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# End Processing Toolkit

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VERSION 2.0  
DECEMBER 2020

**Workflows**

**Policies**

**Procedures**

## ACKNOWLEDGEMENTS

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*Alpine County Library*

*Beaumont Library District*

*Brawley Public Library*

*Camarena Memorial Public Library*

*Corona Public Library*

*Harrison Memorial Library*

*Humboldt County Library*

*Imperial Public Library*

*Kern County Library*

*Kings County Library*

*Lake County Library*

*Mendocino County Library*

*Mono County Library*

*Ontario City Library*

*Palo Verde Valley Library District*

*Plumas County Library*

*Redwood City Public Library*

*Riverside Public Library*

*Sacramento Public Library*

*Salinas Public Library*

*San Luis Obispo City – County Library*

*Santa Barbara Public Library*

*Santa Maria Public Library*

*Siskiyou County Library*

*Ventura County Library*

*Yolo County Library*

### End Processing Toolkit Working Group

This toolkit would not be possible without the help of the following End Processing Toolkit Working Group members who shared their time, knowledge, and experience:

*Jacquie Brinkley, NLS, Zip Books Project Manager*

*Mercy Nuesca, NLS, Zip Books Project Coordinator*

***Zip Books is a partnership between the California State Library and the NorthNet Library System. The opinions expressed herein do not necessarily reflect the position or policy of the State Library. The program is supported in whole or in part with California Library Services Act funds and administered by the California State Librarian.***



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# INTRODUCTION

## What is the Zip Books project?

*The Zip Books project is an alternative model for interlibrary loan service that bridges the gaps between a library's patron request service, a normal acquisitions process, and an outreach/home delivery service.*

It is based on the pilot project, “Zip Books—Digital Library of Northern California,” conducted by the Butte, Shasta and Humboldt County Libraries under a FY 2011/12 LSTA grant from the California State Library. The purpose was to identify and test efficient, cost-effective alternatives to traditional interlibrary loan delivery practices. One method tested was a “buy vs. borrow” model, where used books were ordered through Amazon, rather than requested through interlibrary loan, and shipped directly to patrons in good standing using the free Amazon Prime two-day delivery service whenever possible. Services were tracked, and the patrons were responsible for returning the books to the library when finished. The libraries would then decide whether to add the books to their collections or dispose of them in some other way (offering it to other Zip libraries, library book sale, etc.).

Zip Books is extremely popular with both libraries and patrons. It provides patrons with speedy access to materials they might not otherwise be able to get through the library, without the long wait often associated with traditional Interlibrary Loan (ILL) requests and local resource sharing systems like Link+. It is easy for library staff to administer. And since Amazon ships materials directly to the patron, it saves the effort and cost of packaging and mailing materials, or the need to require patrons to return to the library to pick up their requested materials. It adds a patron-driven collection development approach to a library's usual process, resulting in a collection more closely attuned to the needs of the local community. And it exposes library staff to patrons and materials they might not otherwise encounter, improving their ability to market library services and serve their communities.

### Program Contacts

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## What is the End Processing Toolkit?

*The End Processing Toolkit is a resource designed to assist participating libraries in determining the best end processing practices to implement in their local Zip Books programs in order to improve and streamline their collection development process.*

The toolkit is organized into four sections: introduction, end processing workflows, policies and procedures, and supporting documents. Best practices are shared throughout the toolkit and when various options are available, pros and cons are discussed so that libraries may determine the policies and procedures that would work best for them. While every effort has been made to cover all the possible aspects of end processing, local programs may be required to complete additional steps according to their own needs and standard procedures.



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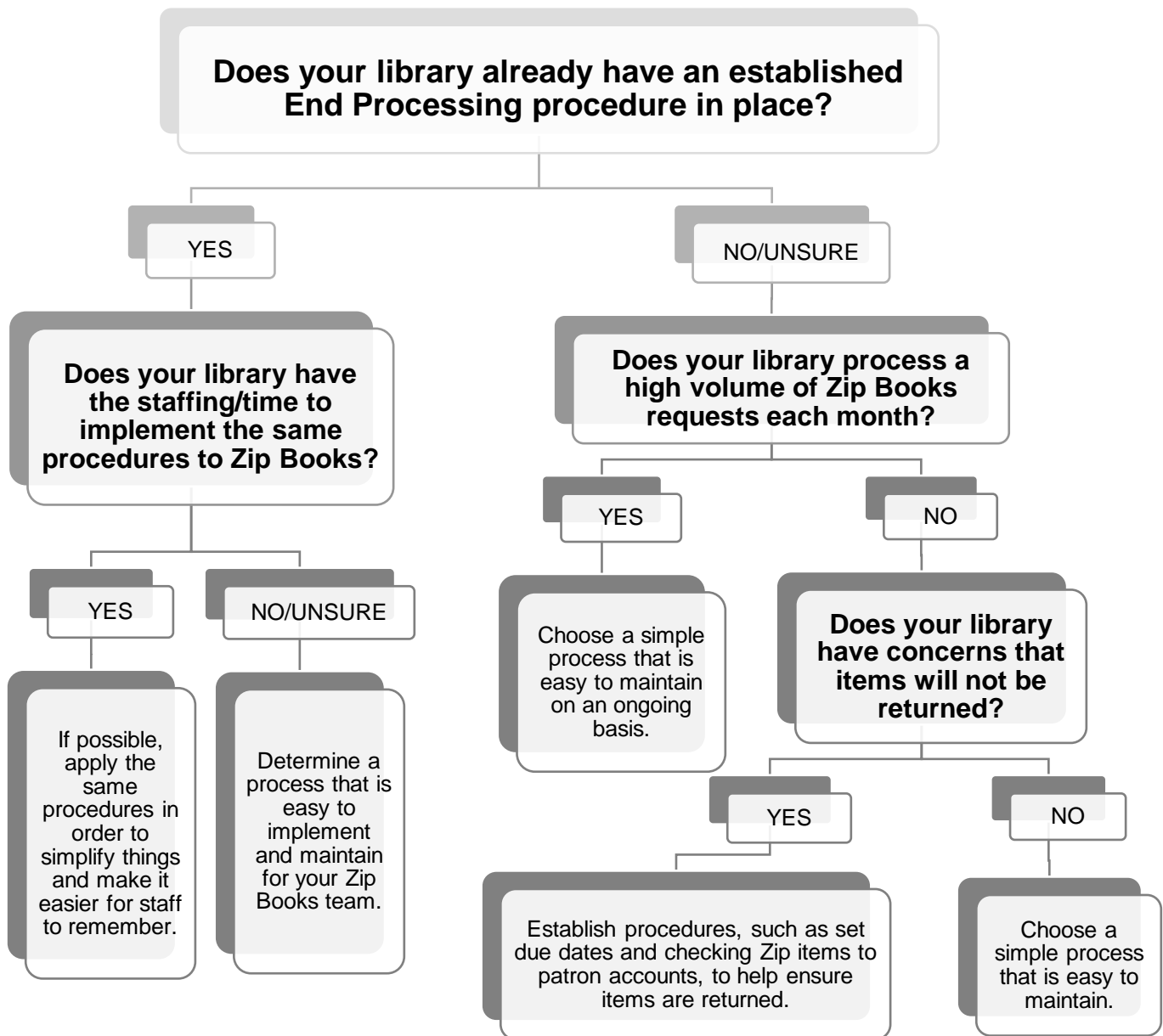
Photo courtesy of Christian Koszka, FreeTime Productions

Portions of this toolkit were pulled from the Onboarding Toolkit and Best Practices Toolkit and expanded with input from the State Library, the Zip Books Advisory Committee, the End Processing Toolkit Working Group, and library staff from various participating Zip Books libraries.

This toolkit was created with the overall goal of making Zip Books a more efficient and sustainable program. Additional information and resources can be found on the Zip Books website at: <https://northnetlibs.org/zip-books/>. The Zip Books Project Coordinator is always available to assist and provide guidance, if needed.

## Determining Best End Processing Practices for your Library

*This flow chart provides some guidance on deciding which best practices for end processing to implement in your library. Some libraries may already have established procedures that can easily be applied to their Zip Books program, while others may need to consider what is more manageable.*



## END PROCESSING WORKFLOWS

This following section demonstrates and discusses the two major end processing workflows that libraries may choose to implement in their Zip Books program.

Procedures may vary slightly for each library.

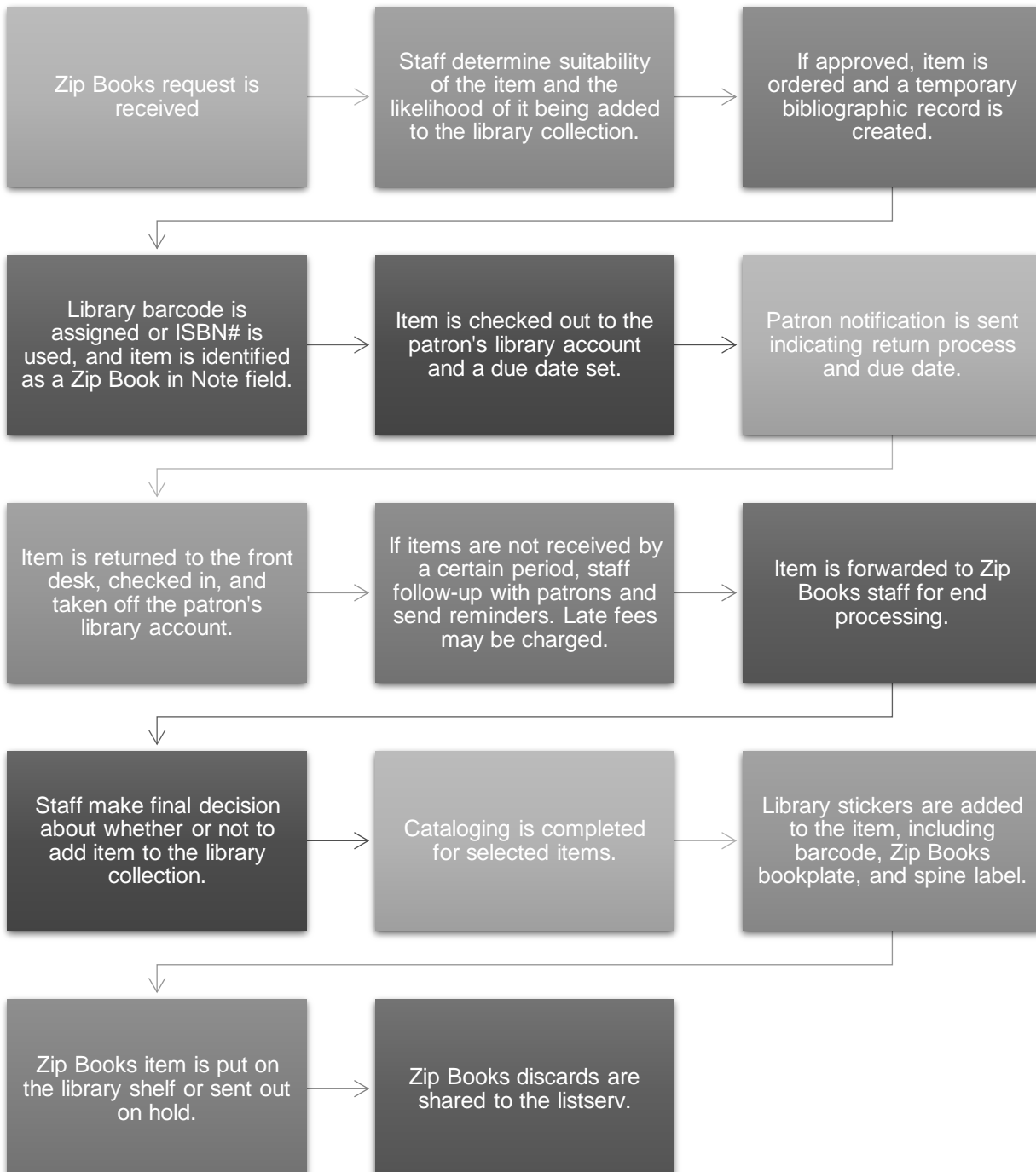


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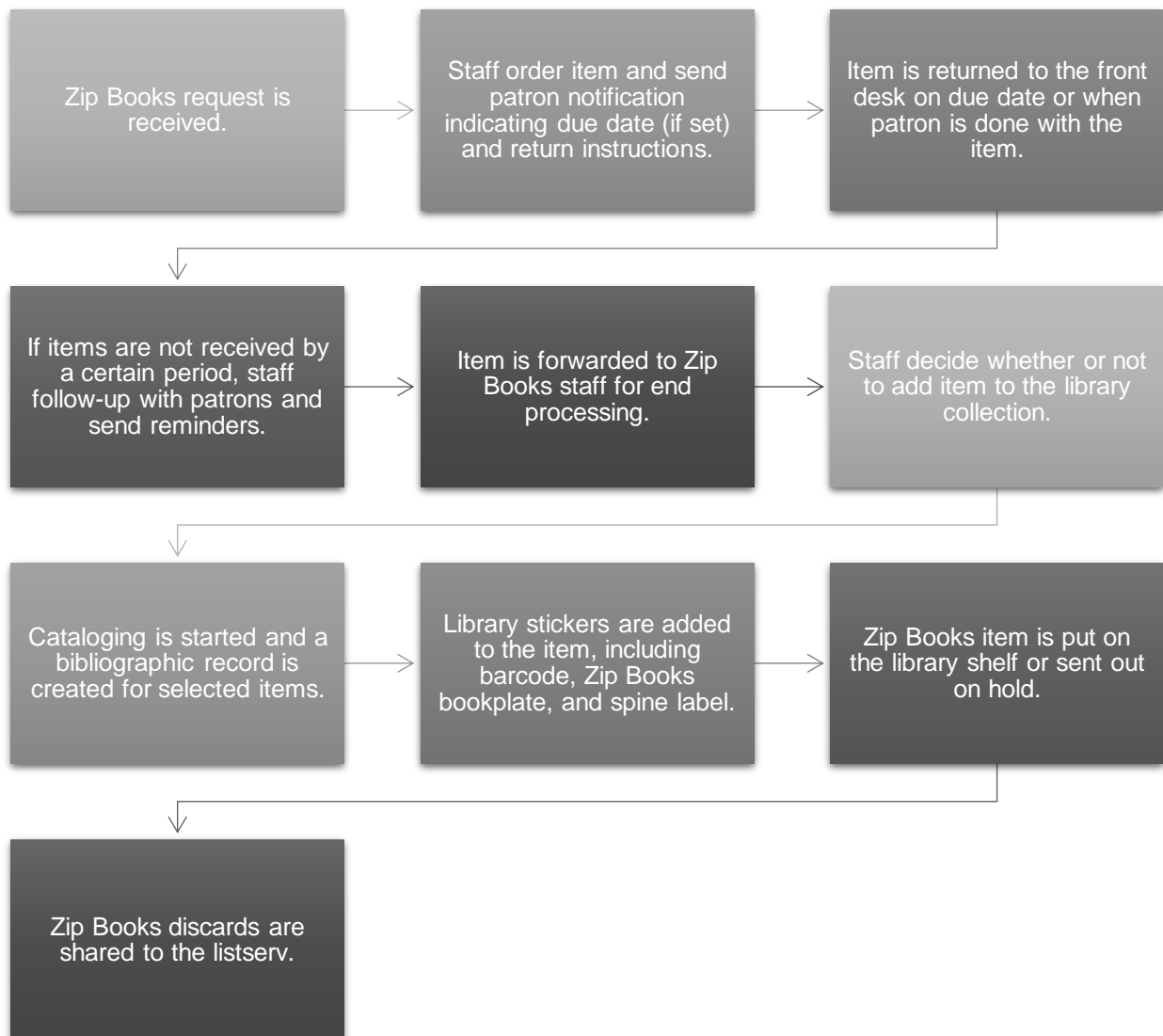
## WORKFLOW A

*This workflow is more common for small to medium-sized Zip Books libraries that process a minimal or average number of Zip Books requests a month.*



## WORKFLOW B

*This workflow is more streamlined than Workflow A and may be best suited for larger library systems that have multiple branches, or that process a high volume of Zip Books requests a month. This workflow might also work in situations where there is limited library staff to help with Zip Books or when you have a large influx of requests to get through quickly.*



## WORKFLOWS PROS AND CONS

*Given the diversity of the various participating libraries within the Zip Books project, NorthNet and the State Library recognize the need for individual library systems to establish their own program procedures that take into account their own resources, needs, and existing protocols. It is one of the great features of the Zip Books program that your library has the flexibility to find the right balance that works for you. What follows is a discussion of the various pros and cons to each end processing workflow.*

### Workflow A

#### Pros

- Patrons can see Zip Books items checked out on their library account.
- Patrons know when items are due.
- If renewals are allowed, patrons can renew items easily online.
- Other patrons can see the Zip Books items in the library catalog and place holds on them, which reduces the number of duplicate requests received.
- Staff can see that items are requested and expedite end processing to ensure item goes out on holds quickly.
- Knowing that the item is requested by another patron also assists staff with determining if items should be added to the library collection.

#### Cons

- Requires extra step when processing Zip Books requests.
- Limits the time that patrons may borrow their items.
- May also limit the amount of Zip Books requests processed and approved each month.

### Workflow B

#### Pros

- Saves staff time for processing Zip Books requests.
- If no due date is set, patrons can hold on to their Zip Books items for as long as they want or need it.

#### Cons

- Patrons may not be aware the item is a Zip Books unless notified by library staff.
- Possible issues may arise with patrons forgetting to return Zip Books items to the library or not returning them at all.
- Staff may be required to spend additional time following-up with patrons for outstanding materials.
- Zip Books items take longer to be added to library collections.
- Other patrons are required to wait longer to borrow Zip Books items.
- May result in more duplicate titles being requested and purchased.
- Number of Zip Books discards may also be higher.

# END PROCESSING POLICIES AND PROCEDURES

This following section discusses some of the end processing policies and procedures that can be implemented by your library. You will want to make sure to include your managers and collection development librarians in the decision-making process.



Photo courtesy of Christian Koszka, FreeTime Productions



## LENDING PERIODS

*Whether or not your library chooses to check out Zip Books requests to a patron's library account, you will still want to consider the lending periods for Zip Books items and whether due dates can be extended by request. The pros and cons of establishing due dates and allowing renewals are discussed below.*

### Due Dates

#### Pros

- Patrons know exactly when they should return their Zip Books items.
- If items are checked out to a patron's account, then the patron can see the Zip Books items listed as one of the items currently checked out to them.
- Having a set due date increases the likelihood of the item being returned.
- Set due dates also mean that Zip Books items are added to your library collection sooner.
- This in turn means that other patrons have access to the materials quicker.
- Set due dates can also mean there is less need for your program to spend funds on ordering duplicate items if multiple patrons request the same title.

#### Cons

- Setting due dates may require an extra step when processing Zip Books requests, especially if your library is checking the item out to a patron's account.
- This may limit the amount of Zip Books requests staff can process at one time.
- Due dates also limit the time that patrons may have with their Zip Books requests.

### *Best Practices*

- Set a definitive due date or time frame, even if items are not checked out to a patron's account. This helps to emphasize that items do not belong to the patron and must still be returned to the library in good condition.
- Allow patrons a slightly extended borrowing period than regular library items, such as 30 days or 6 weeks or 3 months, but not to exceed 6 months.
- Whatever lending period your library sets, be sure that patrons are aware of how long they can hold on to their Zip Books item and make it a point to follow-up on outstanding items.

## Allowing Renewals

### Pros

- Patrons can have as much time as they need with their Zip Books requests.
- Provides customer satisfaction knowing that they do not need to quickly read an item.

### Cons

- Allowing renewals means other patrons may need to wait longer to also borrow a request.
- This in turn may increase the number of duplicate requests received.
- It takes longer for items to be added to library collections.

### *Best Practice*

- Allow 1 or 2 renewals for Zip Books items if needed for a longer period of time but strive to not exceed a lending period of 6 months. This will give other patrons the opportunity to borrow the item. If still needed, the patron is always welcome to put a hold on the item for when it is available once more.

### *Supporting Documents*

- **Patron Notifications** (Attachment A)  
No matter whether or not due dates are established or renewals are allowed, it is very important for staff to notify their patrons about the Zip Books return process. This will hopefully eliminate confusion and ensure that items are returned properly. These are just some examples of how libraries have notified patrons about these procedures. Also included is a sample overdue notice that can be sent when patrons have not returned their Zip Books item by the due date or within a set timeframe, such as a year.
- **Patron Information Sheet** (Attachment B)  
Creating a program one-sheet or informational handout is another great way to inform patrons about the program lending periods and return process.

## SELECTION AND SUITABILITY

*Determining the selection and suitability of Zip Books items may simply depend on your library's normal end processing policies and procedures. However, if your program is given the freedom to decide the best practices that work for you, what follows is a discussion of some of the possible options and their pros and cons.*

### Determined When

#### *At Time of Request*

##### Pros

- Being selective about the requests that you fulfill and determining the suitability of the item at the beginning of the process allows you to weed out items that would most likely not be added to your collection.
- It also gives you the opportunity to weed out items that could or should be acquired another way, such as items that are more suited for "Purchase Suggestions" or traditional interlibrary loans.
- It decreases the number of discards that you will need to offer up to other libraries.
- May save your library money and help to stretch your Zip Books allocation even further, especially with higher costs items such as textbooks and manuals.
- Saves your staff time in the long run from processing requests.

##### Cons

- Determining an item's suitability at the time of the request does require additional effort at the beginning of the process.
- It limits the titles that patrons can get through the program, which may decrease customer satisfaction with the service.

#### *After Item is Returned*

##### Pros

- Waiting to determine the suitability of an item until after it is returned to the library helps to streamline the request process.
- It removes the need to research the item beforehand or coordinate with other staff/departments that may want input on what is selected.
- It increases customer satisfaction as it means requests are more likely to be approved and items received quickly.

##### Cons

- Determining the suitability of an item once it is returned means that additional time is spent during end processing instead of being spread across the entirety of the process.
- This in turn might mean that it takes longer for Zip Books items to get added to your library collection.
- Your program may end up spending funds on books that are not added to your collection.
- You may also be left with an increased number of discards that you will need to offer up to other libraries, which requires additional time and effort.

## *Best Practices*

- Some level of suitability should be considered at the time of the request, especially with regards to higher cost items or with textbooks, manuals, or anything of that nature.
- To streamline the “screening” process, your library could create a quick list of requirements that must be met in order for a request to be fulfilled. This is, of course, on top of the purchasing policies that are already set by the State Library and NorthNet. For example, your library might weed out requests for self-published items that would need additional cataloging, or items that are spiral-bound or stapled, which are less likely to be added to the library collection.
- Zip Books staff might choose to be more selective about the requests that they fulfill when they are nearing the end of their allocated funds or as a way to stretch out their funds further.
- No matter when selection and suitability is determined, it is important that the final status of a Zip Books request/item be noted as the California State Library does require libraries to track the total number of Zip items added to a library collection each month. This can be noted in your Zip Books tracking tool, but a monthly tally sheet can also be used.

## *Supporting Documents*

- **Zip Books Purchasing Policies** (Attachment C)  
Even before processing a Zip Books request, staff should make sure that the requested item is an allowable purchase according to the policies set forth by NorthNet and the State Library.
- **Zip Books Flowchart** (Attachment D)  
Consider creating some sort of flowchart for your Zip Books program that can help staff identify what tasks need to be completed and when. If you have multiple staff members on your Zip Books team, this can also be useful in delineating who is responsible for each step in the process.



## Determined by Whom

### *Zip Books Coordinator/Staff*

#### Pros

- Having the Zip Books Coordinator and/or staff determining the suitability of a Zip Books request or returned item keeps the process within the purview of those directly involved with the program and whom have a better understanding of Zip Books purchasing policies.
- Doing this means there is no need to coordinate with another department or staff member, which lessens the possibility of delays and miscommunications.
- It helps to further streamline end processing, meaning items may get added to the collection and in the hands of other patrons sooner.

#### Cons

- If your program is limited in the number of staff working on Zip Books, then this adds another step that they are responsible for completing.
- Depending on the popularity of your program, this could be difficult to manage, which could result in further delays in getting returned Zip Books items added to the collection.

### *Collection Development Librarian/Staff*

#### Pros

- If your library has a Collection Development Librarian or department, then having them involved with end processing means that Zip Books staff can share the responsibilities with another department, allowing them more time to focus on other Zip Books tasks.
- Your Collection Development Librarian or staff may also have a better understanding of your library's overall collection and more easily determine whether or not a Zip Book item would fit in your collection, and whether it would circulate or just take up space on your shelves.
- This would result in a more cohesive library collection.

#### Cons

- Having your Collection Development Librarian or department involved in the process would require procedures to be developed and the process coordinated so that there are no hiccups in the workflow.
- This would also mean relying on another department or staff member to track and collect data for you since libraries are required to report the statistics for the number of Zip items added to library collections each month.

## Best Practices

- No matter who your library appoints to determine the suitability of all Zip Books items, it is important that a person or persons be clearly designated in order to eliminate any confusion.
- If possible, using the same procedures already in place for your library would mean new procedures do not have to be developed just for your Zip Books program, which lessens the possibility for confusion amongst staff and delays in getting items processed in a timely manner.
- Creating a tiered system, in which highly suitable items are quickly processed and only mildly suitable items or titles that Zip Books staff are unsure about are forwarded to a collection development librarian for a second opinion, can help to save staff time.
- However, if your library has limited staffing, it is recommended that the responsibility for determining the selection and suitability of Zip items remain with the Zip Books Coordinator/Staff in order to help streamline the process and ensure that program policies and procedures are followed.

## Supporting Document

- **Zip Books Returns Form for Staff** (Attachment E)

If multiple people or departments are involved in the end processing of Zip Books items, developing a return form, such as the one in this example, may be useful in making those items more identifiable. It also gives other staff the opportunity to provide suggestions on whether an item should be considered for inclusion into the library collection.



Photo courtesy of Christian Koszka, FreeTime Productions

## Determined How

### *Use Existing Collection Development Policies/ Standards*

#### Pros

- Using your library's existing collection development policies and standards to determine the selection and suitability of Zip Books items ensures consistency and compliance in the items being added to your collection.
- Having only one set of collection development policies/standards to refer to means that the process can be streamlined without confusion or hesitation.

#### Cons

- Judging Zip Books items by collection development standards may mean that more items are discarded.
- This may also mean that you run the risk of ordering duplicates titles that have already been requested and discarded before.
- Likewise, if using your existing collection development standards to determine the suitability of an item at the time of the request, it may also mean that fewer requests are fulfilled, which could lead to patron dissatisfaction with the program.

### *All Items Added Approach*

#### Pros

- By choosing to simply add to your collection ALL Zip Books items returned to your library, you simplify end processing procedures and eliminate the need to determine the suitability of an item until a later date when your overall collection is weeded.
- This not only initially saves staff time, but it means that patrons will have the opportunity to borrow their requested items once again.
- This lessens the need to order duplicate items should the same or a different patron request the same item at a later date. So it could mean further time and money saved.

#### Cons

- Automatically adding Zip Books items to your library collection does mean that they will take up more space on your library shelves.
- This also means having to go through more items when weeding your library collection.
- This approach could also mean that you are spending staff time, funds, and materials (barcodes, stickers, etc.) to add items to your collection that may only get weeded in the future.

## Best Practices

- If collection development policies and standards exist, following them at the time that suitability is determined (when initially requested or when items are returned) is still recommended in order to make Zip Books procedures consistent with all other library procedures.
- If possible, simplifying procedures and making them consistent and easier to remember for all staff is always preferable, even if this means that fewer requests are approved or more items are discarded.



Photo courtesy of Christian Koszka, FreeTime Productions



## CATALOGING

*Cataloging Zip Books items may be as simple as following the existing end processing procedures established by your library. However, given that items are sent directly to patrons without the usual features that identify it as a library item, some libraries may choose to start on their cataloging procedures at the time of the request. What follows is a discussion of the pros and cons for doing this, as well as the benefits and drawbacks of utilizing Zip Books stickers and labels.*

### Creating Bibliographic Records

#### *At Time of Request*

##### Pros

- Creating a temporary bibliographic record at the time of the request means that you can find out if a bibliographic record exists or if a new one will need to be created, which can help you in making a decision or planning ahead.
- The major benefit for this is that you are able to check out requested items to a patron's account, which lessens the likelihood of items being lost, not returned, or returned improperly as they will be responsible for the item. It also provides a way for patrons to renew their requests.
- Another benefit is that the item will appear in your library's catalog, which allows others to put holds on an item. This may result in fewer duplicate items being requested and helps staff in identifying items that should be streamlined and added to the collection quicker.
- This also makes it easier for staff to search their library system and find any outstanding Zip Books items.

#### *After Items Returned*

##### Pros

- Waiting to create a bibliographic record until after an item is returned to the library helps to streamline the request process, which means more requests can be processed at a time and patrons can get their requests sooner.
- Staff benefit from doing things this way because it means they have more time for end processing and do not need to rush to get items out on holds.

## *At Time of Request*

### Cons

- The major drawback to this extra step is that it adds time to request processing, which may mean fewer requests are processed at a time.

## *After Items Returned*

### Cons

- The drawback to doing things this way is that it may increase the number of duplicate items requested and ordered, which may be a drain on staff time and program funds.
- This could increase discards that must be offered up to other participating libraries.
- Waiting to create bibliographic records can result in items take longer to get added to the collection, which means patrons have to wait longer to enjoy Zip items.

## *Best Practices*

- If time and staffing allows, creating a temporary bibliographic record at the time of the request and checking it out to a patron's account is recommended. This helps to ensure that more items are returned that can be added to a library's collection and enjoyed by others. You can assign the item a barcode, use the item ISBN number, or create a temporary barcode formula such as "lakezip1234567" where the numbers are the last 7 digits of the Amazon order.
- Whether or not you create a bibliographic record at the time of the request or after items are returned, it is still useful to add "Zip Books" to the Note field of your records so that it easy for staff to search for all Zip items in your library collection. Not only will you be able to quickly identify those outstanding items that you will need to follow-up on, but it can be useful in tracking circulation and usage statistics, and in building Zip Books dedicated library displays.

## *Supporting Documents*

- **Staff Procedures** (Attachment F)  
Detailed instructions on the end processing procedures can be created to provide guidance on the process to your staff. These useful local manuals could include step-by-step instructions, such as how to create a temporary bibliographic record and what that record should include.

## Zip Books Labels and Stickers

### Pros

- Using the provided Zip Books bookplate, or even creating your own Zip Books spine label, is a great way to market your Zip Books program and help patrons identify the items that have been purchased using grant funds.
- The use of a Zip Books spine label, like those created for YA items, makes it easier for patrons to browse Zip titles available on your shelves. This is especially useful if your library does not have the space available to create an ongoing Zip Books display.

### Cons

- Including a Zip Books label or bookplate sticker, however, does require extra time to complete and is an additional step to your normal end processing procedures.
- If your library is creating your own spine label, then this is also an added expense.
- This also requires staff to keep track of supplies in order to ensure that a continuous stock is available so that it does not further delay items being put on shelves.

### Best Practices

- If time allows, consider using either the Zip Books bookplate or a “ZIP” spine label to help identify Zip items and advertise the program.
- Consider creating your own bookplate, such as the mini bookplate, in order to make adding it to items quicker and easier for items with limited space, such as audiobooks. Digital files of all marketing materials, including customizable files, can be found online on the Zip Books website:

<https://northnetlibs.org/printed-marketing-materials/>

- Libraries that have been offering Zip Books for several years may not be as concerned with marketing their programs as they may have already built a solid base of users. If this is the case, then being able to save time by eliminating the Zip Books labels and stickers is preferable if it means being able to process more items quickly.



Photo courtesy of Christian Koszka, FreeTime Productions

- To request additional or replacement stock of any marketing materials, send an email to Jacquie Brinkley, the Zip Books Project Manager, at [brinkley@plpinfo.org](mailto:brinkley@plpinfo.org) indicating the type of materials needed and amount requesting. Materials are sent directly from the printers so libraries are asked to check their full stock to see if any additional materials will be needed in the following months.

## *Supporting Documents*

- **Zip Books Bookplate** (Attachment G)  
A sample of the provided Zip Books bookplate is shown. The existing bookplate can also be adapted if needed. Digital files are available on the Zip Books website, but requests for marketing files in specific format can be sent to Jacquie Brinkley at [brinkley@plpinfo.org](mailto:brinkley@plpinfo.org).
- **Alternative Bookplates** (Attachment H)  
If space is limited on some of the Zip Books items being added to your library collection, consider creating alternative bookplates that can be printed in-house, such as the mini bookplates created by Lake County Library.

## DISCARDS

*While we hope that a large percentage of the items acquired through your Zip Books program eventually end up on your library shelves, we also understand that not every item is appropriate for your collection or may not be in good enough condition to allow circulation. The State Library requires that items not chosen for your library collection must be offered to other participating Zip Books libraries. While items of poor condition can be weeded out, this section discusses the various options for dealing with those Zip Books discards that you will offer up for grabs.*

### Final Review (by manager or other staff)

#### Pros

- The benefit of having another set of eyes review your pile of discards is that it helps to catch discards that may actually be useful. For example, your manager or other staff member might determine that a Zip item could be suitable at another branch or in a different section of your collection that you had not considered.
- This in turn helps to decrease the number of discards that you will have to offer up to other libraries.

#### Cons

- Having a final review, however, is an added step in the process.
- It also requires additional coordination by your Zip Books team, and added time and labor from those who help to complete a final review.

#### *Best Practices*

- If your library jurisdiction has multiple branches, then having another set of eyes reviewing your Zip Books discards may be useful in catching those items that could be suitable in other branch collections. You could even consider initially sharing your discard list with your branch managers before offering it up to other Zip Books libraries.
- If there are items that you know straight away will most likely not be added to your library collection, then consider acquiring them another way to save your Zip Books program time and funds.



## Sharing Discards With

### *All Zip Libraries*

#### Pros

- By offering up your Zip Books discards to all the participating libraries, you increase the likelihood of a discard being picked up by someone else.
- Discard lists can also easily be shared with everyone via the Zip Books listserv.

#### Cons

- The biggest drawback or concern to offering up your discards to everyone is that it may result in increased spending to get items shipped to other libraries.
- It also requires time and effort getting those discards shipped.

### *Cooperative Library System (CLS)*

#### Pros

- Offering your Zip Books discards to just those participating libraries in your Cooperative Library System means that you can use local shipping options available to you, which may save you time and money.
- Another benefit is that it helps to keep Zip Books funds a little more local since the books are being added to other collections in your CLS.

#### Cons

- By only offering your Zip Books discards to other participating libraries in your CLS, it means you have a smaller pool of libraries to share them with, which decreases the likelihood that items will be picked up.
- Also, because you are only offering your discards to select libraries, you are unable to use the Zip Books listserv to share your discard list.

## Best Practices

- Whether you are offering up your discards to all participating Zip Books libraries or just those within your Cooperative Library System, it is still useful to use your own existing collection development policies to complete an initial weeding of your Zip Books discards. This could mean eliminating items of poor quality, such as damaged items, or those that you anticipate other libraries may not be interested in, such as self-published items or esoteric topics. What gets shared then are the best items available. Doing this may help to save everyone time as it lessens the number of discards you need to offer up and the number of titles that other libraries will need to read through.
- If time and shipping costs are a concern, we recommend sharing your discards with only those participating Zip Books libraries in your cooperative library system. Contact lists for your CLS can be requested from the Zip Books Project Coordinator.

## Supporting Documents

- **Commitment Letter** (Attachment I)  
Sharing Zip Books discards is one of the many other policies and procedures your library commits to following when joining the Zip Books program. This is detailed in the Participant Letter of Commitment shared in the Supporting Documents section.
- **Zip Books Libraries by Cooperative System** (Attachment J)  
A list of all participating Zip Books libraries organized into their respective cooperative library system is made available online on the Zip Books website at <https://northnetlibs.org/zip-books-about-us/>. Contact the Zip Books Project Coordinator to request the contact information for those libraries within your CLS.



Photo courtesy of Christian Koszka, FreeTime Productions

## Sharing Discards Using

### *Excel Spreadsheet*

#### Pros

- Since many libraries already use Excel to track their Zip Books requests, sharing your discards using Excel means you can easily copy and paste from your existing spreadsheet.
- Most staff are familiar with using Excel so it makes it easier to implement.

#### Cons

- The drawback to using Excel, however, is that it lacks browsability, which may mean fewer discards are picked up.
- Unless enough item details are provided, there may also be some confusion as to the specific editions being offered.
- Also, because there isn't a way to update your discard list, it may lead to some confusion as to what items are still available. You may end up receiving 5 emails requesting the same item and you will have to track who was first and let the others know that the item is no longer available.

### *Amazon Wish List*

#### Pros

- Using the Amazon Wish List option to share your Zip Books discards helps to ensure that the correct item is being shared since it allows you to link to the specific copy available.
- This also means that staff can easily read the item summary and reviews on Amazon, which not only helps in the decision-making process but may also increase the possibility of a discard being picked up.
- Some may also find it easier to browse the offerings this way instead of just having the titles listed.
- You have the ability to update your Wish List when items are picked up so other libraries know what items still remain.

#### Cons

- Since staff may not be as familiar with this Amazon feature, it may require some additional time to set-up and train your staff on how to use it.
- It may also require some extra time to keep up-to-date.

## *Best Practices*

- Both methods of sharing your Zip Books discards have their benefits and drawbacks so if you have no preference, instead consider what is most convenient for you or your staff to implement and maintain.
- No matter the method chosen, in order to make this process easier it is useful to save your discards to share all at once so that you only need to offer your discards a few times a year, depending on the number of discards you have.
- Be sure to include clear instructions on who libraries should contact if they are interested in a book, what information they should provide, and the deadline for contacting you.
- Information and instructions provided in your discard list should include details such as:
  - Item title and author
  - ISBN number
  - Publication date
  - Type of binding and format
  - Item condition
  - Other item notes
  - Who to contact if interested in an item and how to get in contact (phone/email)
  - What contact information is needed (name, shipping address, etc.)
  - The deadline to notify your interest in an item

## *Supporting Documents*

- **Zip Books Discards Lists** (Attachment K)  
Examples of the two most common discards lists are shown. Discards can also be shared by simply copying and pasting your list onto an email sent to the Zip Books Listserv at [zipbooks@listserv.plsinfo.org](mailto:zipbooks@listserv.plsinfo.org).

# Supporting Documents

## Attachments and Examples

The various documents included here were created by the Zip Books administrative team and participating Zip Books libraries across the state. Some documentation may not have the most current information. For the most up-to-date program documentation, go to the Zip Books website at <https://northnetlibs.org/zip-books/>.



Photo courtesy of Christian Koszka, FreeTime Productions



## Attachment A – Patron Notifications

*The following are sample patron notifications that can be sent by email, included in the Amazon order as a Gift Message, or sent by post. Creating template messages such as these in advance can help library staff save time and effort.*

# Customer Zip Books Messages

## Amazon Gift Message

Thank you for your request. Another Zip Book item cannot be requested until returned. Thank you, Redwood City Public Library when finished, please return the enclosed item(s) to the staff at the downtown RCPL front desk.

## Email Message to Customer:

Thank you for requesting a Zip Book. Your item is expected to arrive on MONTH DATE, YEAR. Keep the item as long as you want. When you are finished with the item, return it to a staff member at the front desk of the Redwood City Downtown Library and let them know it is a Zip Book. The item will then be taken off your record and you may request an additional item (Total of 3 per month). **If the Zip Book is returned in the self-check or outdoor book returns it will not be removed from your account. You would be responsible for the whole cost of the item if you want to use the service again.**

*Zip Books is a grant project provided in partnership with the California State Library and the NorthNet Library System. It is supported by California Library Services Act funds.*

## Lake County Sample Gift Message



### A gift for you

Hi [REDACTED], Please return this note &  
your ZIP BOOK -FATAL SCANDAL-  
to a library employee. This book is  
checked out to you, due 12/19/19  
barcode35253002770398 LAKE From  
Lake County Library

Print Notice 1:

**Lake County Library Zip Book request information**

Your request for

\_\_\_\_\_ will be filled by a Zip Book that will arrive in your mail \_\_\_\_\_

The book is checked out to you for 4 weeks. Due date \_\_\_\_\_

Save the Amazon paperwork that comes with the book.

When you finish the book, return it and the Amazon note to a library circulation employee. Please tell the employee that it's a Zip Book.

~~ from the Lake County Library interlibrary loan department. 263-8817 x 17106

**Shipper is** \_\_\_\_\_

Print Notice 2:

**Unable to obtain the item you requested at the Lake County Library**

You recently requested this title through Zip Books.

\_\_\_\_\_.

The library is not able to get this for you.

- There is no Amazon Prime-eligible copy.
- The price exceeds the limit for a Zip book.
- Amazon does not carry it.
- Out of print.
- This item isn't published in the format you requested.

The library might be able to borrow this from another library through interlibrary loans. The request form is on the Lake County Library website. All interlibrary loan items are now charged a \$3.00 postage fee when they arrive in Lake County.

Lake County Library, 1425 N. High Street, Lakeport CA 95453. 707-263-8817

July 20, 2017

Lake County Library  
Zip Book Department  
1425 North High Street  
Lakeport, CA 95453-3800  
707-263-8817 ext 17106



TO  
Patron  
Address  
City, state zip

Account Number

First Notice.

### Zip Book Overdue Notice

Your account is being charged for the following item.  
This item is now overdue.

If you have any questions, please contact the library.

jmc

Item	
<p>Title</p> <p>Author</p> <p>Call Number</p> <p>Library Barcode</p> <p>Charges</p> <p>Due Date</p>	

**Lakeport Library**  
1425 N. High Street  
Lakeport CA, 95453  
707-263-8817  
Tue, Thu-Sat 10am-5pm  
Wed 12n-8pm

**Redbud Library**  
14785 Burns Valley Road  
Clearlake, CA 95422  
707-994-5115  
Tue, Thu-Sat 10am-5pm  
Wed 12n-8pm

**Middletown Library**  
21267 Calistoga Road  
Middletown CA, 95461  
707-987-3674  
Tue - Fri 1-6pm  
Sat 10am-3pm

**Upper Lake Library**  
310 2<sup>nd</sup> St.  
Upper Lake CA, 95485  
707-275-2049  
Tue - Fri 1-6pm  
Sat 10am-3pm

	Please return this notice and the book to a library employee.
--	---

---

**Lakeport Library**  
1425 N. High Street  
Lakeport CA, 95453  
707-263-8817  
Tue, Thu-Sat 10am-5pm  
Wed 12n-8pm

**Redbud Library**  
14785 Burns Valley Road  
Clearlake, CA 95422  
707-994-5115  
Tue, Thu-Sat 10am-5pm  
Wed 12n-8pm

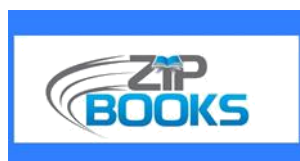
**Middletown Library**  
21267 Calistoga Road  
Middletown CA, 95461  
707-987-3674  
Tue - Fri 1-6pm  
Sat 10am-3pm

**Upper Lake Library**  
310 2<sup>nd</sup> St.  
Upper Lake CA, 95485  
707-275-2049  
Tue - Fri 1-6pm  
Sat 10am-3pm



## Attachment B – Patron Information Sheet

*The following is a simple example of a program one-sheet or informational handout that library staff can provide to patrons in order to give them an overview of the Zip Books program and how it works, including when and how items should be returned to the library.*



### How Zip Books Process Works:

Request a Zip Book at the circulation desk of any branch of the Kings County Library. You must have your library card in hand. Books that the San Joaquin Valley Library System does not yet own - and that are at least one year old - may be requested as Zip Books.

You are limited to one Zip Book at a time. You must return your Zip Book before you can request another.

You may request books in regular print format, large-print format, or audiobooks on CD.

Books costing over \$35.00, books out-of-print, or books that were published within the last 12 months may not be requested as Zip Books.

When your Zip Book arrives, a gift note in the book will say the book "Thank you for your Zip Books order. After 3 weeks, please return this slip & book to the Kings County Library" and that it is your library Zip Book. Keep the slip in the book until you return it to the Library.

Borrowers may request no more than one Zip Book per month.

Borrowers can keep the book for 3 (three) weeks.

### RETURNING YOUR ZIP BOOK

When you finish reading the book, return it to the staff at any Kings County Library circulation desk, with the Gift Slip in the book.

Do NOT return your Zip Book through the book drop.

You will be asked to complete the ZIP book survey.

After returning your Zip Book and completing the survey you are eligible to request another Zip Book when a month has passed.

At the Library's discretion the book will be added to the Library collection for future checkout or donated to the Friends of the Kings County Library.



## Attachment C – Purchasing Policies

The most up-to-date Purchasing Policies can be found online at <https://northnetlibs.org/policies-and-best-practices/>

### Zip Books Purchasing Policies for FY20-21

*This is an overview of the Zip Books purchasing policies as set by NorthNet Library System and the California State Library. With approval from the Zip Books Project Coordinator, libraries can adapt policies to fit their specific needs. In cases where policies are unclear or when specific situations fall into a grey area, library staff are encouraged to reach out to the Zip Books Project Coordinator for clarification or guidance on program policies and procedures. However, if faced with a time sensitive issue, staff may make their own call, choosing a course of action that provides customer service.*

#### 1. Zip Books users must be registered borrowers in good standing

- 1.1. This is generally defined as having a current library card with no more than \$5 in accumulated fines. However, libraries may choose to establish their own definition or restrictions, such as requiring the patron to be a resident of their jurisdiction.
- 1.2. Borrowers may request Zip Books on the same day their library cards are issued.
- 1.3. Libraries may choose to establish a two-strike policy that would withdraw the good standing (either temporarily or permanently) of Zip Books users who do not follow program policies or that have lost/damaged items.

#### 2. Allowable Zip Books purchases

- 2.1. Books available in tangible format – regular print, large print, or audiobook (MP3/CD/Playaway), including current titles in hardback or paperback and in any genre. E-books, E-audiobooks, CDs, DVDs, and any other non-book related items are not allowed unless purchased with local library funds. However, books that come with a CD/DVD included are allowed.
- 2.2. Items not already owned by your library or whose status is listed as LOST, including items available through a shared system but that are not owned by your individual jurisdiction
- 2.3. Prime and Non-Prime materials – so long as it can be purchased on the Amazon.com website and the cheapest shipping option is selected
- 2.4. Used copies – if they are in good condition. Note that items purchased from other Amazon sellers will not have an option to include a gift slip/message.
- 2.5. There are no restrictions as to genre. Current fiction is okay, but many libraries choose to limit requests to items not published in the last 6 months in order to weed out the core materials that would normally be ordered by your library.
- 2.6. Duplicate requests for unowned items are allowed up to 3 copies
- 2.7. Book sets can be purchased and are recommended if it is more cost-effective
- 2.8. Textbooks and Study Guides – if they are general enough in nature to appeal to a broad audience and will be added to your collection. Textbook rentals (printed or digital) are not allowed.
- 2.9. Adult fiction best sellers in alternative formats only (large print or audiobook/Playaway)

- 2.10. Non-fiction best sellers and young adult/children's best sellers in any format
- 2.11. Former best seller titles that are no longer on the New York Times Best Seller list or that have been on the New York Times Best Seller list for more than a year
- 2.12. Items from non-US vendors, such as foreign-language materials, so long as the cheapest shipping option is selected
- 2.13. Items that would have formerly been requested through interlibrary loan (includes current fiction/non-fiction if not part of a library's collection development focus or outside the scope of a library's ability to purchase with their own funds). You may continue to use traditional interlibrary loan at your discretion.
- 2.14. Exercise judgment when ordering items of higher cost, such as textbooks and study guides. Make sure that these titles or types of materials are appropriate for your collection.

### **3. Five item limit per patron, per month**

- 3.1. Libraries should monitor the number of Zip Books requested by a patron at any one time, and may determine the maximum number, with a maximum allowable of 5 items per customer per month.
- 3.2. Libraries can choose to allow patrons their maximum allowable items all at once, or limit it to one item at a time, depending on their own borrowing policies.
- 3.3. Libraries should take into account their budgeted allotment when determining item limits. Limits can be adjusted as needed so long as patrons are informed of any changes.

### **4. Two-tiered expenditure cap**

- 4.1. \$75 pre-tax and shipping for audiobooks and foreign-language items, and \$50 pre-tax and shipping for all other allowable items.
- 4.2. Higher per-item expenditures must be pre-approved by NorthNet. Should you wish to order an item more than the set expenditure cap, send the Project Coordinator an email ([nuesca@northnetlibs.org](mailto:nuesca@northnetlibs.org)) detailing what you want to purchase or a link to the item.

### **5. Shipping**

- 5.1. When placing orders, you should take advantage of the Amazon Prime free two-day shipping option whenever possible. If the free two-day shipping option is not available, select standard shipping. You should not use expedited shipping.
- 5.2. Items should be shipped directly to the customer from Amazon and not to the library first for processing.
- 5.3. If it is in the best interest of the patron, exceptions may be made and items can be shipped to the library, a PO Box, or Amazon Locker (i.e....unsafe for deliveries to be made, patron request for personal reasons). Some sort of indication should be made on the shipping label identifying this as a Zip Books request so as to not raise any red flags when our Fiscal Dept reviews monthly reports. For example, the shipping name would be entered as "Patron Name – ZIP" or "Library Branch Name – ATTN: Zip Books".

- 5.4. If the patron is requesting multiple items and your library allows more than one request at the same time, a bulk order can be processed for convenience.

## 6. Staff requests

- 6.1. Library staff members that are also patrons may be allowed to request Zip Books for personal use only and should be limited to no more than 1 or 2 items per month.
- 6.2. Staff requests should be monitored onsite by the Zip Books coordinator. This will help to ensure that grant funds are used as intended.
- 6.3. Library volunteers are also allowed to request Zip Books for personal use only and are not subject to the 2 item staff limit.

## 7. Zip Books Discards

- 7.1. Items not added to your library collection should first be offered to other participating Zip Books libraries within your consortium or throughout the state prior to donating it to your Friends of the Library.
- 7.2. To help save on labor and shipping costs, libraries are welcome to share Zip Books discards with other participating libraries within their cooperative system instead of making them available to all libraries, allowing you to take advantage of your local shipping resources.
- 7.3. Items deemed too damaged for inclusion into a library collection, such as water-damaged books, do not need to be offered to other libraries and can instead be donated/discarded according to staff discretion.
- 7.4. Libraries may choose to give patrons the option to purchase their requested Zip Books if it is not added to their library collection. The price charged should be the exact amount paid by the library at the time of purchasing. Funds received should be put back into your library's collection development budget towards purchasing more materials. We are unable to add funds back to your Zip Books allocation at this time.

## 8. Using Local Library Funds

- 8.1. Libraries using local library funds to supplement their Zip Books program may choose to expand Zip Books parameters if they wish, such as allowing requests for DVDs and e-books.
- 8.2. If Zip Books parameters are expanded, you must make some sort of distinction on your program webpage and other program materials indicating that these exceptions are only being allowed while your library is using your own funds.

## Attachment D – Zip Books Flowchart

*This simple flowchart was created by Lake County Library to give their staff a basic outline of the Zip Books order process from beginning to end.*

### Zip Books Flowchart—Lake County Library

This is a basic outline of the Zip order process.

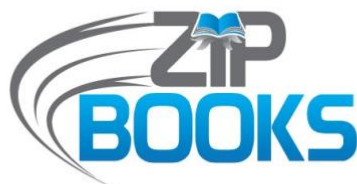
Refer to the Zip instruction manual for full details.

1	Go to list of Zip requests	
2	Horizon: Does the patron have fines over \$10 or excess CKOs? No. Proceed below.	YES. Notify patron fines need to be paid or items returned before Zip request can be processed. Yes →
3	Horizon: Does the patron have 2 Zip books checked out?, or have had 5 this month? NO. Proceed below.	YES. Flag the new request as WAIT.
4	Horizon: Is the book available at any Lake County branch? NO. Proceed below.	YES. Request the book in Horizon for the patron. Inform patron that we aren't doing it as a Zip Book
5	Amazon: Is the book available in Amazon, preferably in Prime? YES. Proceed below.	NO. Suggest interlibrary loan to the patron.
6	Amazon: Is the price more than \$50.00 [book] \$75 [BOCD]? NO. Proceed below.	YES. Ask Zip admin for permission to order. APPROVED. Proceed to ordering. NOT APPROVED. Suggest interlibrary loan to the patron.
7	OCLC Connexion: Is there a bibliographic record for the book if it's not in Horizon?	NO. We can't order it unless it's a local author. ILL probably isn't an option either. Notify patron.
8	OCLC Connexion: Export the bib record.	
9	Amazon: place the order including a gift receipt with the Zip information, if Amazon offers that choice.	
10	Amazon: Save the Amazon invoice as a PDF. Use "Fill & Sign" -Write the branch assignment & call number on the invoice.	
11	Cataloging shortcut & Horizon: Import the bib record into Horizon.	
12	Horizon: Attach the book barcode to the bib record.	
13	Horizon: Check the book out to the patron.	
14	Horizon: when book is returned, determine if library will keep or decline. Process the keepers.	



## Attachment E – Zip Books Returns Form for Staff

A return form such as this can be used by your library to assist with your End Processing Procedures and help to identify Zip Books returns that will need to be evaluated to determine where they should go.



### FOR ZIP RETURNS - STAFF USE ONLY

(updated 9/22/15)

Please complete this portion and return it along with ZIP Book to *materials & collection development* at the Ukiah Library. Borrower's next request cannot be processed until this survey and returned ZIP Book are received.

Branch:

Date:

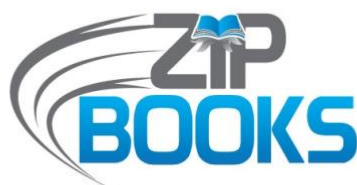
Patron Name:

Library Card #:

ZIP Book Title:

We would like to add this title to the collection

Patron would like to purchase ZIP Book if not added to another library's collection



### FOR ZIP RETURNS - STAFF USE ONLY

(updated 9/22/15)

Please complete this portion and return it along with ZIP Book to *materials & collection development* at the Ukiah Library. Borrower's next request cannot be processed until this survey and returned ZIP Book are received.

Branch:

Date:

Patron Name:

Library Card #:

ZIP Book Title:

We would like to add this title to the collection

Patron would like to purchase ZIP Book if not added to another library's collection

## Attachment F – Staff Procedures

*The following are examples of procedural documents created by Lake County Library and Mendocino County Library in order to orient their staff on local processing procedures and policies, including cataloging.*

### Lake County Library Zip Books Manual

April 2018

#### **Placing Amazon orders.**

I usually place Zip orders once or twice a week, in a batch. To do a Zip order you need:

- The Zip requests Google spreadsheet online
- Amazon
- OCLC Connexion
- OCLC cataloguing utility [the “suitcase”]
- Horizon

In Zip Requests response Google forms spreadsheet, sort by PATRON NAME [click the upper left corner of the spreadsheet where the numbered rows and lettered columns join. Click the DATA menu. Choose Sort by COLUMN D. Each patron can have two active Zip requests, that is, items that are checked out to their cards.

#### **Patron Requests**

Go through the list of patrons to see which patrons have unprocessed requests. Look up each patron in Horizon to check for fines and fees over \$10. Check to see if the patron has a Zip Book checked out. If the patron’s account is good and has no more than 1 Zip Book, you can place the Zip order in Amazon. You can spot Zip Books because the I-type shows as LZIP.

Check Horizon to see if the book is available there. If so, request it in Horizon for the patron. In the patron request spreadsheet, type HORIZON in the Status cell. Highlight the request details and choose Strikethrough to cross out the text. Fill the request detail cells with light orange. Do not delete the text; you might need to refer to the request in the future. Retain the request information for about 6 months because sometimes you will need to refer to it.

If the patron has Zip Books CKO, find the new request(s) in the spreadsheet, enter WAIT in the Status cell, and fill it with lime green.

If the patron has outstanding fines, fill the Status cell in turquoise. Type FINES in the Notes cell and fill with turquoise.

When the patron clears the fines or returns a Zip Book, you can fill the next request.

### **Amazon Search**

Go to Amazon. Search for the patron's item.

If the item is in Amazon Prime and the price is under \$35, we can order it. If the item is \$35 or more, we have to email the Zip Books Project Coordinator to ask permission to order it.

If the item is not published yet, go to the patron spreadsheet and enter the projected publication date in the Notes cell and fill that request with turquoise. Type PENDING in the Status cell.

### **OCLC Records**

When we order something from Amazon, we also download the OCLC MARC record into Horizon. If there is no OCLC record we can't order the book UNLESS IT'S BY A LOCAL AUTHOR. [Sonoma County Library will do special cataloguing on those items] Find and export the OCLC record that matches the Amazon item. When you finish placing Amazon orders, import the OCLC records into Horizon.

### **Amazon Ordering**

Find the item. Select **Amazon Prime** copies only, \$35 or under. Select **new** items, **hard cover** if possible. Put it in the cart. Proceed to checkout. Choose the patron from the list of addresses, or add a new patron [look near the bottom of the page for the link.] Use the Zip Visa card [number xxxx in the password book] for existing patrons, or enter it for new patrons. Choose **Use this payment method**. Click on **Add a Gift Receipt**. Edit the text for the gift receipt:

*Dear Patron. Your ZIP BOOK ~TITLE~ is checked out on your library card and is due DATE 4 weeks from order date. The barcode is 25253000xxxxxx. Please return this note & the book to a library employee. From Lake County Library 263-8817.*

Get a barcode from the roll. Scan it into the gift receipt] [NOTE if the gift message is too long, the Save button will be grayed out. Delete some spaces and it should clear the problem.]

Place the Amazon order.

To print the invoice:

In Amazon-

1. Click Review or edit your order.
2. View or Print Invoice.
3. Print this page for your records.
4. Print.

Paper clip the barcode to the invoice.

- Get the **Call Number info from the OCLC online record** and write it on the invoice.
- Write the OCLC number on the invoice in case you need to refer to it later.

In the Zip spreadsheet, type ORDERED in the Status cell. Highlight and Strikethrough the text of the request details. Clear any colored fill.

### **Horizon: Begin the processing.**

Import the OCLC MARC records. In the Copy Item List create a new item using the barcode assigned to that book. Change the record so the I-type is LZIP and use the real collection code. Use the price that's on the invoice.

CKO to patron with the Zip barcode.

DETAILS.

### **Horizon: Zip Books to finish processing.**

After patron returns the book, make sure book is checked in. Pull the Amazon invoice from the Zip Books file on the ILL processing cart.

[We do not process all Zip Books; not all mass-market paperbacks and graphic novels are automatically processed. Other items might not be useful for our collection. Christopher is the ultimate authority on that choice.]

In Horizon open the item record. Edit to change the I-type to L21DAY. *Books published within the last two years should go in the NEW collection.* Change the price to match the price on the book instead of the Amazon Prime price.

Attach the usual stamps and library labels. Put a Zip Book bookplate in the front of the book. Bookplate master is in the E drive LOCATION. Enter the Zip books in the Library Statistics spreadsheet.

**Zip Title Spreadsheet.** This is on the E Drive. It lists books ordered in the Zip Books, if they are accessioned, if the Zip bookplate has been applied.

### **Other Zip Book tasks**

Check the Amazon orders on the Lake County Library Zip account regularly to make sure the books are being delivered to the patrons. You can see the tracking information. Follow up if the books are delayed. See How to Find Amazon Help below.

Check the **Zip Books Gmail** account regularly [lakelibzipbks@gmail.com, *fastlibros*]. Delete routine order confirmation/shipping/delivery emails. Watch for messages about delivery delays and problems and follow up as needed.

*Amazon Order reports. In Amazon create order reports to see how we're spending our allotment, see who is ordering, etc. Go to Account and Lists > Your Account > Ordering and shopping preferences > Download order reports*

**Amazon Invoices.** Go through the file of Amazon Zip invoices monthly to see if items are getting back to the library.

### **How to find Amazon help.**

Amazon has a help desk but it's very well hidden. INSTRUCTIONS.

## MENDOCINO COUNTY STAFF INSTRUCTIONS

### ZIP BOOK INSTRUCTION

1. Previous zip return?
2. Does it qualify \$
3. Search in Horizon
4. Check account for mg borrower type and fees (\$10 or less)
5. Check address in Horizon – call if different
6. Add to cart
7. Check this is a gift (if avail)
8. Create new item in Horizon and add barcode, Title: \* (MENDO ZIP)
9. Double click item to edit due date
10. Type free personal message (if avail) highlight due date and add barcode
11. Order
12. Edit item w/send to Copy/Item list  
    Itype mzip, collection ill, checkin note “SEND BACK TO UKIAH (#\*)”
13. Add info to excel spreadsheet
14. Email note or call patron
15. File the email

### Amazon.com Gift Note

Thank you for your Zip Book request. This book is checked out to you (**barcode: \* ZIP**) and **due by \***. Please hand to library staff for them to check in. Enjoy! MENDOCINO COUNTY LIBRARY

Hello ^,

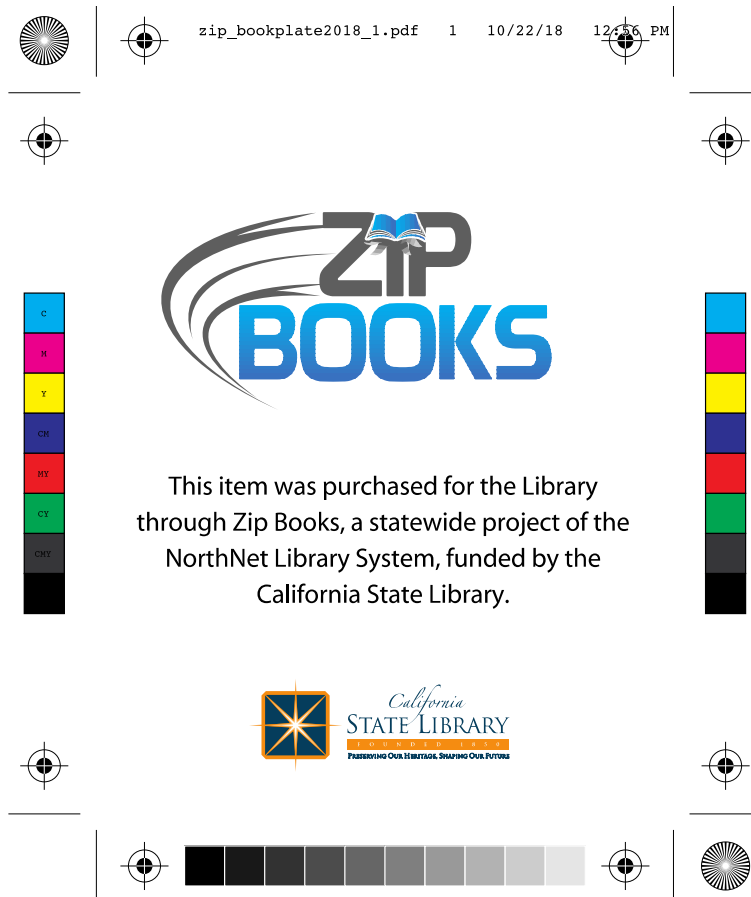
The Mendocino County Library has processed your Zip Book request today. The item ^ by ^ should be delivered via Amazon to your address within a few days. This item is checked out to your library account and is **due by ^**. *This item is subject to the usual library late fees and replacement costs.* Please return the item (with the enclosed packing slips if available) by handing it directly to staff at any branch of the Mendocino County Library. It may then be added to the county library collection or passed along to another Zip library. For more information, please contact [707-472-0143](tel:707-472-0143).

Zip Books is a grant project provided in partnership with the California State Library and the NorthNet Library System. It is supported by California Library Services Act funds.

Thank you and enjoy!

## Attachment G – Zip Books Bookplate

Zip Books makes available as one of its marketing materials a bookplate that can be attached to items added to your library collection. Digital copies of these marketing materials, including customizable bookplates, can also be found online at <https://northnetlibs.org/printed-marketing-materials/>.





## Attachment H – Alternative Bookplates

*These are additional examples of bookplates that libraries have adapted and created in order to place on items that may not have the space for a normal-sized bookplate. Digital copies of these bookplates can also be found online at <https://northnetlibs.org/printed-marketing-materials/>.*



This item was purchased for the Library through Zip Books, a statewide project of the NorthNet Library System, funded by the California State Library.



This item was purchased for the Library through Zip Books, a statewide project of the NorthNet Library System, funded by the California State Library.



This item was purchased for the Library through Zip Books, a statewide project of the NorthNet Library System, funded by the California State Library.



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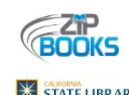
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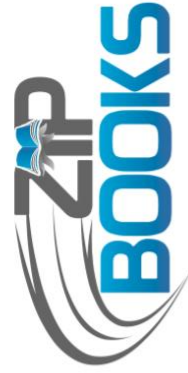
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## Attachment I - Commitment Letter

*This is an example of the Zip Books Participant Letter of Commitment that all libraries are required to sign and keep on file.*



### Zip Books Project Participant Letter of Commitment

On behalf of the \_\_\_\_\_, I agree to support the goals of the Zip Books Project (a project to test an alternative to traditional interlibrary loan services). Specifically, I certify the Library's commitment to each of the points listed below for the period of July 1, 2019 – June 30, 2020:

- 1) The Library will assign at least two staff members, one supervisory and one support staff, to participate in the project. One of these shall be designated as the Library's primary contact for project activities. The Library will inform the project coordinators at NorthNet if there are any changes to the staffing assigned to the project.
- 2) The Library will provide release time, space, and computer support for all assigned staff members, for any online project meetings or conference calls scheduled by NorthNet/California State Library. And assigned staff will attend online meetings/conference calls as required by NorthNet/California State Library.
- 3) The Library will ensure that staff members follow the policies, procedures and guidelines as outlined in the project documentation (<https://northnetlibs.org/zip-books/>) and as communicated via listserv and e-mail by the project grant monitor at the State Library and the project coordinators at NorthNet.
- 4) The Library will regularly monitor its Zip Books purchases, to stay within its allocated funds for the project year, and notify the project coordinators at NorthNet if they are encountering any delays, difficulties, or anticipated over expenditure or under expenditure of funds.
- 5) The Library will work to expend the full amount allocated to their program within the stated time. NorthNet/California State Library reserves the right to reallocate unspent funds to address the funding needs of other libraries.

- 6) The Library will offer any Zip Books purchases not added to their collection to other participating Zip Books Libraries throughout the state or within their consortium prior to donating it to their Friends of the Library.
- 7) The Library will keep project statistics as specified by NorthNet and the California State Library, and report them as requested.
- 8) The Library will participate in mid- and end-of-project surveys.
- 9) The Library will complete and submit all requested project documents and the final project survey, by the requested deadlines, including monthly invoices and order history reports.

Further, as the Library Director and/or designee, I personally will monitor the project activities and participate as much as possible.

Director Name: \_\_\_\_\_

Director Signature: \_\_\_\_\_

Designee Name: \_\_\_\_\_

Designee Signature: \_\_\_\_\_

Date:

Library:

## Attachment J – Zip Books Libraries by Cooperative System

The following is a list of participating Zip Books libraries organized by their respective cooperative library system. The most current list can be found online at <https://northnetlibs.org/zip-books-about-us/>

### Zip Books Libraries by Cooperative System

*This is a list of all the libraries currently participating in the Zip Books program, distinguished by their cooperative system.*

#### **NorthNet Library System**

Alpine County Library & Archives	Placer County Library
Butte County Library	Plumas County Library
Colusa County Free Library	Roseville Public Library
Del Norte County Library	Sacramento Public Library
El Dorado County Library	San Rafael Public Library
Folsom Public Library	Shasta Public Libraries
Humboldt County Library	Siskiyou County Free Library
Lake County Library	Sutter County Library
Lassen Library District	Tehama County Library
Lincoln Public Library	Trinity County Library
Mendocino County Library	Willows Public Library
Modoc County Library	Woodland Public Library
Mono County Free Library	Yolo County Library
Nevada County Library	Yuba County Library
Orland Public Library	

#### **Pacific Library Partnership**

Harrison Memorial Library	Pacific Grove Public Library
Los Gatos Public Library	Redwood City Public Library
Monterey County Free Library	Salinas Public Library
Monterey Public Library	San Benito County Free Library

#### **49-99 Cooperative Library System**

Amador County Library	Stanislaus County Library
Calaveras County Library	Tuolumne County Library

#### **San Joaquin Valley Library System**

Kern County Library	Merced County Library
Kings County Library	Tulare County Free Library
Madera County Library	

#### **Black Gold Cooperative Library System**

Blanchard / Santa Paula Public Library District	Paso Robles Library
Goleta Valley Library	San Luis Obispo City - County Library
Lompoc Public Library	Santa Barbara Public Library
	Santa Maria Public Library

***Southern California Library Cooperative***

Camarillo Public Library  
Long Beach Public Library

Ventura County Library

***Santiago Library System***

*Placentia Library District*

***Inland Library System***

Banning Library District  
Beaumont Library District  
Corona Public Library  
Inyo County Free Library  
Murrieta Public Library

Ontario City Library  
Palo Verde Valley Public Library  
Riverside County Library System  
Riverside Public Library  
Victorville City Library

***Serra Cooperative Library System***

Brawley Public Library  
Camarena Memorial Public Library  
(Calexico)  
Chula Vista Public Library

El Centro Public Library  
Imperial County Library  
Imperial Public Library

If you have any questions, please contact the Zip Books Project Coordinator ([nuesca@northnetlibs.org](mailto:nuesca@northnetlibs.org)).



## Attachment K – Zip Books Discards Lists

The following are examples of Zip Books Discards lists that are shared using the Zip Books listserv. Discards lists can be shared via Excel format, Amazon Wish List, and more.

Zip Books available from Shasta Public Libraries					
Title	Author	ISBN	Year	Binding	Condition
Blink	Dekker, Ted	9780849943713	2002	paperback	good condition, some page yellowing
A Ringing Glass: The Life of Rainer Maria Rilke...	Prater, Donald	198158912	1994	paperback	fair condition, yellow highlighting
A Warmth in Winter	Copeland, Lori	9780849943065	2001	paperback	fair condition, ex-library
Blue Gold	Cussler, Clive		2000	audiobook cds	4 audio cds, abridged
Horse of a Different Color: Reminiscences of a Kansas C	Moody, Ralph	9780803282179	1994	paperback	good condition, cover creasing
How to Train Your Viking (by Toothless)	Cowell, Cressida	9780340917466	2006	paperback	fair, cover creased and scored
INFJ 101	HowExpert Press & Lindsa	9781545143711	2019	paperback	like new
Lake Shasta Caverns	Winther, Radar		1970	pamphlet	good condition
Preston Bound	Diaz, Hernan	9781980587736	2019	paperback	like new
Price Guide for Insulators: A History and Guide to Nor	McDougall, John & Carol		1995	spiral bound	like new
Real Ponies Don't Go Oink!	McManus, Patrick	805016511	1991	hardback	like new
Seven Days to Confidence: Practical Strategies to Tran	Taylor, Ros	9780756787486	2000	hardback	like new
The Chocolate Touch	Catling, Patrick Skene	9780688161330	2006	paperback	good
The House of Mirrors (Ulysses Moore #3)	Moore, Ulysses	9780439776721	2005	paperback	good, light cover creasing
The Isle of Masks (Ulysses Moore #4)	Moore, Ulysses	9780439776714	2006	paperback	very good
Teach Like Finland. 33 Simple Strategies for Joyful Clas	Walker, Timothy D.	9781324001256	2017	hardback	like new except for blue marker on 1st page and back of dust jacket
The Testament of Jesse Lamb: A Novel	Rogers, Jane	9780062130808	2011	paperback	like new
Tolkien's Failed Quest	Jones, E. Michael	9781521406816	2017	paperback	very good, 28 pgs.
Wolf to the Slaughter	Rendell, Ruth	9780099534822	2009	mass market paperback	fair, stickers on cover, creased spine
How to Write a Movie in 21 Days	King, Viki	9780062730664	2001	paperback	good
No Promises in the Wind	Hunt, Irene	9780425099698	1993	mass market paperback	good

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