

# Getting Started with Zip Books

(for NorthNet expansion project only)

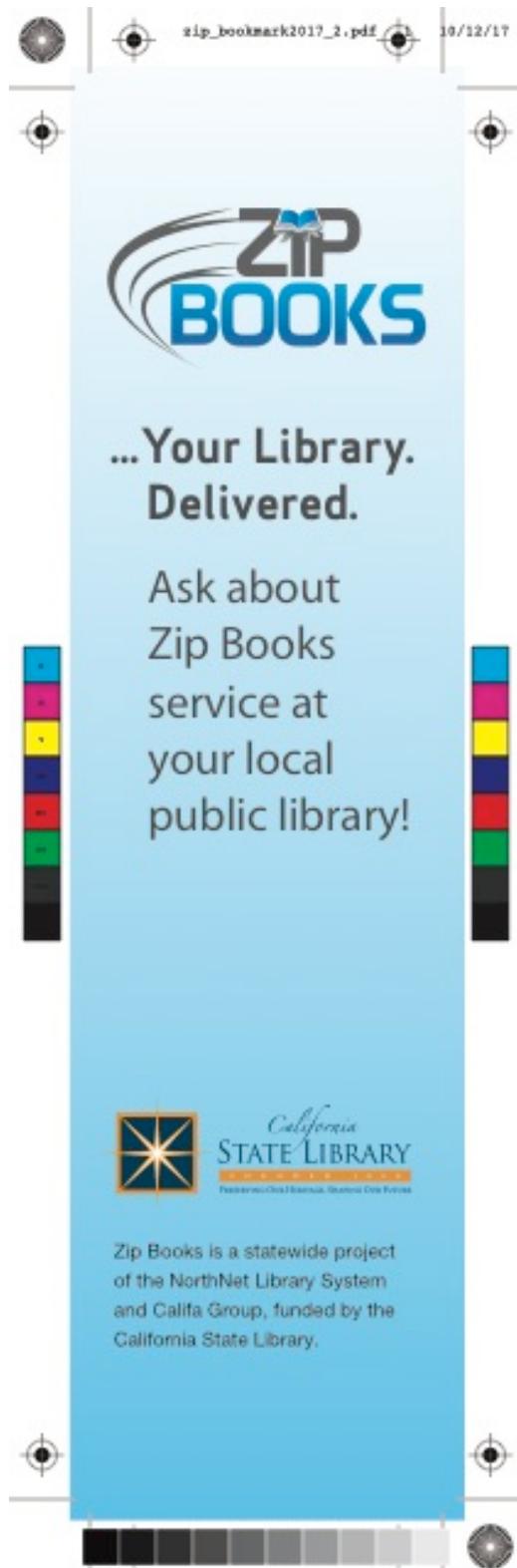
Welcome to the Zip Books program! The following list highlights the major steps involved in designing and launching your Zip Books program. If at any time you have questions, please contact Brett Lear, the Zip Books coordinator, at [brett@brettwlear.com](mailto:brett@brettwlear.com). Also, be sure to visit Califa's Zip Books webpage (<http://califa.org/zip-books>) for additional information and sample documents, such as patron request forms, patron surveys, etc. You may also ask questions of your Zip Books peers at [ZIPBOOKS@LISTSERV.CALIFA.ORG](mailto:ZIPBOOKS@LISTSERV.CALIFA.ORG).

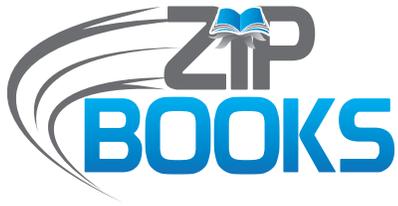
These are the significant steps and milestones to achieve between your invitation to participate in the program and the launching of your Zip Books service:

1. The Zip Books coordinator will work with staff at the State Library to determine your annual allocation.
2. You will be notified of your allocation via email and you will also receive an electronic letter from the State Library confirming this allocation.
3. Your library director will be asked to sign a commitment letter that spells out some of your responsibilities as a participating library.
4. The Zip Books coordinator will arrange to have promotional materials—bookmarks, etc.—sent to your library. Examples of these materials are included in Attachment A.
5. The coordinator will subscribe you to the statewide Zip Books Listserv ([ZIPBOOKS@LISTSERV.CALIFA.ORG](mailto:ZIPBOOKS@LISTSERV.CALIFA.ORG)).
6. Once the commitment letter has been signed and returned, the Zip Books coordinator will ask you to 1) Create a standard Amazon account distinct to Zip Books, and 2) Apply for an Amazon corporate credit line. The instructions on how to achieve these two steps are available in Attachment B.
7. After you've created an Amazon account, forward the Amazon account name and password to the Zip Books coordinator via email.
8. Notify the Zip Books coordinator when your credit line has been approved. The coordinator will then work with Califa staff to subscribe your account to Amazon Prime in order for your library to be eligible for free, two-day shipping. Once you are subscribed to Prime, the coordinator will let you know that you are ready to go live.
9. Concurrent with steps 6-8 six above, you'll want to develop some internal documents and processes, such as:
  - A. Develop procedures for the library staff who will deliver the service. Procedures should inform staff of cost limits per item (\$35), loan periods, number of items patrons can request at a time/per month/etc., instructions on how to track items via Excel or other means, and instructions on how to process returned items. Sample staff procedures from Kings County Library are available in Attachment C below. Staff instructions from Lake County Library are available in attachment D. Instructions for staff at Mendocino County Library are included in Attachment E.
  - B. Consider developing staff instructions on how to order an item via Amazon, including how to place gift notes for patrons that explain how to return the item. An example from Redwood City Public Library is available in Attachment F.

- C. Create your patron request form. Sample print request forms are available in Attachment G and H. An online request form Lake County Library is available at <https://bit.ly/2x3mgTj>.
  - D. Brand the patron survey with your library logo, address, etc. The survey is available in Attachment I.
  - E. Consider creating a public information sheet that describes the Zip Books program and provides information on how patrons can request an item. A sample information sheet is available in Attachment J.
  - F. Some participating libraries send an email to patrons letting them know that library staff have ordered a Zip Book for them. Staff also create a gift message for the patron when ordering the book on Amazon. Sample email and gift message wording are available in Attachment K. For patrons that do not have email, Lake County developed print notices that are sent via USPS—see attachment L.
  - G. Develop a tool, such as an Excel spreadsheet, to internally track Zip Books. An example is included in Attachment M.
  - H. Consider developing a library webpage that describes the service. Here is an example from Redwood City: <http://www.redwoodcity.org/departments/library/services/zip-books>.
10. Launch the service!
- A. Patron requests an item that the library does not own. If staff know that this is an item that should be in the collection, staff purchase the item with library funds. If this is an item that staff would normally borrow via ILL or would not purchase for collection, staff may pursue the item via Zip Books.
  - B. Staff orders the item via Amazon and follow processes outlined in their staff procedures (see 9 A above).
  - C. Patron returns item and library staff decide whether to add it to the collection. Mendocino County developed a form for staff that flags a returned Zip Book—see attachment N. Unwanted items are offered to other Zip Books libraries via the Listserv ([ZIPBOOKS@LISTSERV.CALIFA.ORG](mailto:ZIPBOOKS@LISTSERV.CALIFA.ORG)).
  - D. Ask patrons to fill out a survey and compile this data and send to the Zip Books coordinator at the end of each month. An example of a statistics tracking worksheet is available in Attachment O.
11. Scan and email your monthly Amazon invoices to **Billing** at Califa at [billing@califa.org](mailto:billing@califa.org). Califa will pay the invoice.
12. Enjoy!

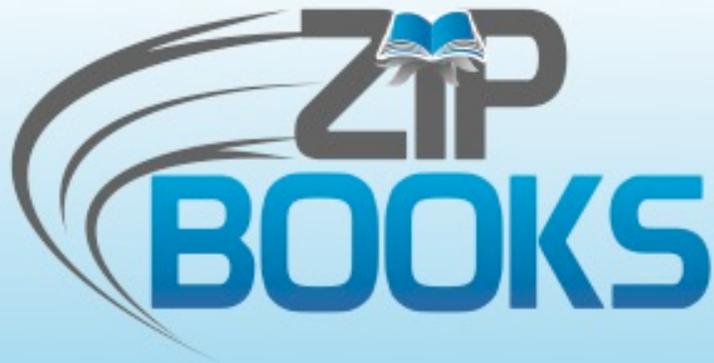
Attachment A—Promotional materials (bookmark, bookplate, postcard, and poster)





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





# ZIP BOOKS

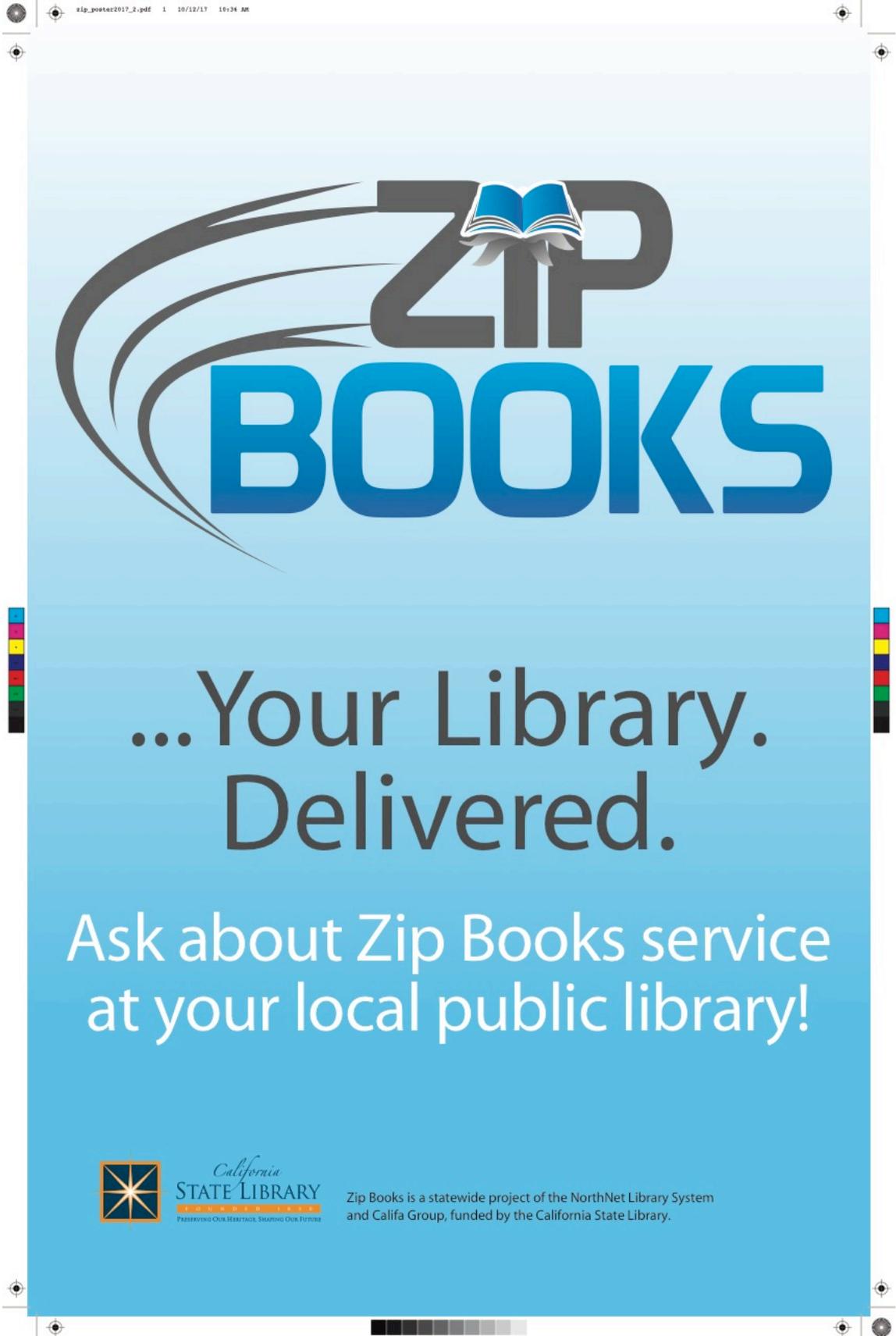
**...Your Library. Delivered.**

Ask about Zip Books service at your local public library!



California  
**STATE LIBRARY**  
PROVIDING ONLINE AND DIGITAL SERVICES

Zip Books is a statewide project of the NorthNet Library System and Califa Group, funded by the California State Library.



## Attachment B—Amazon account and corporate credit line instructions

### **1.) Create a standard Amazon.com account that will be dedicated to the Zip Books project**

*This standard Amazon account will be used for Zip Books orders only. No other orders should be placed through this account to avoid confusion.*

**A.)** In order to create this new standard Amazon account, a local email address not currently used by another existing Amazon account will be required. *(Some libraries have requested a new universal/shared email address internally to be used such as [zipbooks@XXXXXlibrary.org](mailto:zipbooks@XXXXXlibrary.org), which can also be accessed by multiple library staff for administering this standard Amazon account. Using a dedicated staff member's email account would work, but can limit other staff members access to administer the Amazon account)*

**B.)** Once the standard Amazon account has been created, the login information will need to be shared with Califa for Califa to run needed periodic reports.

**C.)** Califa will also log into each standard Amazon account and subscribe to and pay for the Prime! membership for that account.

### **2.) Apply for an Amazon.com Corporate Credit Line – Pay-In-Full Credit Line**

**A.)** <https://www.amazon.com/gp/cobrandcard/marketing.html?ie=UTF8&pr=ibprox>

**B.)** Choose the *Pay-In-Full Credit Line* option.

**C.)** Use the same account information used for the standard Amazon account created for the Zip Books project. *(Same email address and password as the Amazon account used for Zip Books. This will ensure the Amazon Corporate Credit Line is linked to your standard Amazon created for the Zip Books Project.)*

**D.)** Follow the instructions on the Amazon Corporate Credit Line site and fill out the online application form as instructed within.

**E.)** Once the ACCL is approved and created by Amazon, it will automatically link to your standard Amazon account used for Zip Books as an available payment method.

**F.)** Set Amazon Corporate Credit Line as your default payment method in your standard Amazon account used for Zip Books. *(Should be the only available payment method listed in this account)*

## Attachment C—Staff procedures from Kings County Library

### How to request a Zip Book for a patron:

- Patrons must have their library card in hand.
- A valid Kings County Library Card with the code of KIAD, KICH, KIST only. An account in good standing is required (Less than \$5.00 in fines).
- Check Horizon for the title of book or audiobook to ensure that Kings County Library or any member of the San Joaquin Valley Library System does not own the book.
- No fee to request a Zip Book.
- Only one Zip Book may be requested at a time. A previous Zip Book must be returned and the survey completed before requesting another. No exceptions.
- Books may be requested in regular print format, large print format, or audiobooks on CD.
- Books costing over \$35.00, out-of-print books, books or audiobooks that were published within the last 12 months may not be requested as Zip Books.
- Patrons can keep Zip Book for 3 weeks. If the item is not returned, the patron will be charged the full amount of the item.
- Their Zip Book will be shipped directly to their house. A gift slip will be included. The gift slip will say: "Thank you for your request. After 3 weeks, please return this slip & book to the Kings County Library."
- Patrons may not request more than **two** Zip Books per month.
- Library patron must be present to place the order. We do not take Zip Books requests over the phone

Once the Zip Book order has been placed, put a note on the patron's account that a Zip Book has been ordered. This will remain until the book is returned.

### Returning Zip Books:

- The patron must return the item on or before the end of the three week check out time to staff at any Kings County Library Branch circulation desk with the Gift Slip in the book.
- The return of a Zip Book is not considered complete without the Gift Slip.
- Zip Books can **NOT** be returned in the Book Drop.
- Have the patron complete the survey. This is not optional.

- Once the book has been returned and survey complete:
  - Delete the Zip Book note on the patron's account
  - Send the book in transit to Tamara at the Hanford Branch Library.
- Another Zip Book may be requested at that time.
- The Library decides whether to add the book to the collection or donate to the Friends of the Kings County Library.

**\*If a patron's request does not meet the requirements for Zip Books, encourage them to use regular ILL with a \$15.00 fee.**

# Attachment D—Staff procedures from 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, email Califa 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](#).

## Attachment E—Staff procedures from Mendocino County Library

### 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, Califa Group, and the NorthNet Library System. It is supported with both California Library Services Act and Library Services and Technology Act funds.

Thank you and enjoy!

## Attachment F—Amazon ordering instructions

# Instructions for purchasing Zip Books

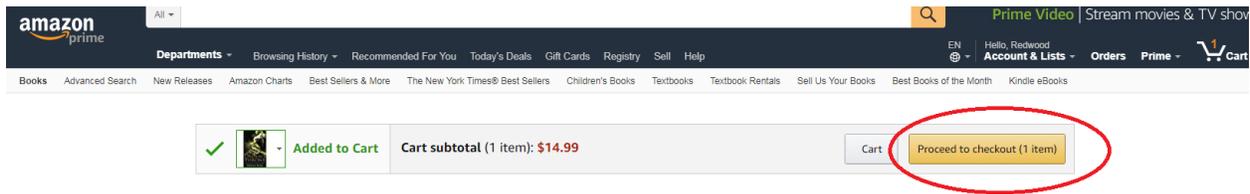
1. Check Library Catalog for item.
2. Select item, select format. **MUST** be available using Prime. May purchase used items if Prime shipping is available.

The screenshot shows the Amazon product page for "The Dragon's Throne: A Paranormal Dragon Romance" by Serena Rose. The Paperback format is selected and highlighted with a red circle, showing a price of \$14.99 with Prime. The Audiobook format is also visible with a price of \$0.00. The page includes a book cover, a description, and a "Buy Now" button. The quantity is set to 1.

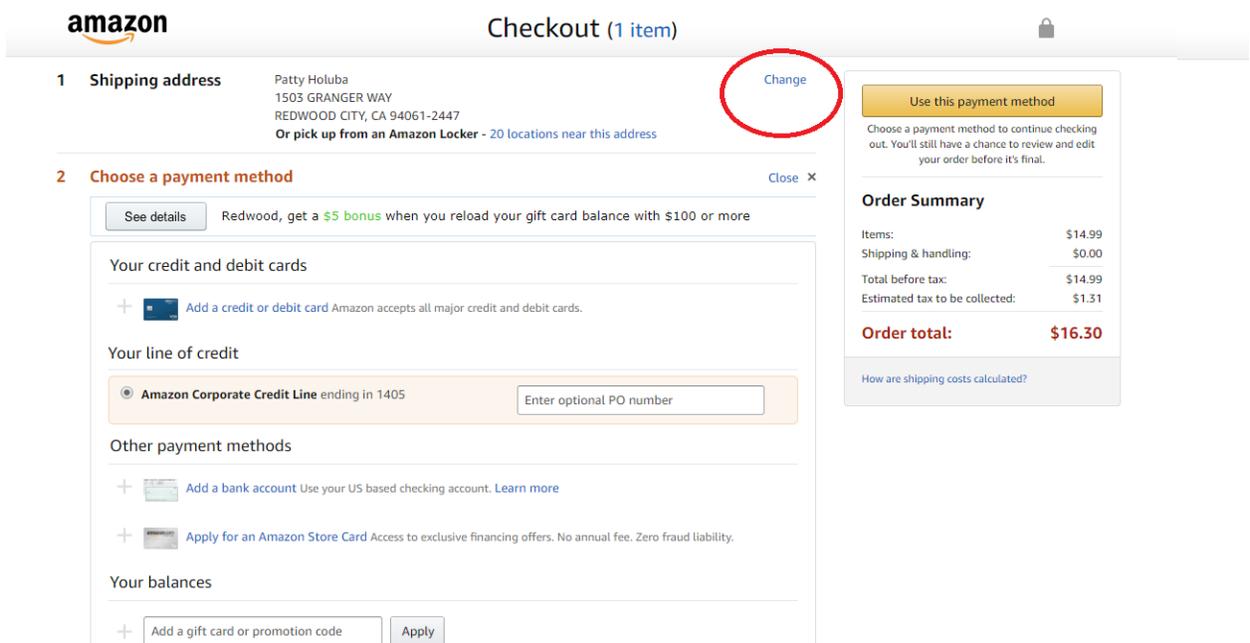
3. Select "Add to Cart" and make sure quantity is "1".

This screenshot is identical to the previous one, but with the "Add to Cart" button highlighted by a red circle. The quantity is still set to 1. The page layout and content are the same as in the previous screenshot.

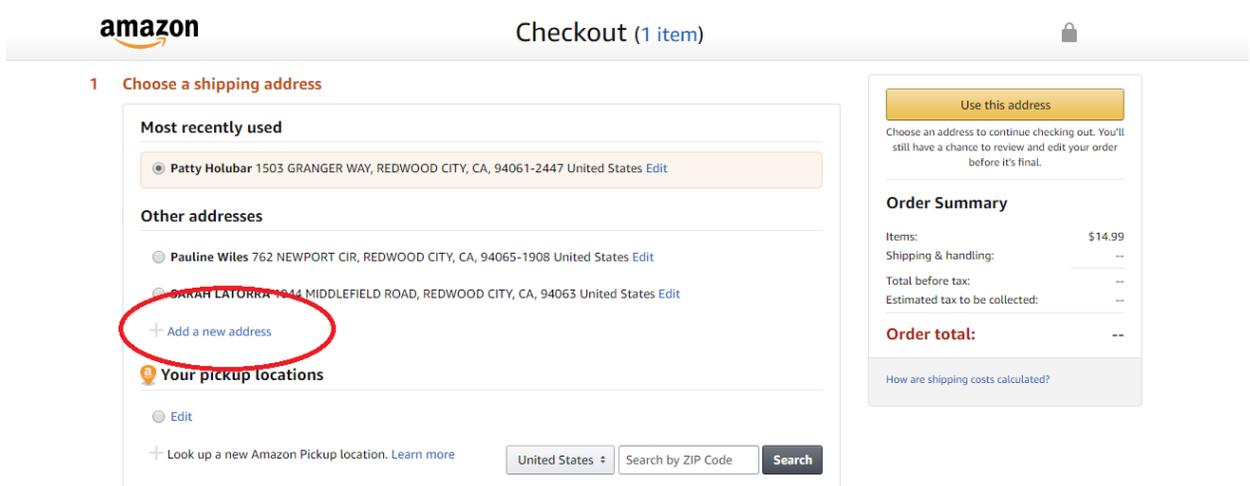
4. Select “Proceed to checkout” and make sure quantity is “1”.



5. Click on “Change” to change the shipping address to customer’s address.



6. Click on “Add a new address”



7. Fill in information for customer. Select “Use this address”.

**Enter a new shipping address** ✕

**Full name:**

**Address line 1:**

**Address line 2:**

**City:**

**State/Province/Region:**

**ZIP:**

**Country:**  ▼

**Phone number:**  [Learn more](#) ▼

**Additional Address Details** | [What's this?](#) ▼  
Preferences are used to plan your delivery. However, shipments can sometimes arrive early or later than planned.

**Weekend delivery:**  
▸ [Which days can you receive packages?](#)

**Security access code:**

Use as my default address.

**Make sure your address is correct**  
If the address contains typos or other errors, your package may be undeliverable.  
[Tips for entering addresses](#) | [APO/FPO address tips](#)

8. Choose a payment method. Click on “Use this payment method.” The Amazon Corporate Credit Line should be used.

amazon Checkout (1 item)

**1 Shipping address** Change  
 Pauline Wiles  
 762 NEWPORT CIR  
 REDWOOD CITY, CA 94065-1908  
 Or pick up from an Amazon Locker - 20 locations near this address

**2 Choose a payment method** Close x  
 See details Redwood, get a \$5 bonus when you reload your gift card balance with \$100 or more

Your credit and debit cards

+ Add a credit or debit card Amazon accepts all major credit and debit cards.

Your line of credit

Amazon Corporate Credit Line ending in 1405

Other payment methods

+ Add a bank account Use your US based checking account. Learn more

+ Apply for an Amazon Store Card Access to exclusive financing offers. No annual fee. Zero fraud liability.

Your balances

+

**Use this payment method**

**Use this payment method**  
 Continue to step 3 to finish checking out. You'll have a chance to review and edit your order before it's final.

**Order Summary**

Items:	\$14.99
Shipping & handling:	\$0.00
Total before tax:	\$14.99
Estimated tax to be collected:	\$1.31
<b>Order total:</b>	<b>\$16.30</b>

How are shipping costs calculated?

9. Select "Add a gift receipt." This allows us to add a message onto the package.

amazon Checkout (1 item)

**1 Shipping address** Change  
 Pauline Wiles  
 762 NEWPORT CIR  
 REDWOOD CITY, CA 94065-1908  
 Or pick up from an Amazon Locker - 20 locations near this address

**2 Payment method** Change  
 Amazon Corporate Credit Line ending in 1405  
 Billing address: SARAH LATORRA, 1044 MIDDLEFIELD ROAD, R...  
 Add a gift card or promotion code

**3 Review items and shipping**

**Place your order**  
 By placing your order, you agree to Amazon's privacy notice and conditions of use.

**Order Summary**

Items:	\$14.99
Shipping & handling:	\$0.00
Total before tax:	\$14.99
Estimated tax to be collected:	\$1.31
<b>Order total:</b>	<b>\$16.30</b>

How are shipping costs calculated?  
 Prime shipping benefits have been applied to your order.

**Guaranteed delivery date: April 6, 2018** If you order in the next 21 hours and 30 minutes (Details)  
 Items shipped from Amazon.com

**The Dragon's Throne**  
 by Serena Rose  
 \$14.99 FREE Shipping for Prime members  
 Qty: 1

**Add a gift receipt**  
 and see other gift options

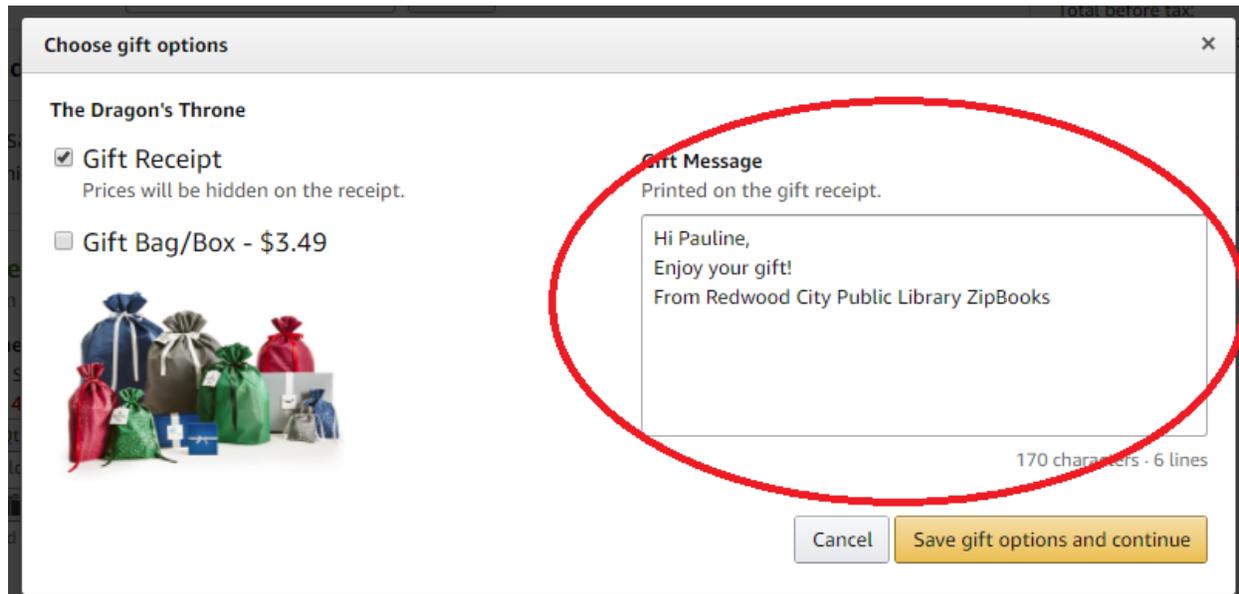
**Choose your Prime delivery option:**

- Thursday, April 5  
\$5.99 - One-Day Shipping
- Friday, April 6**  
FREE Two-Day Shipping
- Thursday, April 12  
FREE No-Rush Shipping  
Get a \$5 reward for a new cell phone case or accessory. Details

**Place your order** **Order total: \$16.30**  
 By placing your order, you agree to Amazon.com's privacy notice and conditions of use.

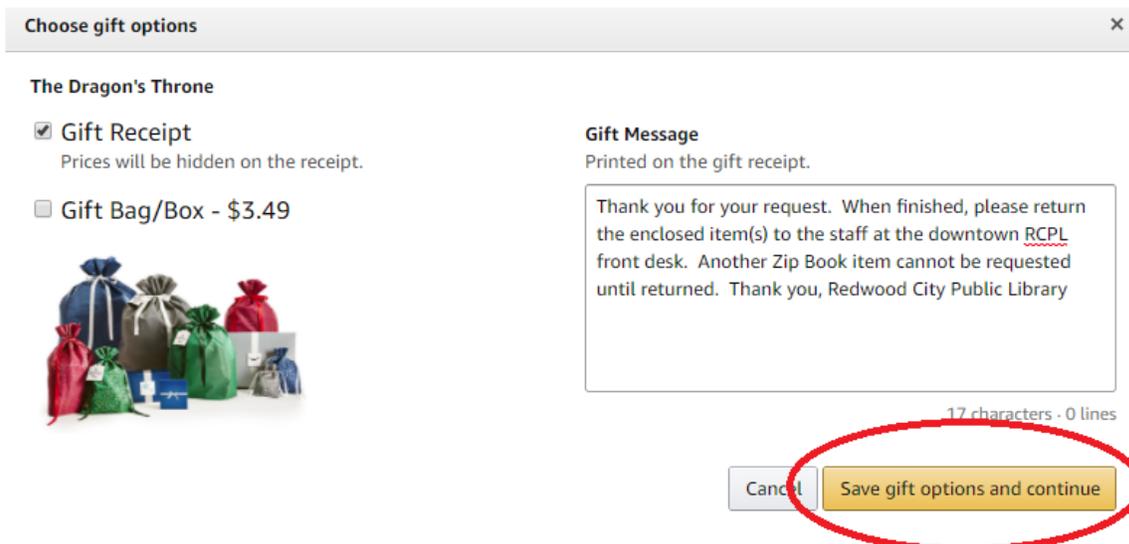
## 10. Edit the Gift Message to say:

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



The screenshot shows a dialog box titled "Choose gift options" for the item "The Dragon's Throne". On the left, there are two options: "Gift Receipt" (checked) and "Gift Bag/Box - \$3.49" (unchecked). Below these options is an image of several gift bags in various colors. On the right, there is a "Gift Message" section with the text "Printed on the gift receipt." and a text input field containing the message: "Hi Pauline, Enjoy your gift! From Redwood City Public Library ZipBooks". A red oval highlights the text input field. At the bottom right, there are two buttons: "Cancel" and "Save gift options and continue".

## 11. Select "Save gift options and continue"



This screenshot shows the same "Choose gift options" dialog box. The "Gift Message" text input field now contains the full message: "Thank you for your request. When finished, please return the enclosed item(s) to the staff at the downtown RCPL front desk. Another Zip Book item cannot be requested until returned. Thank you, Redwood City Public Library". A red oval highlights the "Save gift options and continue" button at the bottom right.

## 12. Make sure the FREE Two-Day Shipping is selected.



**1 Shipping address** Change  
Pauline Wiles  
762 NEWPORT CIR  
REDWOOD CITY, CA 94065-1908  
**Or pick up from an Amazon Locker - 20 locations near this address**

**2 Payment method** Change  
Amazon Corporate Credit Line ending in 1405  
**Billing address:** SARAH LATORRA, 1044 MIDDLEFIELD ROAD, R...  
▼ **Add a gift card or promotion code**

**3 Review items and shipping**

**Want to save time on your next order and go directly to this step when checking out?**  
 Check this box to save your delivery and billing preferences.

**Guaranteed delivery date: April 6, 2018** If you order in the next 21 hours and 20 minutes [\(Details\)](#)  
Items shipped from Amazon.com



**The Dragon's Throne**  
by Serena Rose  
**\$14.99** FREE Shipping for Prime members  
Qty: 1  
Sold by: Amazon.com Services, Inc.  
  
and see other gift options

**Choose your Prime delivery option:**  
 **Thursday, April 5**  
\$2.99 - One-Day Shipping  
 **Friday, April 6**  
FREE Two-Day Shipping  
 **Thursday, April 12**  
FREE No-Rush Shipping  
Get a \$5 reward for a new cell phone case or accessory.  
[Details](#)

**Order total: \$16.30**  
By placing your order, you agree to Amazon.com's [privacy notice](#) and [conditions of use](#).

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

**Order Summary**

Items:	\$14.99
Shipping & handling:	\$0.00
Total before tax:	\$14.99
Estimated tax to be collected:	\$1.31

**Order total: \$16.30**

[How are shipping costs calculated?](#)  
Prime shipping benefits have been applied to your order.

13. If all information is correct, select "Place your order"

**amazon** Checkout (1 item)

**1 Shipping address** Change  
 Pauline Wiles  
 762 NEWPORT CIR  
 REDWOOD CITY, CA 94065-1908  
 Or pick up from an Amazon Locker - 20 locations near this address

**2 Payment method** Change  
 Amazon Corporate Credit Line ending in 1405  
 Billing address: SARAH LATORRA, 1044 MIDDLEFIELD ROAD, R...  
 Add a gift card or promotion code

**3 Review items and shipping**

Want to save time on your next order and go directly to this step when checking out?  
 Check this box to save your delivery and billing preferences.

**Guaranteed delivery date: April 6, 2018** If you order in the next 21 hours and 20 minutes (Details)  
 Items shipped from Amazon.com

**The Dragon's Throne**  
 by Serena Rose  
 \$14.99 FREE Shipping for Prime members  
 Qty: 1  
 Sold by: Amazon.com Services, Inc.  
 and see other gift options

**Choose your Prime delivery option:**  
 Thursday, April 5  
 \$5.99 - One-Day Shipping  
 Friday, April 6  
 FREE Two-Day Shipping  
 Thursday, April 12  
 FREE No-Rush Shipping  
 Get a \$5 reward for a new cell phone case or accessory.  
 Details

**Order total: \$16.30**  
 By placing your order, you agree to Amazon.com's privacy notice and conditions of use.

**Order Summary**  
 Items: \$14.99  
 Shipping & handling: \$0.00  
 Total before tax: \$14.99  
 Estimated tax to be collected: \$1.31  
**Order total: \$16.30**

How are shipping costs calculated?  
 Prime shipping benefits have been applied to your order.

#### 14. Update Zip Books Requests spreadsheet:

1. Customer Name
2. Title,
3. Author
4. FormatType
5. BookGenre
6. Language
7. Date Requested (from the date on the survey form)
8. Arrival Date (date item will arrive at customer's home)
9. Item Cost.

#### 15. Send email to customer, update arrival date.

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, Califa Group, and the NorthNet Library System. It is supported with both California Library Services Act and Library Services and Technology Act funds.*

**16. Relocate customer request email to the “Completed Requests” folder.**

# Attachment G—Patron request form 1

**ZIP BOOK REQUEST** Patron Name/Branch \_\_\_\_\_

Patron ID: \_\_\_\_\_ Date: \_\_\_\_\_ Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Title: \_\_\_\_\_ Author: \_\_\_\_\_

Format: \_\_\_\_\_ Print \_\_\_\_\_ Audio \_\_\_\_\_ Large Print \_\_\_\_\_ Staff Initials \_\_\_\_\_

Category:

\_\_\_\_ Adult Fic      Bestseller Yes No      \_\_\_\_ Children's Fic      Bestseller Yes No

\_\_\_\_ Adult Non-Fic      Bestseller Yes No      \_\_\_\_ Children's Non-Fic      Bestseller Yes No

\_\_\_\_ YA Fic      Bestseller Yes No      \_\_\_\_ Foreign Lang Fic      Bestseller Yes No

\_\_\_\_ YA Non-Fic      Bestseller Yes No      \_\_\_\_ Foreign Lang Non-Fic      Bestseller Yes No

\_\_\_\_ Other (List) \_\_\_\_\_

-----Fill in below as applicable-----

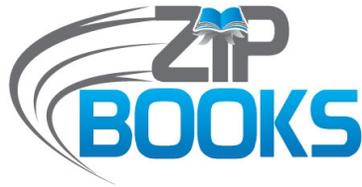
Item: \_\_\_\_\_ Price: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date ordered: \_\_\_\_\_ Staff initials: \_\_\_\_\_

Item return date/staff initials: \_\_\_\_\_ Notes : \_\_\_\_\_

Returned item was : \_\_\_\_\_ Added to collection \_\_\_\_\_ Donated to Friends  
\_\_\_\_\_  
\_\_\_\_ Other (explain) \_\_\_\_\_

## Attachment H—Patron request form 2



# ZIP BOOKS / INTERLIBRARY LOAN REQUEST

(updated 9/22/15)

Can't find what you want at the library? We currently have access to a **free** interlibrary loan option called ZIP Books which allows the library to purchase items that we don't have in the catalog.

### ZIP Books:

- Are free for Mendocino County Library cardholders, paid for by the library with grant funds from the Library Services and Technology Act
- Ship directly to your address via Amazon.com (must be available for \$35 or less)
- You return the item to library staff 4-6 weeks after receiving it in the mail
- **Limit of 1 item per person per month**
- DVDs and music CDs are not available
- Returned ZIP items may be added to the Mendocino County Library's collection or offered to other participating libraries for their collections. For more information, call 707-472-0143.

**Your Name:**

**Library Card #:**

**Phone #:**

**Mailing Address** (ZIP Books requests will ship directly to this address):

**Date:**

**Email:**

**Title:**

**Author:**

Publisher/Date (optional):

**Format:**  Book  Book on CD  Large Print  DVD

Music CD

.....  
**Standard ILL request (\$2):**

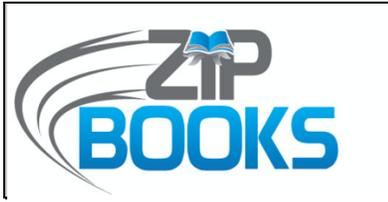
You can also place a standard Interlibrary Loan request for a \$2.00 non-refundable fee by checking the box at the bottom of this form. We will then try to borrow your requested item from another library in the U.S. Most DVDs are not available. No pre-publication items.

Pick-up location:

Ukiah  Willits  Fort Bragg  Coast  Round Valley  Bookmobile

I would like to pay a \$2.00 fee to have the library perform a standard Interlibrary Loan search for this item. I understand that this fee is non-refundable whether or not the item I requested is available. (If the lender also charges fees, the library will notify you of the amount before we proceed any further.)

## Attachment I—Patron survey



ENTER YOUR  
LIBRARY'S LOGO  
HERE

### What do you think of Zip Books?

How easy was it to understand the request process?

Very Easy  Easy  Moderate  Difficult

How many days did it take the book to arrive at your home?

1-3  4-6  7-9  10 or over

How likely are you to use Zip Books again?

Very  Likely  Somewhat  Not Likely

How would you rate the overall experience?  
Excellent  Good  Fair  Poor

How far is your home from your library (in miles)?

1-5  6-10  Over 10  Over 20

Your comments:

---

---

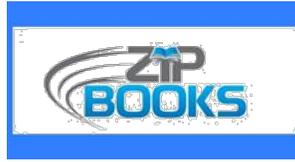
---

---

ENTER YOUR LIBRARY'S NAME  
AND ADDRESS HERE

Zip Books is a statewide project of the NorthNet Library System and Califa Group, funded by the California State Library.

## Attachment J—Patron information sheet



### 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.



# 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, Califa Group, and the NorthNet Library System. It is supported with both California Library Services Act and Library Services and Technology Act funds.*

## Attachment L—Patron notices to send via USPS

### 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.

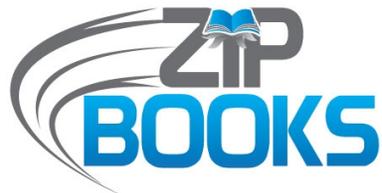
- There is no Amazon Prime-eligible copy.
- The price exceeds the limit for a Zip book.
- Amazon does not carry it.
- Out of print.
- This item isn't published in the format you requested.

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



## Attachment N—Zip Books return form for staff



### 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:

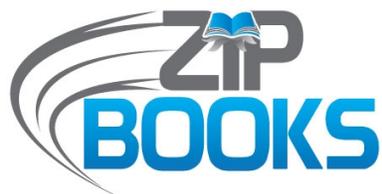
Patron Name:

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 O—Customer satisfaction data tracking

### Zip Books Survey Tracking Sheet

**Library Name:**

**Number of surveys collected this month?**

**Questions:**

**Number of responses:**

How easy was it to understand the process?

Very easy

Easy

Difficult

How many days did it take the book to arrive at your home?

1-3

4-6

7-9

10 or over

How likely are you to use Zip Books again?

Very

Likely

Somewhat

Not likely

How would you rate the overall experience?

Excellent

Good

Fair

Poor

How far is your home from your library?

1-5

6-10

Over 10

Over20

**Comments:**