WELCOME TO DELIVERY

Library of Rhode Island (LORI)

RI Office of Library and Information Services

Fall 2025

Library of Rhode Island (LORI) DELIVERY

The Library of Rhode Island (LORI) is a multi-type library network managed by The Office of Library & Information Services (OLIS) and governed by resource-sharing standards established by the Library Board of Rhode Island.

Certified LORI member libraries can access delivery services for interlibrary loans and other resource-sharing activities allowing Rhode Islanders to obtain resources from over 150 libraries across Rhode Island or from out of the state and pick them up at their local library.

The LORI Delivery Service is administered and paid for by the State of Rhode Island, Office of Library and Information Services. Each stop incurs a charge and OLIS is billed accordingly.

LORI Delivery is used to ship more than 1,700,000 items through delivery each year.

ELIGIBILITY

Libraries must complete the annual online **LORI Resource Sharing Certification** to be eligible for resource sharing activities, including statewide delivery. Criteria to maintain delivery eligibility:
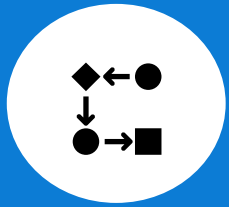
Follow LORI delivery procedures.

Maintain timely communication with OLIS about delivery services, schedule changes, issues, etc.

Participate in OLIS biannual item counts in spring and fall.

Provide an email contact to ensure at least one person at the library receives LORI/delivery related communications.

OUTLINE

01

How delivery works

Overview ◆ Delivery process ◆ Delivery items ◆ Delivery schedule

02

Delivery procedures

Receiving bins ◆ Packaging items ◆ Interstate Delivery

03

Delivery bins & slips

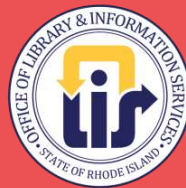LORI delivery bins ◆ Delivery slips

04

Delivery issues

Reporting an issue ◆ Damaged item procedure

05

Delivery Information and Resources

Item count procedure ◆ Helpful links

DELIVERY OVERVIEW

WHICH LIBRARIES RECEIVE DELIVERY?

- Only certified LORI libraries are eligible for delivery service. Member libraries include public, school, academic, hospital, special and state libraries.
- Certified LORI libraries are listed on the Delivery Schedule.
- Each LORI library is assigned a 3-letter code used for delivery and other resource sharing activities. Library codes and delivery stops are listed in the Delivery Schedule.

TYPES OF LIBRARY DELIVERY LOCATIONS

Regular	Hub	Satellite	Delivery On Demand
A LORI library receiving at least one scheduled delivery stop each week.	A LORI library designated to receive materials for other LORI libraries in their community or system.	LORI libraries that receive delivery of materials through an agreement with a designated library ("hub") and do not receive a direct stop by the vendor. Satellites have unique delivery codes like every other LORI library.	Library only receives a delivery when items arrive at the warehouse. Library submits a form to request a pickup. Maximum of one stop made per week.

THE DELIVERY PROCESS

LIBRARIES WITH REGULAR DELIVERY SCHEDULE

ITEMS PLACED IN BIN

All outgoing items are placed in the LORI bin(s) with a LORI delivery slip

DELIVERY

Courier picks up/drops off bin(s)

DAILY SORT

Materials received by the courier are sorted the same day and distributed to libraries the next delivery day. The courier does not hold materials at its facility.

DELIVERY

Courier drops off/picks up bin(s)

DELIVERY ON DEMAND (DOD) LIBRARIES

Drop off: Items sorted for a DOD library at the warehouse will be delivered automatically to the library. There is no action needed by the library.
Pick up: DOD libraries can request a pick up of outgoing items by submitting the Delivery on Demand Request Form.
Limited to one stop per week.

DELIVERY ITEMS

The delivery service exists to support statewide library resource sharing including interlibrary loan and reciprocal borrowing.

Please do **NOT** send:

- fragile items

- oversized/heavy items (items must fit inside the bin and allow the flaps to fully close)

- wet or moldy items (contact the owning library)

- equipment (except Talking Books machines and OLIS Programming Kits returning to DSL)

- cash/checks/money orders

- materials of a rare or irreplaceable nature

- non-ILL items for DOD libraries

DELIVERY SCHEDULE

- Delivery runs Monday through Friday. Delivery days for each library can be found in the online schedule.

- Delivery frequency is determined by OLIS. Each year OLIS conducts a delivery item count and uses the information reported by library staff to count the number of items a library places in delivery. This volume is used to determine the number of stops a library will need. Adjustments are made as needed.

- Delivery routes and times are determined by the vendor. Due to the complexity of delivery routes, only necessary requests for changes will be considered. Please contact Lori DeCesare, Resource Sharing Coordinator regarding requests.

- There is no guarantee of a specific time for delivery. Over 150 libraries statewide receive delivery, and individual routes may be impacted by weather, traffic, delivery volume, staffing or vehicle trouble. Efforts will be made to communicate significant delays with impacted libraries. If the delivery stop is missed, please submit the Delivery Issues Form.

- The delivery holiday schedule includes a full list of holidays and closures when delivery is *not* scheduled.

- The delivery **schedule** and delivery **holidays** can be found on the Delivery page.

WEEKLY DELIVERY SCHEDULE

Library/Code	Type	Municipality	DoD	MA ILL		
	Academic ▾	- Any - ▾	- Any - ▾	- Any - ▾	Apply	Reset

Apply filters or search by code to narrow down schedule listings

Name	Code	Hub	Mon	Tue	Wed	Thu	Fri	DoD	MA ILL
Adams Library (Rhode Island College)	RIC		✓	✓	✗	✓	✓	✗	✗
Douglas and Judith Krupp Library (Bryant University)	BRY		✓	✗	✓	✗	✓	✗	✗
Downcity Library (Johnson & Wales University)	JWA		✓	✗	✓	✗	✗	✗	✗
Flanagan Campus Library (CCRI)	CCF		✗	✓	✗	✓	✗	✗	✗
Fleet Library (RISD)	RSD		✗	✗	✓	✗	✗	✗	✗
Harborside Library (Johnson & Wales University)	JWH		✗	✓	✗	✗	✗	✗	✗
John D. Rockefeller Jr. Library (Brown University)	BRR		✓	✗	✓	✗	✓	✗	✗
Knight Campus Library (CCRI)	CCW		✓	✓	✓	✓	✗	✗	✗
Liston Campus Library (CCRI)	CCP		✗	✓	✗	✓	✗	✗	✗
McKillop Library (Salve Regina University)	SRC		✓	✗	✓	✗	✗	✗	✗
New England Institute of Technology Library	NET		✗	✗	✗	✗	✗	✓	✗
Newport Campus Library (CCRI)	CCN		✗	✗	✓	✗	✗	✗	✗
Pell Marine Science Library (University of Rhode Island)	UPM	URI	✗	✗	✗	✗	✗	✗	✗
Phillips Memorial Library (Providence College)	PCO		✓	✓	✗	✓	✓	✗	✗
Robert L. Carothers Library (University of Rhode Island)	URI	URI	✓	✗	✓	✓	✗	✗	✗
Roger Williams University Library	RWU		✗	✓	✗	✓	✗	✗	✗

Key

Code – library delivery symbol; used on delivery slips

Hub – delivery location for satellite/hub systems

Schedule - ✓ indicates days library receives delivery

DoD – ✓ indicates the library is a Delivery On Demand library

MA ILL – used by MA libraries to determine which LORI libraries accept ILL requests directly from MA libraries

Delivery procedures

RECEIVING DELIVERY

Pick-up or delivery must be inside the facility at all locations unless a secure and dry alternative has been negotiated among the library, OLIS, and delivery vendor.

01 When bins are delivered, they should only contain items intended for your library. Submit the Delivery Issues Form if you receive a bin or items belonging to another library.

02 Place misrouted materials with a delivery slip back into delivery. If there is no slip, please return it to the owning library. Libraries within a shared catalog may scan the item to determine where it belongs.

03 If the library receives an item from a non-LORI library (not listed on the schedule), please contact the owning library to make arrangements for return.

04 Always empty the bin before starting to refill it with outgoing items.

05 Report wet/damaged items to OLIS using the Delivery Issues Form and notify the owning library. See Receiving Damaged Materials slide for more information.

LABELING & PACKAGING ITEMS

Items put in delivery must be properly labeled with a transit slip to ensure proper and efficient routing. Undeliverable items are sent to OLIS, and non-LORI items are sent back to the sending library.

01 Use the proper library code on the delivery slip. Refer to the schedule for the 3-letter code for each library.

02 Place the slip firmly inside the middle of the item with the delivery code sticking out and visible. If the binding is not strong enough to hold the delivery label (especially A/V items, paperbacks and children's books), use a rubber band to secure the slip in the item.

03 Verify ONLY delivery items are placed in the bin (NO hold-shelf, damaged shelf, shelving cart items, etc.).

04 Stack contents carefully to make the most efficient use of the bin space. Fill delivery bins, but do not overfill. The bin lid should be able to fully close.

Best Practices: Library Delivery

SPECIAL PACKAGING CASES

Items put in delivery must be properly labeled with a transit slip to ensure proper and efficient routing. Undeliverable items are sent to OLIS and non-LORI items are sent back to the sending library.

When a bin does not require sorting by the vendor (ex. the bin contains a Book Club in a Bag or is full of items going to the same library), please securely affix the delivery slip to the top of the bin. Do not tuck a slip in the bin flaps since they often fall out rendering the bin undeliverable. A sturdy cardboard box may also be used.

For specific information about returning OLIS kits, please see Programming Kits & StoryWalk® Sets for Public Libraries.

For libraries participating in Interstate (MA) Delivery for ILL, please refer to Interstate Delivery Service for guidance.

INTERSTATE DELIVERY

See the OLIS Delivery for all Interstate (RI/MA) delivery documentation.

- LORI libraries are eligible to use the delivery system to send/receive ILL items with participating Massachusetts libraries. Please refer to the MA Delivery Route Index for participating MA libraries.

- Use the proper regional slip to return an item to a MA library. MA Delivery Slip Master - All regions

- Always use the Massachusett library's name on delivery slips. (MA does not use library codes).

- Please refer to Interstate Delivery Best Practices for photos of correct delivery slips/packaging.

- Best practices recommend including a completed RI delivery slip when supplying an ILL item to a MA library to facilitate return.

- Report any Interstate Delivery Issues using the Delivery Issues Form.

DELIVERY FAQs

These are some of the most frequent delivery questions/concerns. For the full list, refer to [OLIS Delivery](#)

The driver didn't come today, should I wait for my next stop?

Use the online [Delivery Issues Form](#) to report the missed delivery if it does not arrive by 2:30PM. Please do not wait until days after the missed stop or until your driver has missed multiple stops before reporting this to OLIS.

Where do I look to find the current schedule of stops or the 3-letter code of a library?

All information about the delivery service including stops list and codes can be found in the [Delivery Schedule](#). Only libraries who are LORI Network member libraries can receive delivery service. If you receive items for a non-LORI library, please contact the owning library to arrange return.

If an item is lost, what should I do?

Check with the lending library to be sure that no one placed the item back on their shelves and that it has left their library. If the item does not arrive after 2 weeks have passed, place the information in the [Delivery Issues Form](#). Neither OLIS nor the vendor holds materials.

I don't have enough bins. Will the driver take a few extra items without the bin?

If they have space. If you have 2 or 3 items and no bin to place them in, you can ask the driver if there is room in a bin in their vehicle. Notify OLIS if you need extra bins by using the [Delivery Issues Form](#).

Delivery Bins & Slips

DELIVERY BINS

OLIS supplies participating libraries with LORI delivery bins.

Bins have raised lip edges to allow secure stacking and interlocking lid halves allow the bin to close securely.

Member libraries must ONLY use bins for Delivery Service.

If you need additional bins or have extra empty ones that need to be picked up, submit the Issues Form.

FILLING OUT A DELIVERY SLIP

Items put in delivery must be properly labeled with a transit slip to ensure proper and efficient routing. Undeliverable items are sent to OLIS, and non-LORI items are sent back to the sending library.

✔

- ❑ Use the LORI Delivery Slip
- ❑ Use marker
- ❑ Use the correct library delivery code from the delivery schedule
- ❑ Use bold & clear text
- ❑ Additional notes can be added to the body of the slip

✖

- ❑ Do not use scrap paper
- ❑ Avoid hard to read ink/pencil
- ❑ Do not use full names or non-LORI codes (ex. PRO - not PPL or Prov. Public)
- ❑ Slip should be easy to read by delivery and library staff

Rhode Island

BAR
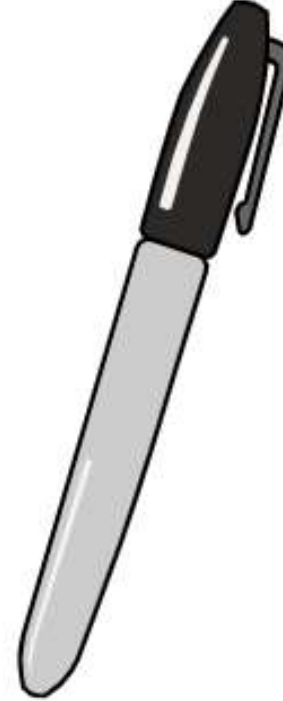
Attn: Mary Smith

Date: **7/15/2025**

Sent from

DSL

INTERSTATE DELIVERY SLIPS

Interstate delivery slip examples

- ❏ The Office of Library and Information Services (OLIS) has collaborated with the Massachusetts Library System (MLS) to provide an interstate delivery service.
- ❏ This service enables Rhode Island and Massachusetts libraries to send and receive interlibrary loan items across the state border at no cost to participating libraries.
- ❏ For Interstate Delivery procedures, please see Interstate Delivery

✓ Use the correct regional or Massachusetts Library System (MLS) slip
✓ Fill in library name
✓ Add Rhode Island in "from" field
✓ Use bold & clear text

VIA:
Central

TO:
Massachusetts Library System - Marlborough
TOWN/INSTITUTION

ATTENTION: ILL

DATE SENT:

FROM:
Rhode Island

ROUTE:

NOTE:

DELIVERY PROVIDED BY:
MASSACHUSETTS LIBRARY SYSTEM

VIA:
METRO
WEST

TO:
Brookline
TOWN/INSTITUTION
Public Library

ATTENTION:

DATE SENT:

FROM:
Rhode Island

ROUTE:

NOTE:

DELIVERY PROVIDED BY:
MASSACHUSETTS REGIONAL
LIBRARY SYSTEMS

For questions about returning ILL items to MA, please email dslri.OLIS@gmail.com

Delivery issues
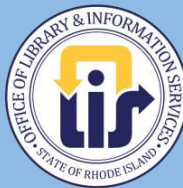
DELIVERY ISSUES FORM

Use the form to report the following:
➢ Missed Stop
➢ Incomplete Pick-Up
➢ Missing Items
➢ Damaged Items
➢ Received Wrong Items
➢ Excess Bins
➢ Additional Bins Needed
➢ Library Closure* (scheduled or emergency)
➢ Temporarily Suspend Delivery

*Libraries do not need to submit a Delivery Issues Form if closed on a delivery holiday. Refer to Delivery Holidays.

Please report delivery issues as soon as possible to OLIS using the Delivery Issues Form to allow prompt attention and resolution. Allow until 2:30PM for the delivery stop to be completed.

DAMAGED ITEMS

If damaged items are received in delivery, please follow the damaged item procedures outlined below.

1. Promptly report the incident to OLIS using the [Delivery Issues Form](#) and notify the owning library.

2. Send photographs of the damaged items to [OLIS](#). Please make sure the damage and title information is visible in the photo(s).

3. If the owning library feels the item is no longer suitable for circulation, the owning library submits the item title, cost and photos to [OLIS](#) for resolution.

4. OLIS staff will contact the owning library about the damage.

Delivery information & resources
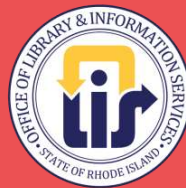
DELIVERY ITEM COUNTS

OLIS conducts a statewide delivery item count twice a year (spring and fall) whereby libraries are asked to count the number of outgoing items placed into delivery each day. Participation is required for all LORI libraries.

❑ Information about the biannual item counts, including procedures, a tracker worksheet and submission webform, can be found on the Delivery page.

❑ Notifications about these surveys and other important communications about delivery will be emailed to the library's designated delivery contact and LORI Liaison.

❑ Prior reports can be found on Resource Sharing Reports and Statistics.

OLIS-LORI Delivery Item Count

October 26 – November 1, 2025

Date	Mark/count OUTGOING items placed in the bin each day	Total
Sunday, October 26		
Monday, October 27		
Tuesday, October 28		
Wednesday, October 29		
Thursday, October 30		
Friday, October 31		
Saturday, November 1		

HELPFUL LINKS TO SAVE

OLIS Delivery Page   https://olis.ri.gov/programs-and-support/resource-sharing/delivery
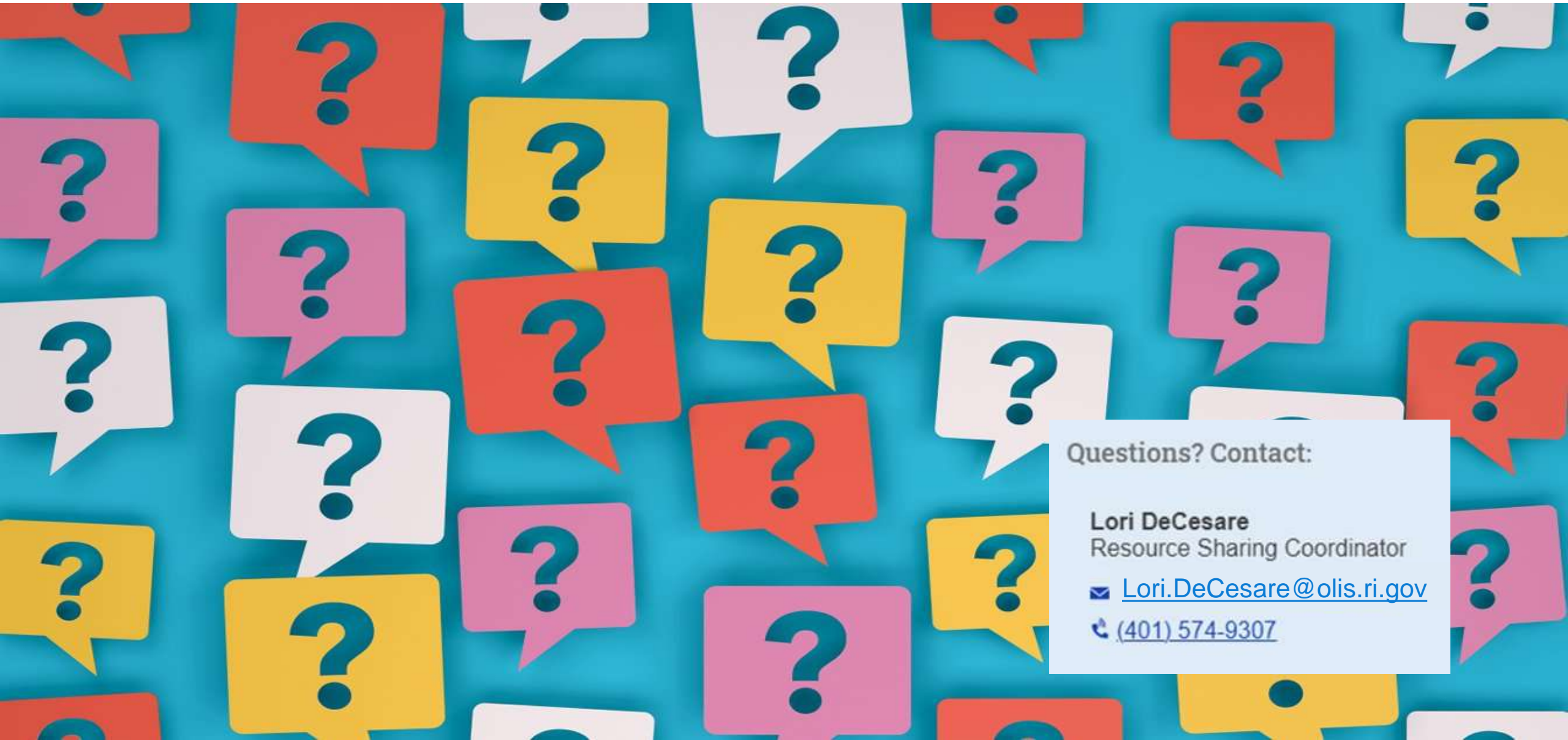
FIND THE FOLLOWING ON THE DELIVERY PAGE

Delivery Schedule   https://olis.ri.gov/programs-and-support/resource-sharing/delivery/schedule

Delivery Issues Form   https://olis.ri.gov/programs-and-support/resource-sharing/delivery/delivery-issues-form

DOD Request Form   https://olis.ri.gov/programs-and-support/resource-sharing/delivery/delivery-demand-request

Delivery Holidays   https://olis.ri.gov/programs-and-support/resource-sharing/delivery/delivery-holidays

Delivery Slip Masters   https://olis.ri.gov/sites/g/files/xkgbur921/files/lori/delivery/interstate/slip2rimaster.doc

                                https://olis.ri.gov/sites/g/files/xkgbur921/files/2025-09/slip2rimaster.pdf

QUESTIONS

Questions? Contact:

Lori DeCesare
Resource Sharing Coordinator

✉ Lori.DeCesare@olis.ri.gov

☎ (401) 574-9307