

Gloucester County Library MailLit FAQ

1. **How much staff and time is devoted each day to MailLit?** One staff member handles the MailLit operation, with the help of two backups and a volunteer. Circulation staff in the GCLS branches pick selections from the shelves daily as a part of their regular hold activities and place items in delivery for Mullica Hill. MailLit staff receive these items and run a daily report to ensure that all MailLit items are included. MailLit staff process each item, printing a packing report and mailing/postage label. At the end of each day, the MailLit items are transported to the post office. **Total staff time per day is approximately 3-4 hours.**
2. **What is the cost of supplies and postage?** Two sizes of Tyvek bags are utilized, as well as cardboard boxes for the larger shipments. Mailing labels are also purchased. We mail packages at library rate. Through the first 10 months of the service, the average cost of postage has been \$2.43 per package mailed and \$1.68 per circulation.
3. **What is the average number of items sent per package?** An average of 1.45 items have been mailed in each package.
4. **What is the average number of items sent per day?** Through 10 months, an average of 29 items have been mailed daily (20 packages). We send items Monday – Friday except days the library is closed. Mondays are the busiest days, with as many as 40 packages being mailed.
5. **What types of materials are people borrowing?** Overall, books make up the majority of items mailed (77%). DVDs have accounted for 14% of items loaned, with other media (music CDs, audiobooks, etc.) accounting for the remaining 9%.
6. **What types of packaging are used?** We have found that the Tyvek bags are indestructible and cheap. We use the type which are expandable, and they hold an amazing number of items. For larger shipments we use cardboard boxes. We wrap media in bubble wrap, but books are sent with the wrap. There has been very little damage to the materials.
7. **What is Endicia?** Endicia is one of several mailing software packages recommended by the USPS. Instead of a postage meter, Endicia utilizes a dedicated PC to generate postage. A subscription to Endicia costs less than \$200 per year and comes with free software called Dazzle. With Dazzle, each time you generate postage, your postage account at Dazzle is debited the appropriate amount. We enter a name/address at the same time we generate postage and a combined address/postage label is printed. Postage is added via an ACH Direct Debit withdrawal through the *Federal Automated Clearing House*. The advantage of this method is that there is no charge for the transaction. It takes just a few days to add postage in this fashion. Endicia is much cheaper than using a postage meter and it's much easier to use with a books by mail program.
8. **What ILS System do you use?** SirsiDynix Symphony