



This is your Agreement and Contract for membership in the Vermont Department of Libraries Interlibrary Loan Courier System from October 1, 2026, through September 30, 2027. This agreement defines the responsibilities of delivery member libraries and should be reviewed carefully.

Being a delivery system member is a privilege, not a right, and requires adhering to the parameters outlined below. Libraries found in violation of this agreement risk loss of access to this service.

### **Funds and Fees**

Delivery is \$27.09 for each stop. Each stop includes one tote of up to fifty pounds delivered and one tote of up to fifty pounds picked up. Each additional fifty pounds of materials are \$2.16 per additional fifty pounds (no matter how many bins it is divided amongst).

Libraries that participate in delivery system agree to the following:

1. Participate in any meetings in person or electronically if system issues arise.
2. Meetings will be warned 2 weeks in advance to allow time to adjust schedules.
3. Recognizing that delivery resources cannot substitute for the building of strong local collections; libraries will maintain a commitment to local collection development as evidenced by maintenance of the library's acquisitions budget at or above the most recent three-year acquisition budget average.
4. Subscribe relevant staff to the delivery system mailing group to stay updated on and share delivery system information to benefit all participating libraries.
5. Maintain timely and proactive communication between the member library, the Vermont Department of Libraries, and Priority Express as required for the speedy resolution of problems.
6. Have a valid billing email on file with Priority Express to receive invoices. Invoices will be sent monthly by email and must be paid within 30 days – no exceptions. Late payments may result in late fees.
7. Report any issues with deliveries via the Report an Issue form:  
<https://vtlibreports.vermont.gov/forms/courier-issue-reporting>
8. Follow the Vermont Interlibrary Loan Code.
9. Keep at least 1 weekly stop throughout the agreement period.

10. Members are discouraged from contacting Priority Express or the Vermont Department of Libraries because their driver is late. Individual routes may be impacted by weather, road conditions, delivery volume or vehicle trouble.
11. All libraries participating in the delivery service must submit monthly reports specified by the Vermont Department of Libraries. The statistics required include reporting of incoming and outgoing interlibrary loans through the delivery service and postal service, and any additional bins used by the library. Partner libraries should be reporting their statistics separately from their host libraries. Host libraries should be reporting any extra bins used. You can find the statistics reporting form [here](#).
12. Establish an internal site/place for deliveries and pickups.
13. Contact Priority Express directly to cancel or reschedule any stops due to closures or weather at [libraries@prioritysameday.com](mailto:libraries@prioritysameday.com) or (802) 862-2828, option 1.
14. There will be no delivery on federal holidays - libraries with stops scheduled on these holidays may contact Priority Express in advance via phone or email to try to re-schedule a delivery.
15. All items placed in the Delivery System must be contained in zipper bags (unless the item is oversize) and accurately addressed with labels that can be printed from the Vermont Department of Libraries website and packed in approved tote bins for pickup and delivery. Note: Partner library bags should always have their own label, please do not combine packing for different libraries even if they are going to the same stop.
16. You must alert the Vermont Department of Libraries to any changes in your ongoing delivery schedule that has been established with Priority Express.
17. Any library that chooses to discontinue delivery service must return any totes and zipper bags that were provided by the Vermont Department of Libraries, and follow parameters defined by the Vermont Department of Libraries.
18. Libraries must include the logos for the Vermont Department of Libraries and IMLS on any PR or informational resources related to the courier service. Logos must conform to the regulations provided to the library by the associated organizations.
19. Libraries will actively promote ILL service to patrons, according to their local rules.
20. Libraries will use any promotional materials and tools provided by the Vermont Department of Libraries, including posters and press releases.
21. Libraries will not solicit fees or donations of any kind for ILL service from individual ILL patrons, including ILL service by courier, U.S. mail, or other delivery means. Libraries can have fundraisers with money raised being put towards postage or courier costs.
22. Libraries must continue to fill ILL requests from non-courier service libraries.
23. Libraries on the courier service must have the Preferred Lender List in their Clover Participant Record set up with courier library codes.

24. Vermont Department of Libraries and Priority Express will not be responsible for individual items damaged in transit per interlibrary loan rules stated in the Vermont Interlibrary Loan Code.

To confirm your participation status for the VTLIB Interlibrary Loan Courier Service, as well as your acceptance of these conditions, please sign the contract electronically at <https://vlibreports.vermont.gov/forms/courier-service-agreement>.