

SJRLC Books By Mail Demonstration Project FAQ

Our goal: To provide quantum leaps in convenient service for library customers through an incubator home delivery project.

Our objectives:

- To demonstrate that home delivery is an affordable and cost effective choice for libraries.
- To assist libraries in making the policy, cultural, budgetary and physical changes necessary to effectively manage, organize and deliver books by mail.
- To demonstrate use and customer satisfaction with a home delivery option.

Our demonstration libraries, Burlington County Library System and Gloucester County Library System:

- Provide a mailing option to their customers for any items in their collection which may be reserved online, in person or by phone.
- Allow online and phone placement of reserves/mailing for items currently in the library.
- Provide delivery to the home at no cost to their customers.
- Provide return mailers. Customers are responsible for return postage or they may return materials directly to book drops, branches, or bookmobiles.
- Mail items that are on the shelf within 24 hours of received request.
- Publicize the service to their user population.

Our timeline: The libraries were selected in December, 2007 and began providing mail service in June, 2008. Service has continued in 2009/2010.

Our budget: \$50,000 per library through June 30, 2009.

Our results: It's doable, it fits easily into the workflow, and customers love it!

See website for more details:

www.sjrlc.org/mail