori/delivery/incident.php> to report the missed stop. Please do not wait until days after the missed stop, or until your driver has missed multiple stops, before reporting the missed stop(s) to OLIS. Let OLIS know as soon as possible.

## 4. If I notify OLIS of a missed stop or incident, will my driver get into trouble?

**No**. The delivery vendor supervisor will speak with the driver to resolve the issue. Most issues are not severe and will not cause the driver to be in any serious trouble. It will not affect your relationship with your driver.

## 5. Do all libraries have delivery service?

**No**. Only libraries that are LORI Network member libraries are eligible to receive ILL delivery service. Currently, there are approximately 200 library delivery sites; including public, school, academic, hospital, special, and state institutional libraries.

If you are unsure if a library receives delivery, or need a code to place an item in delivery, please consult the delivery schedule at <http://www.olis.ri.gov/lori/delivery/schedule.php>.

Please code materials properly to ensure their prompt delivery.

## 6. How does OLIS determine the number of stops per library?

OLIS conducts biannual delivery item count library surveys, and uses the information gathered to determine how many stops a library will receive. During a week-long survey period, library staff records the number of items placed in delivery, and reports the information to OLIS. OLIS uses the reported information to determine the number of weekly stops a library will receive, and adjustments are made accordingly.

# FAQ Continued



## 7. Where can I locate the current schedule of stops, or a library's 3-letter delivery code?

All information about the delivery service, including stops list and codes, can be located through the delivery homepage at <http://www.olis.ri.gov/lori/delivery/>.

## 8. What happens if an item is miscoded or a routing/delivery slip falls out?

An item placed in delivery with an improper code, or without a delivery slip, is rerouted to OLIS by the delivery vendor. The item's proper destination or owning library information is determined, and the item sent on its way. Materials placed in delivery for non-LORI libraries will be returned to the sending library.

## 9. If an item is lost, what should I do?

Check with the lending library to be sure that the item is not shelved, and that it has left their library. If the item does not arrive after 2 weeks in transit, report the incident online at <http://www.olis.ri.gov/lori/delivery/incident.php>.

The delivery vendor dispositions all incoming materials immediately, and neither OLIS nor the vendor holds materials at their locations.

## 10. If an item is damaged in the delivery by the vendor, how do we proceed?

The library receiving the damaged item(s) is required to submit proof of vendor negligence, and send that information to [olis.dslill@olis.ri.gov](mailto:olis.dslill@olis.ri.gov), along with any photos of the damaged items or any information relevant to the incident.

## 11. Is there information available online about how library materials should be packed for delivery?

**Yes.** Library circulation staff should reference the Best Practices page (<http://www.olis.ri.gov/lori/delivery/practices.php>) on the OLIS website for packing instructions. The page highlights examples of good and bad delivery practices.

## 12. Who administers the LORI Delivery Service?

The LORI Delivery Service is administered and paid by the State of Rhode Island Office of Library and Information Services (<http://www.olis.ri.gov/>). Each delivery stop incurs a charge for which OLIS is billed.