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Nota di contenuto	Contents; Preface; Part One: The Current Landscape of Physical Delivery; 1. Delivery: The Forgotten Function; Organizational Models of Delivery; Internally Managed Delivery Versus Outsourced Commercial Providers; Growth Issues and Trends; Managing the Courier Service; New Trends and Technologies in the Industry; 2. Factors Influencing Delivery Options; A Library Delivery Survey; The Impact of Costs and Speed in Choosing a Delivery Provider; Issues with Delivery to Low-Volume Libraries; Notes; 3. Physical Delivery Service Organization;

Branch Library Organizations

Intrastate Regional Library Systems and Consortia
Statewide Library Delivery Networks; Library Delivery Across State Borders; Part Two: Library Delivery Service Models; 4. Creating an In-House Delivery System; Is a Dedicated Route Practical?; Advantage of In-House Service; The Nuts and Bolts of an In-House Delivery Service; Staffing and Training; Risk Management and Liability; 5. Outsourcing Delivery Services; Why Outsource Delivery?; Trends in the Carrier Industry; How to Outsource Your Courier Service; Customer-Vendor Relationships; Vendor Abandonment or Disaster Planning
A Hybrid In-House/Outsourced Model
Notes; 6. Contractual Vendor Relations; Know Your Business; Know the Carriers; The RFP Process; Negotiating the Contract; Part Three: Managing Physical Delivery Services; 7. Routing and Materials Management Systems; Labeling; Sorting; Material Handling Containers and Equipment; 8. Growth Management Solutions; Floating Collections; Hold/Reserve Queue List Clustering; Reduced Transportation Holds; Collaborative Collection Development; The Impact of Electronic Delivery; Notes; 9. Managing Participating Libraries' Relationships; Communication; User Committees
Contractual Relationship with Participating Libraries
Training; Public Relations and Marketing; 10. Managing the Delivery Service; Missions, Goals, and Planning; Policies and Procedures; Courier Management Systems; Management of Statistics; Evaluating the Delivery Service; Expanding Courier Services; Note; Part Four: The Future of Physical Delivery; 11. Home Delivery; Home Delivery: The Fulfillment Model; What It Takes to Roll Out Direct Delivery Service; The Future of Direct Delivery; Home Delivery at the Orange County Library System; Other Home Delivery Models; Notes
12. Connecting Courier Services
Linking Regional Couriers Systems; Circulation Periods, Labels, and Packaging; How Feasible is Linking Couriers?; Conclusion; Notes; Glossary; A; B; C; D; F; G; H; I; J; K; L; M; O; P; R; S; T; U; W; Bibliography; List of Contributors; Index; A; B; C; D; E; F; G; H; I; J; K; L; M; N; O; P; Q; R; S; T; U; V; W

Sommario/riassunto

Moving Materials is the guide to contemporary logistics management for libraries. Eleven experts in the field explore every aspect of this multi-million dollar function.