



Delivery Standard Expectations

Pickup & Drop Off

Drivers have 5 minutes per stop. The longer the driver takes the more expensive delivery becomes. Failure to follow the expectations outlined below may result in partial or no delivery.

General Expectations

Libraries understand that SELCO is the contracted customer, problems issues or changes should be relayed to SELCO (via the Help Desk) and SELCO staff will handle communications with the delivery Route Manager.

Drivers are expected to either use a hand truck*, or use two hands to carry tubs properly.

Drivers will not call phone numbers or seek out someone to allow them access to the building.

Drivers will not open tubs under any circumstances. If library staff is struggling to open a tub they can request a metal lid opener from SELCO via the Help Desk.

Drivers will not take requests for empty tubs. Library staff will request empty tubs from the Help Desk.

Drivers will not wait for library staff to fill a tub, attempt to find space in another tub, move tubs to a pickup location, nor will they take loose materials [Big Books are an exception for loose material, but must be well protected for transport].

All materials must be placed in a SELCO tub or placed in a closed secure box clearly marked for SELCO, and placed in the pickup location, prior to the driver's arrival.

Do not send cash in delivery. Delivery tubs are often unattended. SELCO and Purple Mountain are not responsible for cash sent in delivery nor will a library be reimbursed. Libraries are responsible for turning patron cash payments etc. into a check or other form of payment.

Route Schedule Expectations: Times on the schedule are approximate. If your route has a SELS member participation in Delivery then expect Wednesdays to be possibly delayed. Drivers are expected to be at the library plus or minus one hour from the scheduled stop time. Inclement weather conditions anywhere on the route may delay delivery. SELCO staff are expected to communicate delays or other changes to routes and schedules as soon as they become aware of them. Libraries staff are expected to contact the Help Desk when delivery is more than 1 hour behind, or ahead, of their scheduled time.

Entrance Expectation: Drivers are expected to enter the front or main door of the library building, or the building housing the library. If drivers are not entering the front or main door, then the door will be clearly marked with the standard [SELCO Delivery sign](#). The standard sign is preferred, but other generic delivery signs are acceptable.

The entrance door and lock must be in full working order. There should be no explanations or tricks to ensure the door shuts properly and locks.

For SELS members the standard entrance is the Main Door, typically labeled door 1 at a School, to the office or the door closest to the loading dock. Variations from this standard need to be discussed with SELCO staff ahead of scheduled delivery.

Drivers are provided with hand trucks by the vendor to use at their discretion. The entrance door must be accessible via a hand truck.

Pathways to the door from the parking lot are expected to be clear enough for a hand truck to proceed. Only one door will be the defined entrance.

Key Expectations: Delivery drivers should have a key to the entrance door(s) of the library. If the library is unable to provide a key, then staff will need to be present at the library to allow the driver access to the building. If the driver does not have a key the library understands that there will be days when delivery is missed due to unforeseeable circumstances. The use of the key should not require explanation or instruction. Both the lock and the door should be in full working order. Drivers are expected to ensure the door is shut and locked properly when exiting a secure building.

Pickup and dropoff location expectations: Delivery drivers are expected to drop off and pick up tubs from the same location. That location should be directly inside the first door inside the library. [Exceptions to this are made on a case by case basis for

accessibility and safety reasons dependent on the structure of the library and must be documented in writing with SELCO.]

For SELS members the pickup and dropoff location is inside the main office. For safety and security reasons, delivery drivers are not allowed to walk through school buildings or other secure facilities to locate the office or media center.

Library staff will place tubs directly on the floor, as will the drivers. This ensures that hand trucks* may be used. Library staff are expected to move tubs from the floor to their processing location.

Wherever possible libraries should use the standard [SELCO Delivery signage](#) indicating pickup/dropoff locations. Delivery tubs are to be clearly marked that they are going TO SELCO, by flipping the tag on the lid. If closed boxes are being used they are to be clearly and largely labeled TO SELCO on the top of the box as well as one visible side.

Liability/Insurance

Beginning in September of 2021 SELCO will house the keys at the SELCO building overnight. They will be distributed to the delivery driver at the beginning of each day and collected at the end of the route, upon return to SELCO.

Purple Mountain maintains General Liability Insurance and Employee Bonding insurance as part of their contractual relationship with SELCO. SELCO also maintains insurance that covers negligence, damage or loss experienced by the loss of keys.

Should the library keys be lost SELCO will cover the cost of replacement and rekeying of library doors and may bill back Purple Mountain as appropriate.

Notes



*A Hand Truck has a platform that is flush with the floor. This allows the truck to slide underneath boxes or other flat objects.

Library staff means anyone who works at one of the Members participating in the ILS Libraries, or staff at locations who have signed SELS agreement to participate in delivery..

SELCO provides non standard route data to the Purple Mountain Route Manager who is responsible for communicating specific route data to the drivers. If your location would like to have something non standard, that needs to be discussed with SELCO staff. SELCO staff will have the final decision on if non standard requests are allowed and added to the route sheet or not.

Any questions or concerns regarding delivery or the delivery drivers should be addressed directly to SELCO staff who will relay that information to the Purple Mountain Route Manager. SELCO staff request you do not address concerns directly with drivers.

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