

Direct shipments and billing from Baker & Taylor and Brodart

Your order shipments will continue to come directly to your library, with an invoice now included for each shipment. (We will likely have to send copies to you temporarily, to allow the vendors time to make the account changes, and until the B&T shared accounts are changed to individual accounts.)

Baker & Taylor ships exclusively by UPS; Brodart uses a combination of UPS and USPS. If your mailing address is a Post Office box, Brodart shipments can be sent to CCLS, and the packages sent, unopened, via the delivery truck.

The CCLS processing staff will continue to update ("receive") Sirsi order records, and load MARC records with your bar-code numbers attached. This will remove "on-order" messages from the OPAC.

CCLS will no longer pay the invoices for your Baker & Taylor and Brodart accounts.

The processing department will send you a weekly packing list of items for which we have received invoices for you, with B&T and Brodart items listed with a cost of \$0.00 each. Your processing costs will be included on your vendor invoices.

Other vendors' items shipped to CCLS will still be billed monthly from CCLS.

As before, when your shipments arrive, you will need to:

1. Match your delivered items to the enclosed invoice from Baker & Taylor or Brodart.
 - a. NOTE: If your invoice is missing, contact Chris for a duplicate copy.
 - b. We will send our invoice copies on to you, to match against your received shipments. This will help to identify a missing shipment, if one should occur.
2. Check for any defects (loose, mis-bound or missing pages, unreadable pages, loose bindings, etc.)
3. Check for proper labels, in the correct places.
4. When the MARC record and bar-code have been loaded, make any necessary changes to the item record. It may take 48 hours to load MARC records, depending on the speed of the shipper. (B&T MARC records tend to take longer to arrive at CCLS than those from Brodart.)
5. Make arrangements to pay Baker & Taylor and/or Brodart.

If you discover any problems, please contact Chris immediately! We, as well as our vendors, request to be notified as soon as possible. The processing department will deal with correcting any errors. The processing staff is experienced in dealing with these issues, and has the advantage of seeing error patterns developing. We will contact the vendors ASAP to resolve a problem and prevent it from recurring. Please do not try to deal with it yourselves.

Errors could include: missing books, wrong titles shipped to you, labeling errors, or defective books.

Thanks to Dunkirk Free Library, Mayville Library, and Olean Public Library for helping us learn to navigate this process! The CCLS processing staff welcomes your comments, questions, and concerns. Please help us to help you.