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## Delivery Service Scope of Services Definition

SMRLA will provide the following delivery services:

- Pick up all delivery boxes from designated branch libraries.
- Deliver all delivery boxes to designated branch libraries.
- Pick up all delivery boxes from government entities.
- Pick up all ILL items from designated entities and libraries.
- The College of Southern MD is only visited on Wednesday
- St. Mary's College is only visited on Wednesday.
- Charlotte Hall Post Office is visited every day

Questions – Not sure what to do, call 301-884-0436 – connect to extension 814 for Susan or 827 for Charles Spalding. Or call or text either Susan or Charles' cell phones.

Truck emergency - notify Susan or Charles right away via cell phone text or call.

## Delivery Container (Blue Box) Information

- **How they stack in the truck:**

The boxes can safely be stacked 4 high, with approximately 40 pounds of items in each box, although we usually only stack them 3 high. They have a tendency to slide, even when tethered.

- **How to carry the boxes:**

The boxes are to be lifted with two hands. One-handed is unsafe and shifts the books so they could get bent and damaged.

- **Book protection in adverse weather and when the tote falls:**

The lids protect the contents, although if the box falls over, the lids do occasionally open exposing the contents. The metal rods that connect the lid

to the box (forming the hinge) have, on occasion, worked themselves out, which can prove a safety hazard. Additionally, please make sure the truck's door is rolled down to prevent moisture from coming in the back of the truck.

- **How to safely steer the Truck Cart:**

The Truck Cart has two sets of wheels (Straight and Turning) Always steer with the straight wheel first and turning wheels last. Do this on the lift or going through doorways. (Picture shows Truck Cart maintenance tools on truck)



SMRLA Delivery Procedures/ Special Instructions

## Delivery Route with Addresses—Quick Guide

<b>SMRLA</b> 37600 New Market Rd. Charlotte Hall, MD 20622	<b>SMRL</b>	5:00 a.m.		Susan Grant	301-884-0436
Charlotte Hall Library 37600 New Market Rd. Charlotte Hall, MD 20622	<b>HALL</b>	5:15 a.m.		AM Dillion	301-884-2211
La Plata Library 2 Garrett Avenue La Plata, MD 20646	<b>CHAR</b>	6:30 a.m.		Daniel Rheingrover	301-934-9001
College of Southern MD 8730 Mitchell Rd La Plata, MD 20646	<b>CHCO</b>	7:00 a.m. (Wednesdays)		Tom Repenning	301-934-7630
Potomac Library 3225 Ruth B Swann Dr. Indian Head, MD 20640	<b>POTO</b>	7:00 a.m.		DauVeen Walker	301-375-7375
Waldorf West 10405 O'Donnell Place Waldorf, MD 20602	<b>WEST</b>	7:45 a.m.		Shannon Bland	301-638-1768
P.D. Brown Memorial 50 Village Street Waldorf, MD 20602	<b>WALD</b>	8:30 a.m.		Cecelia Thomas	301-645-2864
Twin Beach Library 3819 Harbor Rd. Chesapeake Beach, MD 20732	<b>TWIN</b>	9:45 a.m.		Melissa Gray	410-257-2411
Fairview Library 8120 Southern Maryland Boulevard Owings, MD 20736	<b>FRVW</b>	10:00 a.m.		Lisa Tassa	410-257-2101
Calvert Co. Board of Ed. 1305 Danes Beach Prince Frederick, MD 20678	<b>CVPS</b>	As needed		Sabrina Wright	410-535-8000 Ext 0
Prince Frederick Library 850 Costley Way Prince Frederick, MD 20678	<b>CALV</b>	10:45 a.m.		Sarah Avant	410-535-0291
Southern Branch Library 13920 HG Trueman Rd Solomons, MD 20688	<b>SOCC</b>	11:30 a.m.		Patti McConnell	410-586-2500
Lexington Park Library 21677 FDR Blvd	<b>LEXI</b>	12:00 p.m.		Amy Ford	301-863-8188

<b>Lexington Park, MD 20653</b>					
<b>St. Mary's College of MD 18952 E. Mill Field Drive St. Mary's City, MD 20686-3001</b>	<b>SMAR</b>	<b>12:30</b>		<b>Linda Russell</b>	<b>240-895-3213</b>
<b>Leonardtown Library 23630 Hayden Farm Lane Leonardtown, MD 20650</b>	<b>LEON</b>	<b>12:45 p.m.</b>		<b>Amy Dickenson</b>	<b>301-475-2151</b>

## Stop #1 - Southern Maryland Regional Library

**Address:** SMRLA, 37600 New Market Road, Charlotte Hall, Maryland 20622

**CODE:** Southern Maryland Regional Library - **SMRL**

## Stop #2 - Charlotte Hall

**Address:** Same Building

**CODE:** Charlotte Hall - **HALL**

### Special Instructions:

- The SMRLA and the Charlotte Hall Library will be closed upon arrival. The SMRLA 24' truck will be parked in the staff parking lot and will need to be backed up to the delivery area each day. (Garage door at back.)
- During the colder months, the engine block heater will be plugged in (left side). Before moving the truck, unplug the cord, roll up and leave under the generator.
- The truck contains boxes that need to be delivered to SMRLA and to Charlotte Hall at this location.
- SMRLA and Charlotte Hall have boxes to be picked up and delivered to the other locations.
- The Charlotte Hall Library is part of the same building, located on the southwest side of the building. Access to Charlotte Hall is through SMRLA.
- Since SMRLA is located in the same building as Charlotte Hall, the box(s) staged on the floor within SMRLA, marked with code: **HALL** are transferred directly from SMRLA to Charlotte Hall along with the boxes from the truck with code **HALL**. This includes the gray tote for HALL.

- New books packed in gray boxes and labeled with the branch designations will be picked up at SMRLA (on the counter in the delivery area).
- During the day's route these gray boxes filled with new books will be delivered to each branch as marked.
- During the day's route deliver boxes picked up from SMRLA and Charlotte Hall to locations as marked on the blue boxes.

### **SMRLA/Charlotte Hall Stops #1 and 2**

#### ***Arrive 5:00 a.m.***

- Perform vehicle pre-drive check list and complete form Driver's Vehicle Inspection Report. Keep the form in the truck in case you are stopped, (unless there is a problem you need to report immediately.) At the end of the week, put the forms in the Information Services Manager mail box for filing for insurance / DOT inspection purposes.
- If vehicle cannot be operated, see Procedure: [DP-600-A](#), Truck Maintenance Procedures.
- Back truck to SMRLA's rear garage door. Place orange cones in truck parking spot.
- Turn off motor.
- From SMRLA sorting room, find the SMRLA provided large cart.
- Before opening garage door, retrieve HALL boxes for loading.
  - Push button on door to gain access to branch.

- Load boxes from Charlotte Hall to the large cart. The boxes will be marked with all the different library codes. For example: **HALL** to **CHAR**.
- Retrieve any blue empties in excess of 5. Retrieve all empty gray boxes.
- Transport boxes on SMRLA cart to loading area.
- Open garage door and roll-up truck's back door.
- Load truck, sorting and organizing designated box codes into the proper area according to designated loading pattern: see [DOC-504-A](#). Do not stack boxes higher than four high, Two to three high is preferred to avoid boxes shifting in transport. Lighter boxes should be on top. Strap down the boxes by placing the straps on the middle box
- Locate the boxes lined up on the floor. The boxes will be marked with the code of the destination library with a yellow label.
- Place empty agency boxes/ bags to designated area.  
Close all lid tops of blue boxes on floor.
- The box with the code: **HALL** will be on the counter.  
Load the remaining blue boxes on the floor to the SMRLA hand cart.  
Push the SMRLA filled cart to the side for the moment.
- Locate all boxes with yellow labels marked with branch codes and any gray boxes with the words "SMRLA Processing" on them.
- Lower lift, transport filled truck cart and unload yellow labeled boxes from truck cart to floor in front of the garage door. (They do not have to be sorted in any specific order).

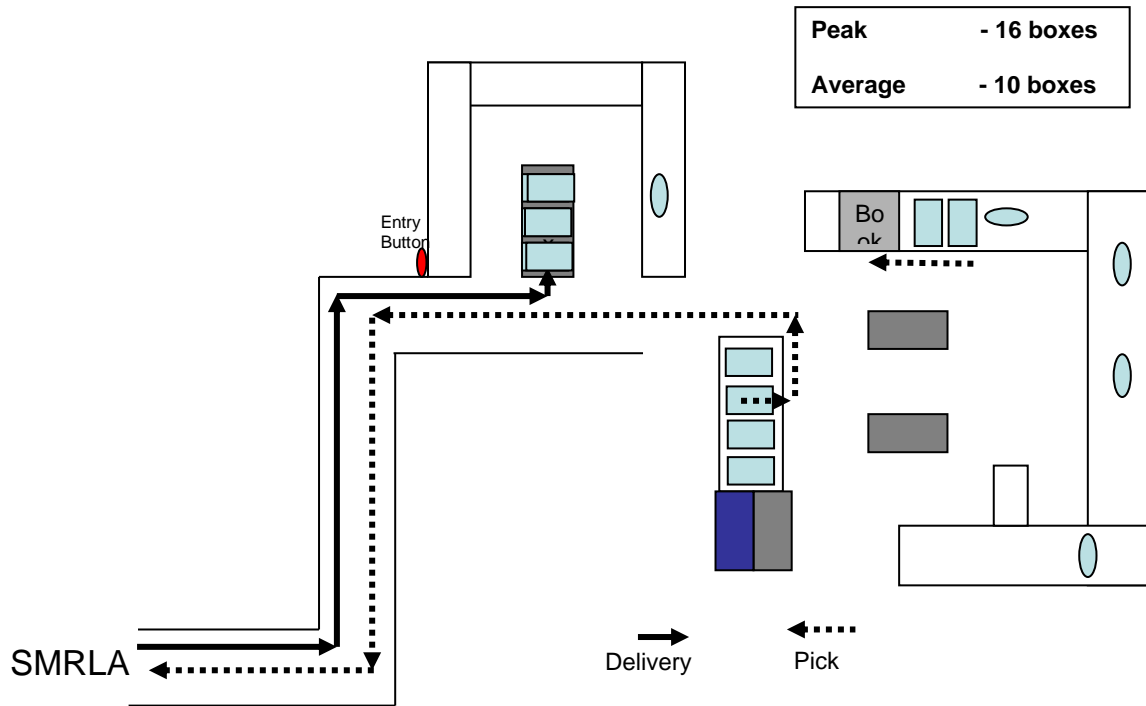


- Place the boxes with the words “SMRLA Processing” on them at the end of the counter next to the phone.
- Ride lift, enter back of truck with truck cart and load the truck cart with all boxes with the code: **SMRL**.
- Lower lift, transport truck cart and unload boxes with code: **SMRL** from truck cart to floor. (The boxes should be lined up).
- Take previously loaded SMRLA cart loaded with boxes from floor and load truck, sorting designated codes into the proper area according to designated loading pattern: See [DOC-504-A](#).
- Load cart with gray boxes staged on the shelf to the right of the garage door (while facing the garage door). These boxes are not to be tossed or handled in a rough manner. They contain new books and should be treated with care.
- Load and sort gray boxes with new books and designated codes to truck into the proper area according to designated loading pattern: see [DOC-504-A](#).
- Ride lift, enter back of truck with truck cart and load all boxes with the code: **HALL**.
- Lower lift, transport cart and add to the stack the previously set aside box with the code: **HALL**.
- For security purposes, roll down truck’s back door and garage door before leaving the area.
- Transport **HALL** boxes through SMRLA hallways to the Charlotte Hall Library.
- Push button on door to gain access to branch..

- Locate area with boxes. Empty cart, placing boxes next to ILL desk.
- Leave SMRLA dollies in room and make sure Truck cart is on the truck.
- Using the straps, secure load with loading straps as best determined.
- Secure cart with strap.
- Retrieve any bags going to the colleges.
- Retrieve mail tote.
- **Make sure garage door is secure.**
- Leave through door to the right of the garage door (while facing garage door) and close and secure/lock door.

NOTES:

## Charlotte Hall



### **Stop #3 - La Plata Library**

**Address:** 2 Garrett Avenue, La Plata, Maryland 20646

**CODE:** La Plata Library - **CHAR**

#### **Special Instructions:**

- The La Plata Library will be closed upon arrival.
- The truck will be parked at the front door of the building backed up to the handicap ramp.
- Enter through the door at the front of the building. A key and alarm code are required.
- The truck contains boxes that need to be delivered to the La Plata Library with code: **CHAR**.
- The La Plata Library has boxes to be picked up and delivered to the other locations.

### **Stop #3 – La Plata : CHAR**

#### ***Arrive 6:00 a.m.***

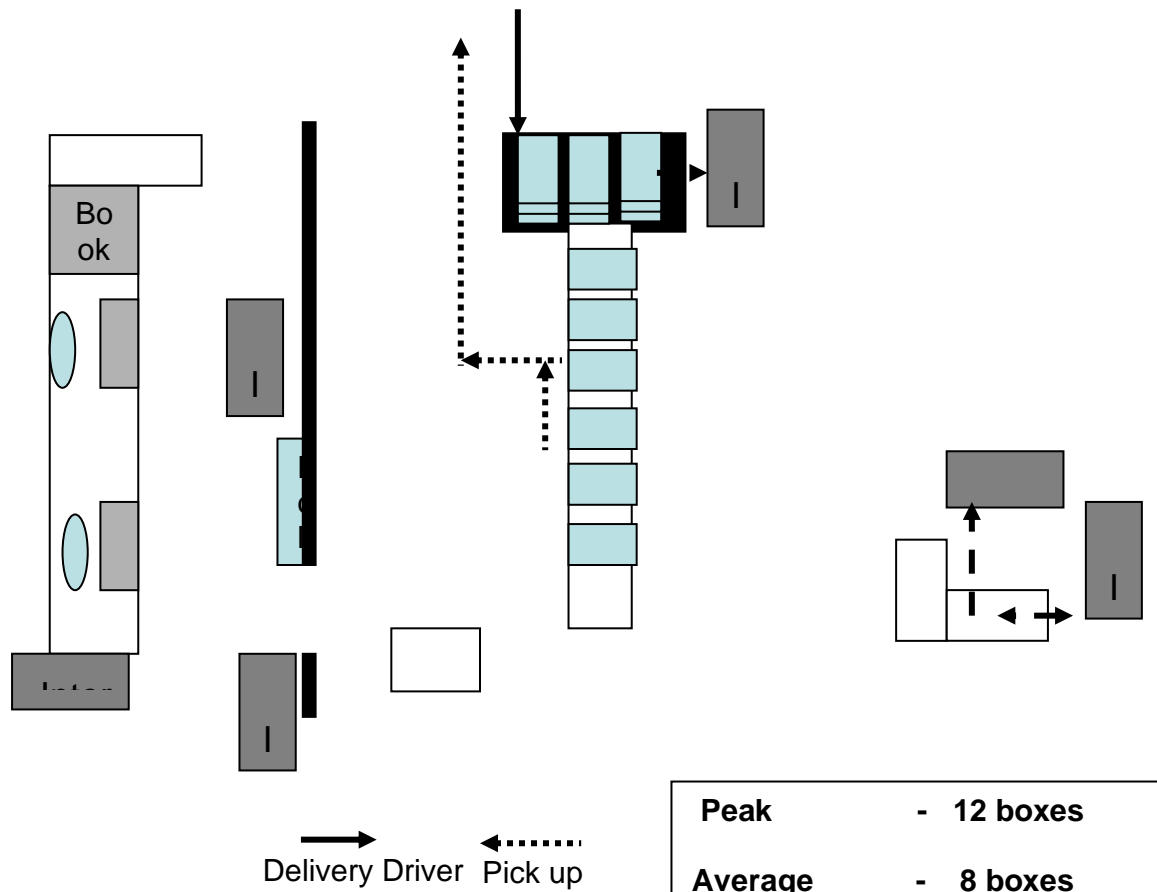
- Park in front with rear of truck near handicap ramp. Turn off motor.
- Roll up truck back door, enter truck.
- Load truck cart with all boxes with the code: **CHAR** The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).

- If cardboard boxes marked with the code: CHAR can be loaded on truck cart as well, do so or otherwise make two trips.
- Lower lift with loaded **CHAR** truck cart.
- Roll down truck back door.
- Open designated front La Plata door with provided key. Door must be propped open.
- Pass through the double doors and make a left. Go down the hallway through an open door and locate the alarm security key pad on the right hand wall. You have 60 seconds to enter the alarm code.
- Enter alarm code
- Transport the truck cart to right hand side of long counter into back office area containing boxes to be shipped from La Plata. This is next to the existing cart holding the blue boxes.
- Unload the La Plata cart of boxes going out to the floor.
- Transfer the boxes from the truck cart to the La Plata cart.
- Close lids on the boxes already staged at La Plata.
- Load boxes to be shipped from La Plata onto cart.
- Transport cart filled with boxes to be shipped from La Plata to truck. Multiple trips may be required.
- Retrieve any empty blue boxes in excess of 5.
- Roll up back door. Load cart on hydraulic lift.

- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see [DOC-504-A](#). Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Lighter boxes loaded on top. Strap down the boxes by placing the straps on the middle box. Strap down the boxes by placing the straps on the middle box
- Secure cart with tie down straps as required. Roll down truck back door and secure.
- On last trip, while exiting, rearm La Plata alarm by entering code. You have 60 seconds to leave the area and secure front door.
- Close the outside door. It should lock itself but double check it to make sure it is locked.
- Next to each alarm are the numbers to call. For AlarmSmith, the 24/7 number is (301) 274-0448. xxx If the phone rings (after the alarm has gone off accidentally), please answer it, it is AlarmSmith calling to check to see if it is an accident or a serious event. Give your name and the safe code (on lanyard). If you don't answer the phone, the police arrive within 2 minutes. It is always best to call KennethWayne Thompson (240-419-4672) if the police are involved.

NOTES:

## La Plata



#### **Stop #4 - College of Southern Maryland (needs editing xxx)**

**Address:** 8730 Mitchell Road, La Plata, Maryland 20646-0910 LR Building

**CODE:** College of Southern Maryland – **CHCO**

#### **Special Instructions:**

- Delivery on Wednesdays unless otherwise instructed.
- The College of Southern Maryland will be closed upon arrival.
- GPS Note: From HWY 301 take Hawthorne RD, Make Right onto Mitchellville. Make first Left onto campus drive. Go into 2<sup>nd</sup> parking lot. Park behind library.
- The truck will be parked at the backside of parking lot #4 of the LR building – you will see double doors with no windows (looks like a loading dock) – about 10 ft. on left there is a book drop (tan color box). You need key to get into the box (small pink key).
- A cart is not required for this location for only one partial bag by back door. Use key to open box and remove bag marked **CHCO** and place delivered bag marked **CHCO** into box.
- Make sure box is closed and locked.

#### **Stop #4 – College of Southern Maryland**

**Arrive 6:30 a.m.**

- Park in designated area. Turn off motor.
- Driver may opt to transport bag in the cab.



- Locate bag for College of Southern Maryland code: **CHCO**.
- Note: The bag will be marked **CHCO**.
- Exit truck with bag.
- Unlock drop box with provided key and remove contents of box (which will be another bag) and deposit delivery items. Then relock box.
- Carry the **CHCO** bag to truck, which will be delivered to SMRLA.

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## **Stop #5 - Potomac Library**

**Address:** 3225 Ruth B. Swann Drive, Indian Head, Maryland 20640

**CODE:** Potomac Library - **POTO**

### **Special Instructions:**

- The Potomac Library will be closed upon arrival.
- GPS Note: GPS leads to Ruth B Swan drive. Pass Ruth B Swan and drive to second drive on Right marked by four posts. (Wright Rd).
- The truck will be parked at the back of the library.
- Enter through the door at the back of the library. An alarm code and key pad code are required. The door must be shut to arm/disarm the alarm!
- The truck contains boxes that need to be delivered to the Potomac Library with code: **POTO**.
- The Potomac Library has boxes to be picked up and delivered to the other locations.

### **Stop #5 – Potomac Library: POTO**

#### **Arrive 6:45 a.m.**

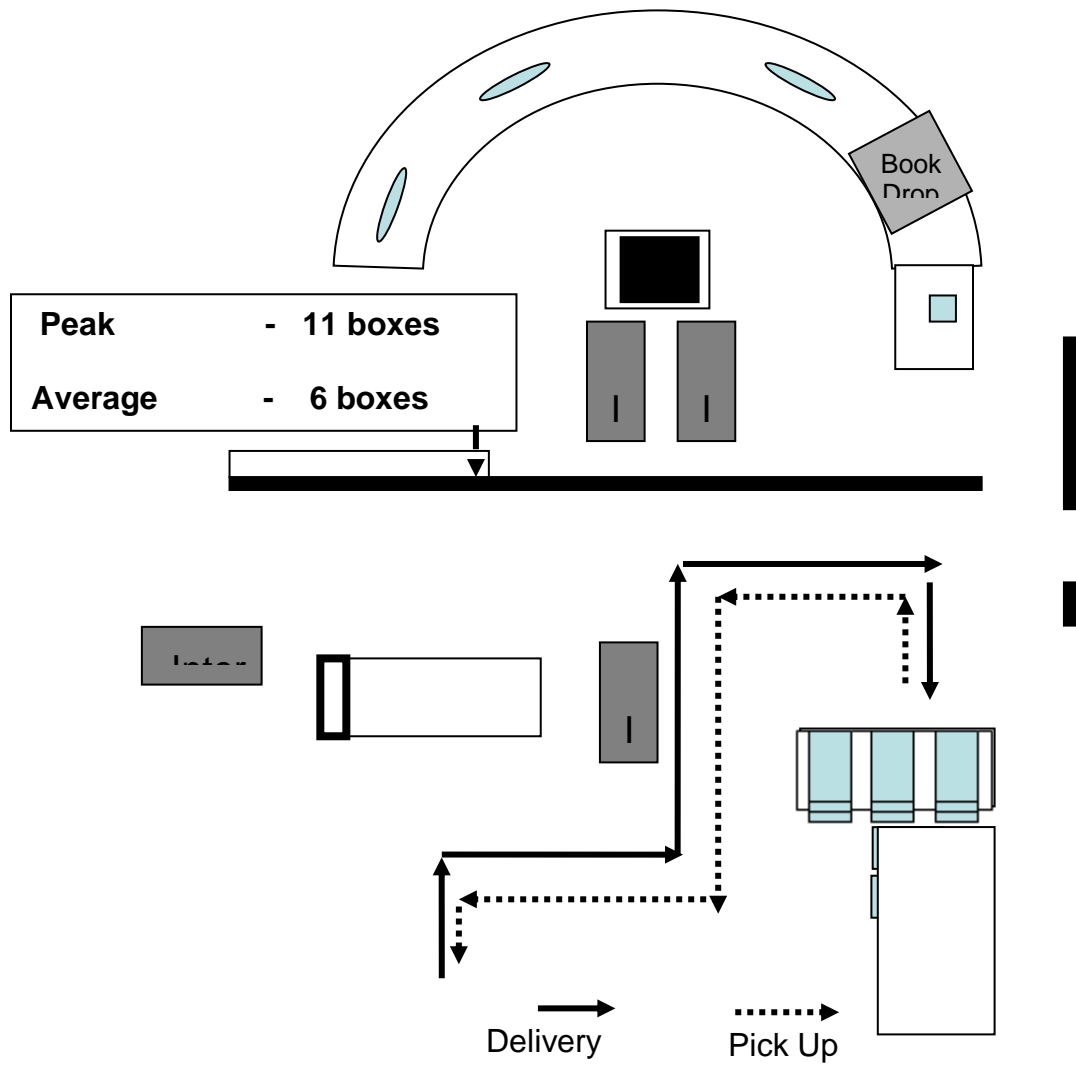
- Park in designated area at back of library. Turn off motor.
- Roll up truck back door, enter truck.
- Load truck cart with all boxes with the code: **POTO**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).

- If cardboard boxes marked with the code: **POTO** can be loaded on truck cart as well, do so or otherwise make two trips.
- Lower lift with loaded **POTO** truck cart.
- Roll down truck back door.
- Unlock back door of the Potomac Library door with keypad code.
- Locate the alarm security key pad located to the left of the door.
- Enter alarm code. If anything is unusual with the alarm, notify the Charles County Director, KennethWayne Thompson (240-419-4672). If the alarm won't set, that is typically because a door is open. The code will indicate which door it is. For instance #3 means that the children's area door is ajar.
- Door must be propped open.
- Transport the truck cart to the back of the office containing boxes to be shipped to Potomac Library.
- Close lids on the boxes already staged at Potomac Library.
- Unload cart with incoming boxes onto the red cart. Stack no more than 3 high.
- Transfer outgoing boxes to the SMRLA cart – no more than 3 high.
- Retrieve any empty blue boxes in excess of 2.
- Transport cart filled with boxes to be shipped from Potomac Library to truck. Multiple trips may be required.
- Roll up back door. Load cart on hydraulic lift and raise lift.

- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see [DOC-504-A](#). Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box
- Secure cart with tie down straps as required. Roll down truck back door and secure.
- On last trip, while exiting, rearm Potomac Library alarm by entering code. You have 60 seconds to leave the area and secure front door. If anything is unusual with the alarm, notify the Charles County Director, KennethWayne Thompson (240-419-4672)
- Close and lock Potomac Library entry door.
- Next to each alarm are the numbers to call. For AlarmSmith, the 24/7 number is (301) 274-0448. If the alarm is activated accidentally, please call (301) 274-0448 or (301) 884-2227 immediately. Give your name and safe code. If the phone rings (after the alarm has gone off accidentally), please answer it, it is AlarmSmith calling to check to see if it is an accident or a serious event. If you don't answer the phone, the police arrive within 2 minutes. It is always best to call KennethWayne Thompson (240-419-4672) if the police are involved.

NOTES:

# Potomac



## **Stop #6 - Waldorf West Library**

**Address:** 10405 O'Donnell Place, Waldorf, Maryland 20602

**CODE:** Waldorf West - **WEST**

### **Special Instructions:**

- The Waldorf West Library will be closed upon arrival.
- The truck will be parked around the back of the building in the loading zone.
- Enter through the door using your swipe card. An alarm code is required.
- The door can be propped open.
- The truck contains boxes that need to be delivered to the Waldorf West Library with code: **WEST**.
- The Waldorf West Library has boxes to be picked up and delivered to the other locations.

### **Stop #6 – Waldorf West: WEST**

#### ***Arrive 7:45 a.m.***

- Park in the back of library in the loading lane. Back up and let down life gate onto the ledge of the loading dock. This may require the helper to direct the driver while backing up. Turn off motor.
- Roll up truck back door, enter truck.

- Load truck cart with all boxes with the code: **WEST**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).
- If cardboard boxes marked with the code: **WEST** can be loaded on truck cart as well, do so or otherwise make two trips.
- Lower lift with loaded **WEST** truck cart.
- Roll down truck back door.
- Unlock designated door using swipe card. Door can be propped open.
- Locate the alarm security key pad located to the left of the door.
- Enter alarm code.
- Transport the truck cart to just inside the workroom door. Door can be propped open.
- Unload truck cart of gray boxes and transfer to them to the floor under the counter that is directly across from the garage door
- Unload truck cart filled with blue boxes coded: **WEST** to the top of the table to the right or on the floor.
- Close lids on the boxes already staged at Waldorf West on the counter-top to the right.
- Load boxes to be shipped from Waldorf West Library onto cart.
- Transport cart filled with boxes to be shipped from Waldorf West Library to truck. Multiple trips may be required.
- Roll up back door. Load cart on hydraulic lift and raise lift.

- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see [DOC-504-A](#). Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box
- Secure cart with tie down straps as required. Roll down truck back door and secure.
- On last trip, while exiting, rearm Waldorf West alarm by entering code. You have 60 seconds to leave the area and secure the staff door.
- Close Waldorf West Library entry door.
- Next to each alarm are the numbers to call. For AlarmSmith, the 24/7 number is (301) 274-0448. If the phone rings (after the alarm has gone off accidentally), please answer it, it is AlarmSmith calling to check to see if it is an accident or a serious event. Give your name and safe code located on the lanyard. If you don't answer the phone, the police arrive within 2 minutes. It is always best to call KennethWayne Thompson (240-419-4672)

#### NOTES:

Typically, the Delivery Team takes their break at West (15 minutes).



## WEST



### **Stop #7 - P.D. Brown Memorial Library**

**Address:** 50 Village Street, Waldorf, Maryland 20602

**CODE:** P.D. Brown Memorial Library - **WALD**

#### **Special Instructions:**

- The P.D. Brown Memorial Library will be closed upon arrival.
- The truck will be parked at the front of the library.
- Enter through the door at the front of the library using the key pad. An alarm code and key pad code are required.
- The door can be propped open.
- The truck contains boxes that need to be delivered to the P.D. Brown Memorial Library with code: **WALD**.
- The P.D. Brown Memorial Library has boxes to be picked up and delivered to the other locations.
- At the completion of this delivery, please check Fuel Gauge.

#### **Stop #7 – P.D. Brown Memorial Library: WALD**

##### ***Arrive 8:30***

- Park in front of library. Turn off motor.
- Roll up truck back door, enter truck.

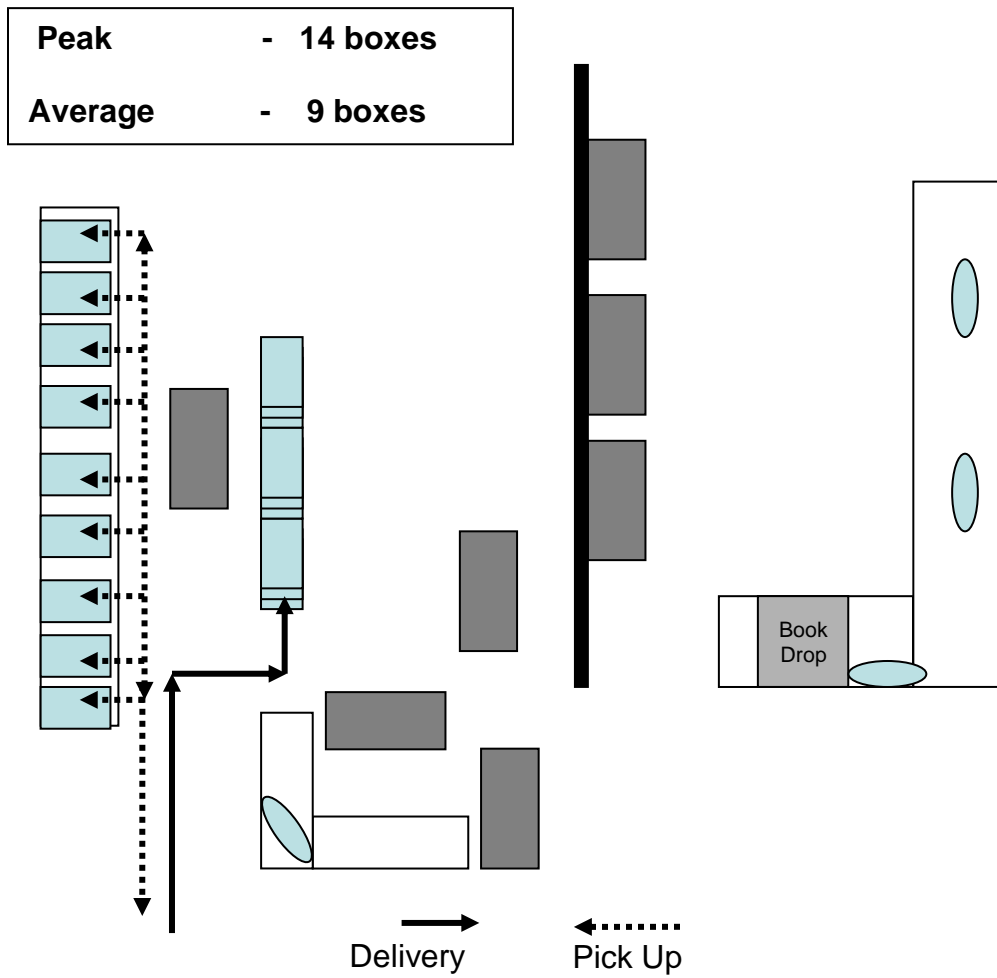
- Load truck cart with all boxes with the code: **WALD**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).
- If cardboard boxes marked with the code: **WALD** can be loaded on truck cart as well, do so or otherwise make two trips.
- Lower lift with loaded **WALD** truck cart.
- Roll down truck back door.
- Unlock designated P.D. Brown Memorial Library door with key code.  
Door can be propped open.
- Locate the alarm security key pad located to the left of the door.
- Enter alarm code.
- Transport the truck cart to just inside the door (to the left) containing boxes to be shipped from P.D. Brown Memorial Library.
- Unload truck cart of gray boxes.
- Roll cart to the front table and unload gray boxes to the floor beside the table.
- Unload truck cart filled with blue boxes coded: **WALD** to the floor.
- Close lids on the boxes already staged at P.D. Brown Memorial Library.
- Load boxes to be shipped from P.D. Brown Memorial Library onto cart.
- Transport cart filled with boxes to be shipped from P.D. Brown Memorial Library to truck. Multiple trips may be required.
- Retrieve any empty blue boxes in excess of 3.

- Roll up back door. Load cart on hydraulic lift and raise lift.
- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see [DOC-504-A](#). Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box.
- Secure cart with tie down straps as required. Roll down truck back door and secure.
- On last trip, while exiting, rearm P.D. Brown Memorial Library alarm by entering code. You have 60 seconds to leave the area and secure front door.
- Close and lock P.D. Brown Memorial Library entry door.
- Next to each alarm are the numbers to call. For AlarmSmith, the 24/7 number is (301) 274-0448. If the phone rings (after the alarm has gone off accidentally), please answer it, it is AlarmSmith calling to check to see if it is an accident or a serious event. Give your name and safe code located on the lanyard. If you don't answer the phone, the police arrive within 2 minutes. It is always best to call Kenneth Wayne Thompson (240-419-4672) if police action is involved.

**NOTES:**

Drop empties at WALD at least once a week.

# Waldorf



### Stop #7.5 – Quarles for fuel

Address: 12090 Acton Ln, Waldorf, MD 20601

#### Special Instructions:

Generally, the truck will need fueling every 3-4 days. Do not let the truck get low on fuel.

Quarles card is coded.

Quarles card is in the Delivery Bag.

Quarles code to pump gas is on the Delivery Lanyard.

### Stop #8 - Twin Beach Library

**Address:** 3819 Harbor Road, Chesapeake Beach, Maryland 20732

**CODE:** Twin Beach Library - **TWIN**

#### Special Instructions:

- The Twin Beach Library may be closed upon arrival.
- The truck will be parked at the front entrance of the library as close to the wall as possible **(please, do not block traffic)**.
- Enter through the staff door and cut through to open the public door at the front of the building.
- The door has an automatic opener.
- The truck contains boxes that need to be delivered to the Twin Beach Library with code: **TWIN**.

- The Twin Beach Library has boxes to be picked up and delivered to the other locations.

**Stop #8 – Twin Beach Library: TWIN**

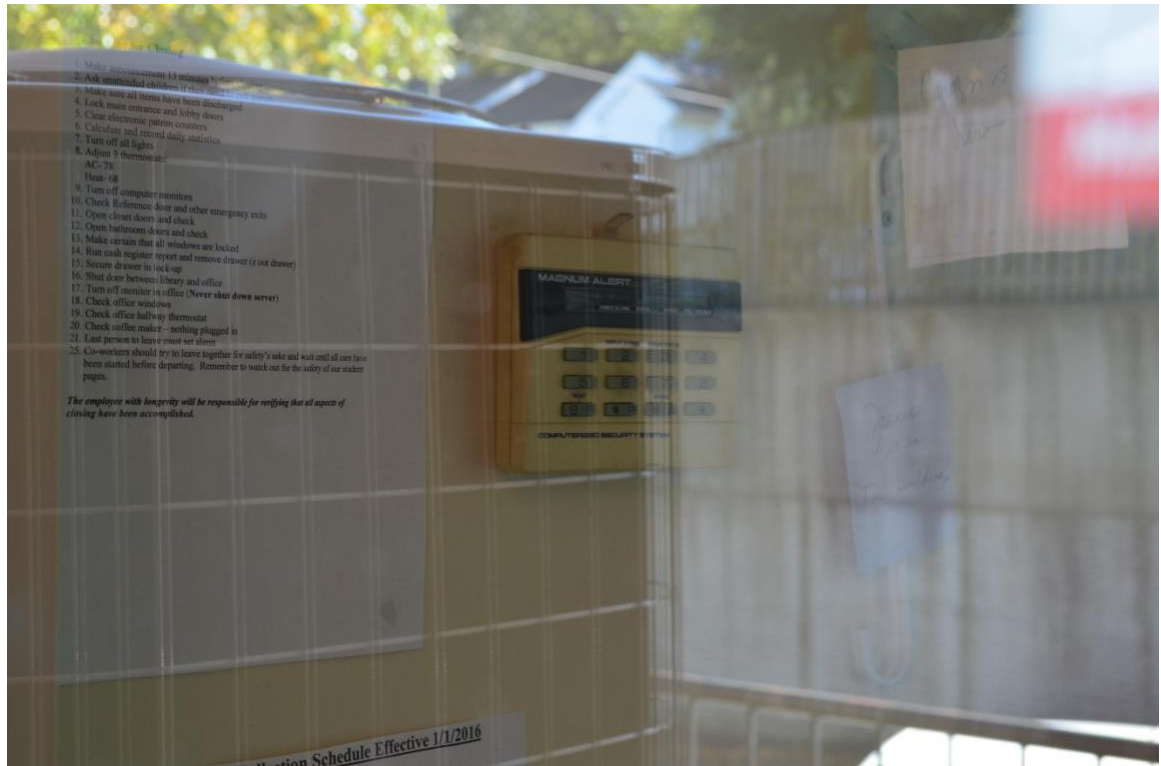
***Arrive 09:30 a.m.***

- Park against wall. Turn off motor.
- Roll up truck back door, enter truck.
- Load truck cart with all boxes with the code: **TWIN**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).
- If gray boxes marked with the code: **TWIN** can be loaded on truck cart as well, do so otherwise make two trips.
- Lower lift with loaded **TWIN** truck cart.
- Roll down truck back door.
- Enter at the side of the building which is to the left using the office entrance with a key.



- Alarm pad left hand side as you enter. Enter the alarm code and then relock door.





- Enter office and go through door to library and prop open door, go to double glass doors, open glass door and prop open if needed.
- Enter location and transport the truck cart to the desk area at the back of the library containing boxes to be shipped from Twin Beach Library.
- Unload truck cart filled with boxes coded: **TWIN** to the floor behind the desk no more than 4 high.
- Unload gray boxes coded: **TWIN** to floor beside reference desk.
- Close lids on the boxes already staged at Twin Beach Library.
- Load boxes to be shipped from Twin Beach Library onto cart.
- Load boxes on floor coded: **TWIN** from floor to the designated area (behind the front desk).

- Transport cart filled with boxes to be shipped from Twin Beach Library to truck. Multiple trips may be required. If library staff are present, ask them to lock the door behind you. Otherwise follow the procedures below.
- Park the cart just outside the glass doors. Use the brake if alone or leave the cart with the helper.
- Reenter library through glass doors, make sure glass doors are locked and shut.
- Proceed to library office door, if closed enter code and turn doorknob clockwise.
- Reactivate alarm code, close door, relock and check.
- Roll up back door. Load cart on hydraulic lift and raise lift.
- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see [DOC-504-A](#). Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box.
- Secure cart with tie down straps as required. Roll down truck back door and secure.

#### NOTES:

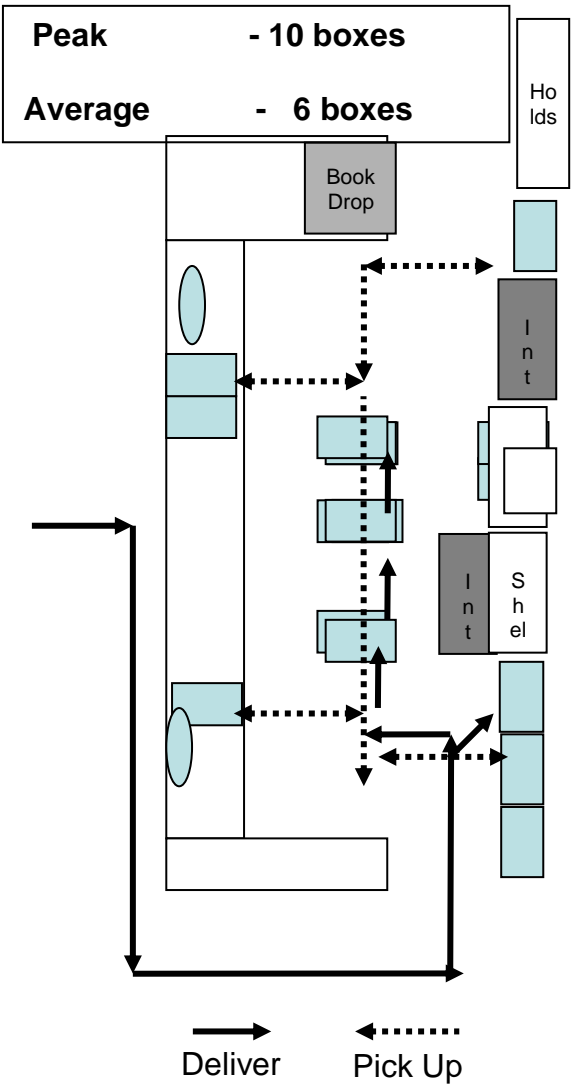
If the alarm was properly set, you should hear a tone after entering the building and before disabling the alarm. If not, then the alarm was either not set or is malfunctioning. The light will be red if set, green if off.

If you enter the wrong code or if you otherwise set off the alarm, press the reset button (#9), hold for 3 seconds, and then put the code back in.

If you encounter problems with the alarm or in entering the building, it is imperative to call the Calvert Control Center at 410-535-3491 and let them know that you are the delivery driver for the library; that will be adequate to avert a police visit if the alarm is inadvertently set off. A call needs to be made or the Police will arrive. Next, call one of the Twin Beaches' Supervisors; Joanie

Kilmon at 410-610-5847 or Sandy Hunting at 410-474-7254. Xxx needs revision  
Then call the delivery manager.

**Twin Beach**



## **Stop #9 - Fairview Library**

**Address:** 8120 Southern Maryland Boulevard, Owings, Maryland 20736

**CODE:** Fairview Library - **FRVW**

### **Special Instructions:**

- The Fairview Library may be open upon arrival.
- The truck will be parked back of the building (but the front of the library), back truck toward the side door (with green awning)
- If the library is not open, enter through the side door (with awning). Enter with the cart through the public door.
- The truck contains boxes that need to be delivered to the Fairview Library with code: **FRVW**.
- The Fairview Library has boxes to be picked up and delivered to the other locations.

### **Stop #9 – Fairview Library: FRVW**

***Arrive 10:15 a.m.***

- Park in parking lot, back truck toward the front door. Turn off motor.
- Roll up truck back door, enter truck.
- Load truck cart with all boxes with the code: **FRVW**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).

- If cardboard boxes marked with the code: **FRVW** can be loaded on truck cart as well, do so otherwise make two trips.
- Lower lift with loaded **FRVW** truck cart.
- Roll down truck back door.
- IF STAFF NOT ONSITE: Enter location through the door with the green awning. Open door using the code on the lanyard. Disarm the alarm which is directly across from the door. To disarm, you will need to put in the code and hit the on/off button. It will say "System ready." After entering the building, go to the front door (located on the left) and use that door to bring in the carts. Once done with delivery, remember to rearm the alarm by putting in the code and hitting the on/off button.
- IF STAFF ONSITE: Enter the building by the front door. After entering the building, open the front door to transport the truck cart to the desk area containing boxes to be shipped from Fairview Library.
- Unload truck cart filled with boxes coded: **FRVW** to the floor.
- Close lids on the boxes already staged at Fairview Library.
- Load boxes to be shipped from Fairview Library onto cart.
- Load boxes on floor coded: **FRVW** from floor to the designated area.
- Load gray boxes onto table in Children's section.xxx?
- Transport cart filled with boxes to be shipped from Fairview Library to truck. Multiple trips may be required.
- Roll up back door. Load cart on hydraulic lift and raise lift.
- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see

[DOC-504-A](#). Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box.

- Secure cart with tie down straps as required, roll down and secure truck back door.

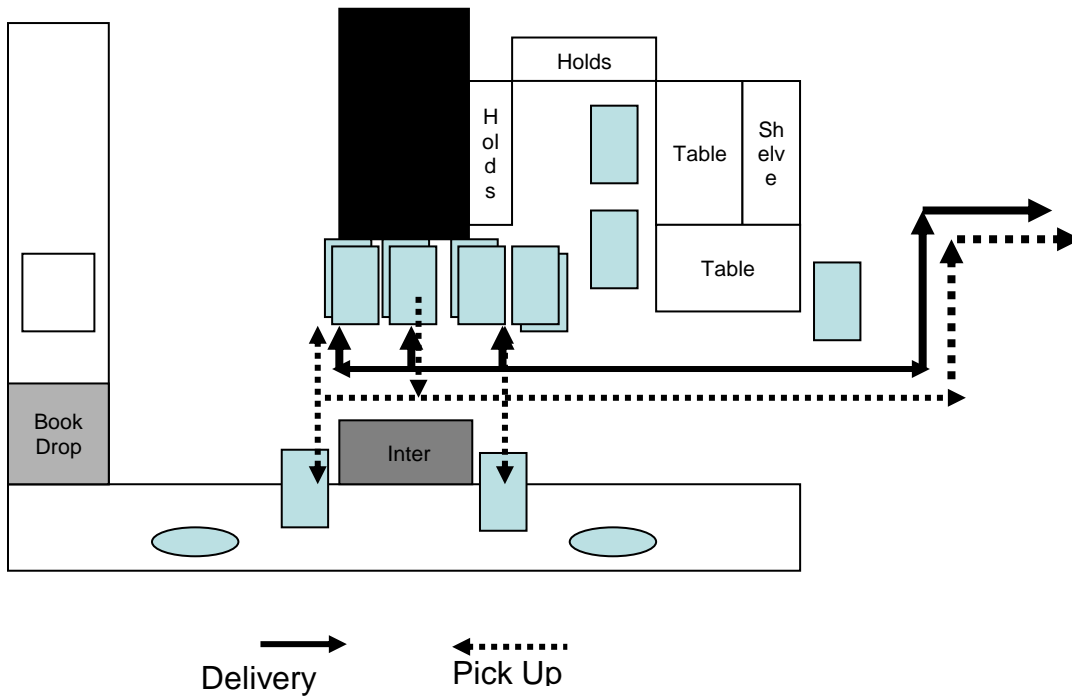
**NOTES:**

If you encounter problems with the alarm or in entering the building, it is imperative to call the Calvert Control Center at 410-535-3491 and let them know that you are the delivery driver for the library; that will be adequate to avert a police visit if the alarm is inadvertently set off. A call needs to be made or the Police will arrive. Next, call the Fairview Supervisor Lisa Tassa at 240-593-6386 as courtesy to let them know that you had an issue with the alarm and the status of the alarm when you leave. Then call the delivery manager.

## Fairview

**Peak - 14 boxes**

**Average - 8 boxes**



## **Stop #10 - Prince Frederick Library**

**Address:** 850 Costley Way, Prince Frederick, Maryland 20678

**CODE:** Prince Frederick Library - **CALV**

### **Special Instructions:**

- The Prince Frederick Library will be open upon arrival (possible exception would be Fridays).
- The truck will be parked at the front of the building. Back into the area parallel to the front door; make sure ramp is lowered to the sidewalk for proper leveling.
- Enter through the public door at the front of the building. If the library is closed enter through the back door, located at the back of the building. An alarm code and door entry code are required if the library is closed. In this case, enter, disarm alarm, and walk to the front of the building to open up front door.
- The front door has an automatic opener.
- The truck contains boxes that need to be delivered to the Prince Frederick Library with code: **CALV**.
- The Prince Frederick Library has boxes to be picked up and delivered to the other locations.

### **Stop #10 – Prince Frederick Library: CALV**

***Arrive 11:00 a.m.***

- Park in front area with ramp lowered on sidewalk. Turn off motor.



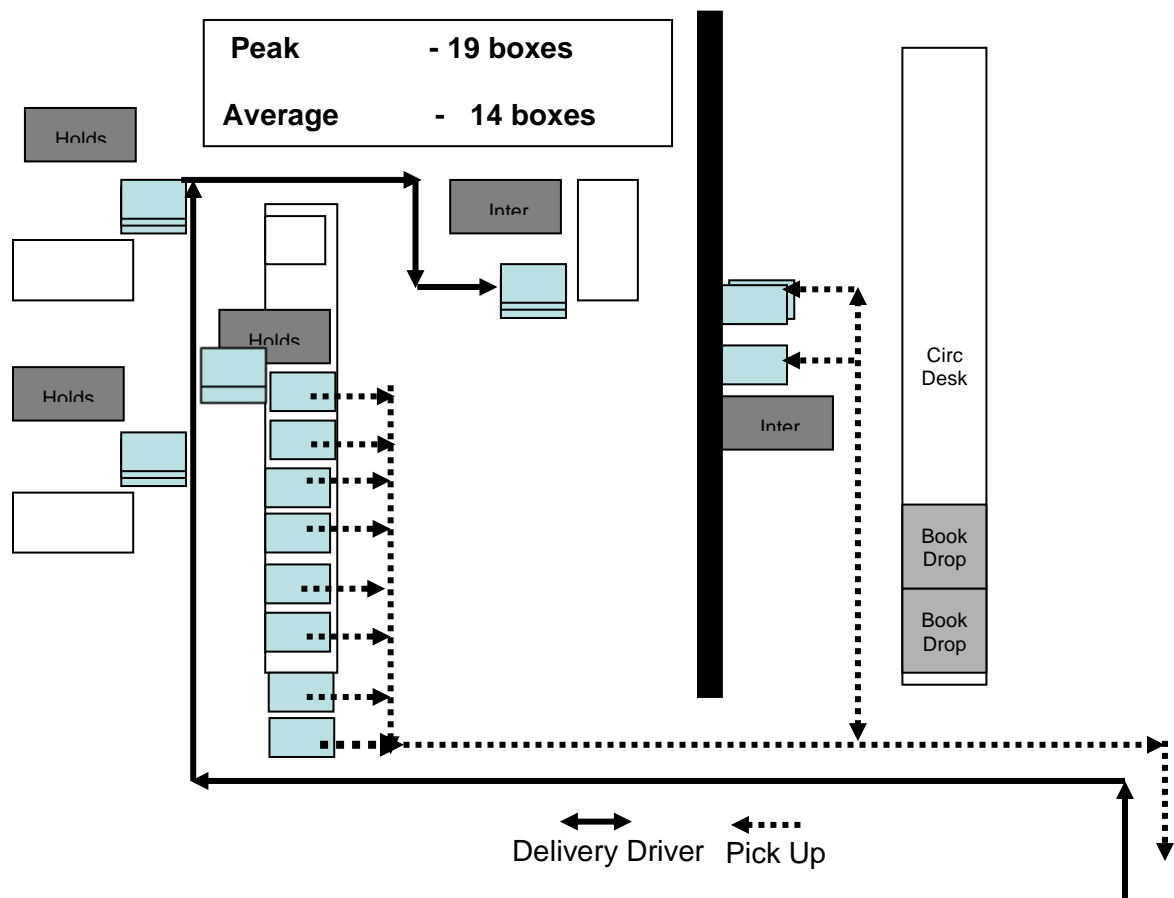
- Roll up truck back door, enter truck.
- Load truck cart with all boxes with the code: **CALV**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#). Note: Two trips are usually necessary, so really, it will likely be that you are loading the cart with half, not all, of the boxes with the code: CALV.
- If cardboard boxes marked with the code: **CALV** can be loaded on truck cart as well, do so or otherwise make two trips.
- Lower lift with loaded **CALV** truck cart.
- Roll down truck back door.
- Enter through left door behind circulation desk designated entry and transport the truck cart to the left of the large counter through the door to the designated area containing boxes to be shipped from Prince Frederick Library.
- If the library is closed enter through the back door at the back of the building near the ramp. Enter the number and then press the On/Off button. The second door also has a code. In this case, the person entering the building would go to the front door, pull apart the sliding glass doors, and open the front doors to let in the delivery carts.
- Unload the boxes to floor of the four separate stations, dividing the number of boxes evenly. Ask for assistance. Xxx?
- Close lids on the boxes already staged underneath table and behind the circulation desk at Prince Frederick Library. xxx? (*I think they are on floor in the back?*)
- Load boxes to be shipped from Prince Frederick Library onto cart.

- Ask if there are any processed boxes needed for pickup.
- Transport cart filled with boxes to be shipped from Prince Frederick Library to truck. Multiple trips may be required. On last trip make sure door is closed.
- If the library was closed, exit out the back, reactivate the alarm with the code and check to make sure the door is locked. If the library is closed and staff is present, this step may not be necessary.
- Roll up back door. Load cart on hydraulic lift and raise lift.
- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see [DOC-504-A](#). Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box.
- Secure cart with tie down straps as required, roll down and secure truck back door.

#### NOTES:

If you encounter problems with the alarm or in entering the building, it is imperative to call the Calvert Control Center at 410-535-3491 and let them know that you are the delivery driver for the library; that will be adequate to avert a police visit if the alarm is inadvertently set off. A call needs to be made or the Police will arrive. Next, call one of the Prince Frederick Supervisors; Carrie Willson at 301-991-9500. Then call the delivery manager.

# Prince Frederick



**Stop #11 - Calvert County Board of Education (xxx needs revision or overview)**

**Address:** 1305 Danes Beach, Prince Frederick, Maryland 20678

**CODE:** Calvert County Board of Education - **CVPS**

**Special Instructions:**

- Only deliver to this location if there are materials and never more than once a week. (Thursdays).
- This Calvert Co. Board of Education location will be opened upon arrival.
- The truck will be parked at the front of the building.
- Enter through the door at the front of the building.
- A cart is not required for this location for only one envelope, bag or loose books will be picked up and delivered.

**Stop #11 – Calvert County Board of Education: CVPS**

***Arrive 11:15 a.m.***

- Park in designated area. Turn off motor.
- Locate misc. tote box with bag, envelope or books to deliver for Calvert Co. Board of Education. These are usually transported in the cab.
- Exit truck.
- Transport bag, envelope or books to designated area.
- Deliver

- Pickup/ bag, envelope or books to ship from Calvert Co. Board of Education to truck.
- While exiting, secure front door.

NOTES:

## **Stop #12 - Southern Branch Library**

**Address:** 13920 HG Trueman Road, Solomons, Maryland 20688

**CODE:** Southern Branch Library - **SOCC**

### **Special Instructions:**

- The Southern Branch Library will be open upon arrival with the possible exception of Friday.
- The truck will be parked at the back of the building and backed up to the delivery door.
- Enter through the delivery door at the back of the building.
- The truck contains boxes that need to be delivered to the Southern Branch Library with code: **SOCC**.
- The Southern Branch Library has boxes to be picked up and delivered to the other locations.

### **Stop #12 – Southern Branch Library: SOCC**

#### ***Arrive 11:45 a.m.***

- Park in designated area at the back of the building with trucked backed up to delivery area. Turn off motor.
- Roll up truck back door, enter truck.
- Load truck cart with all boxes with the code: **SOCC**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).

- If gray boxes marked with the code: **SOCC** can be loaded on truck cart as well, do so or otherwise make two trips.
- Lower lift with loaded **SOCC** truck cart.
- Roll down truck back door.
- Enter through the back staff/delivery entrance using the key and the alarm code if the library is closed.
- Enter through designated entry and transport the truck cart through the door and to the right through the storage area and staff lounge to the staff work room containing boxes to be shipped from Southern Branch Library.
- Unload truck cart filled with boxes coded: **SOCC** to the floor by the two designated workstations. Stack four high. What doesn't fit stacked beside the two workstations can be stacked next to the wall.
- Pick up the boxes lined up against the wall by the door out to the circulation desk and those boxes behind the circulation desk that are ready to go.
- Load boxes to be shipped from Southern Branch Library onto cart.
- Load boxes on floor coded: **SOCC** from floor to the designated area.
- Pick up empty gray boxes.
- Transport cart filled with boxes to be shipped from Southern Branch Library to truck. Multiple trips may be required. On last trip make sure door is closed.
- Roll up back door. Load cart on hydraulic lift and raise lift.
- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see

[DOC-504-A](#). Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box.

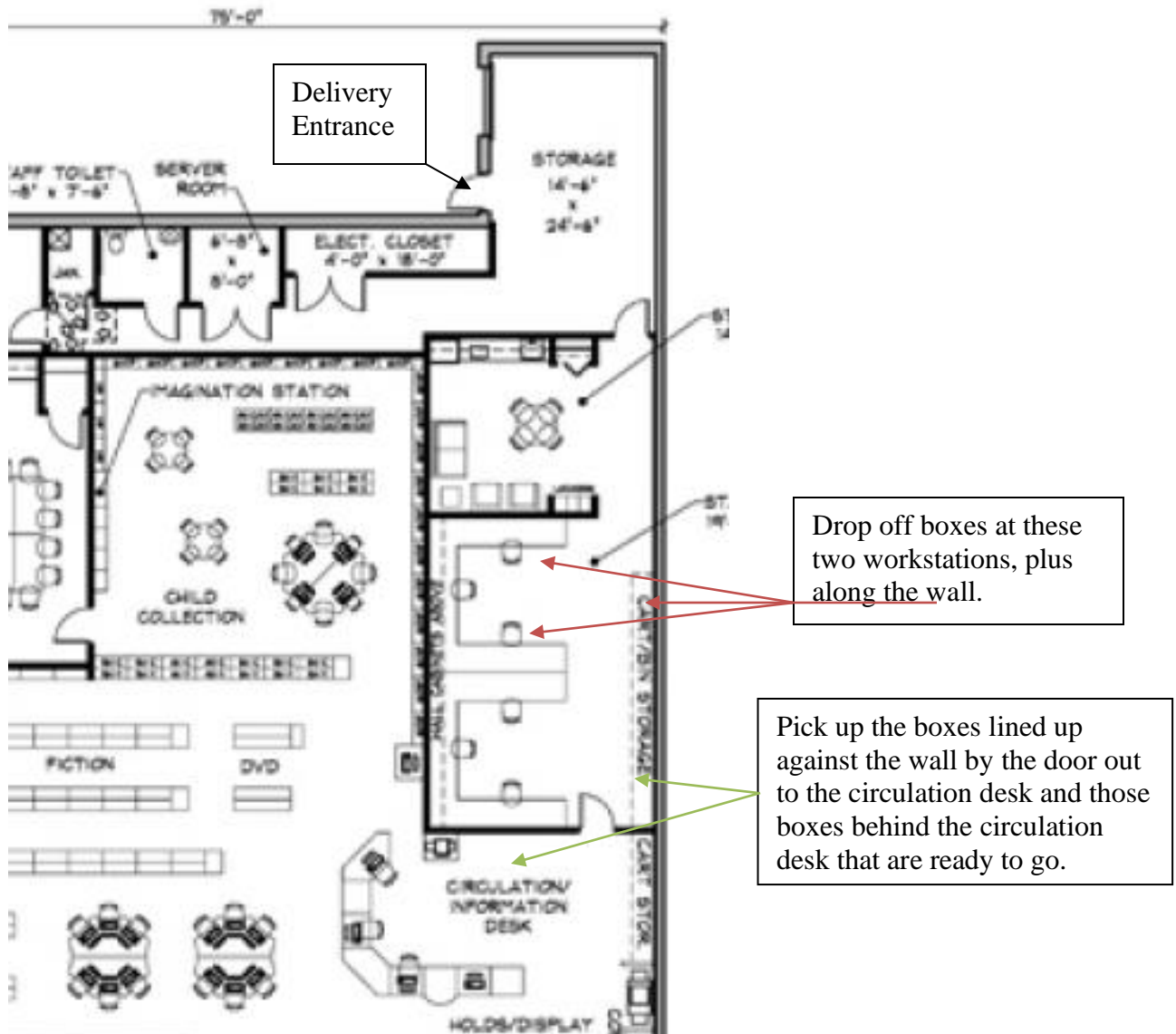
- Secure cart with tie down straps as required, roll down and secure truck back door.

#### NOTES:

If you encounter problems with the alarm or in entering the building, it is imperative to call the Calvert Control Center at 410-535-3491 and let them know that you are the delivery driver for the library; that will be adequate to avert a police visit if the alarm is inadvertently set off. A call needs to be made or the Police will arrive. Next, call the Southern Supervisor Patti McConnell at 443-532-6135. Then call the delivery manager.



xxx Boxes go along the wall



### **Stop #13 - Lexington Park Library**

**Address:** 21677 FDR Blvd Lexington Park, Maryland 20653

**CODE:** Lexington Park Library - **LEXI**

**Special Instructions:**

- The Lexington Park Library will be open upon arrival.
- The truck will be pulled up next to the drive up book drop. Use the orange cones to block off the area.
- Use the key fob to gain entry to the door with the awning.
- The door can be propped open using provided door stops.
- The truck contains boxes that need to be delivered to the Lexington Park Library with code: **LEXI**.
- The Lexington Park Branch Library has boxes to be picked up and delivered to the other locations.

**Stop #13 – Lexington Park Library: LEXI**

***Arrive 12:15 p.m.***

- Park in designated area. Turn off motor.
- Roll up truck back door, enter truck.
- Load truck cart with all boxes with the code: **LEXI**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).

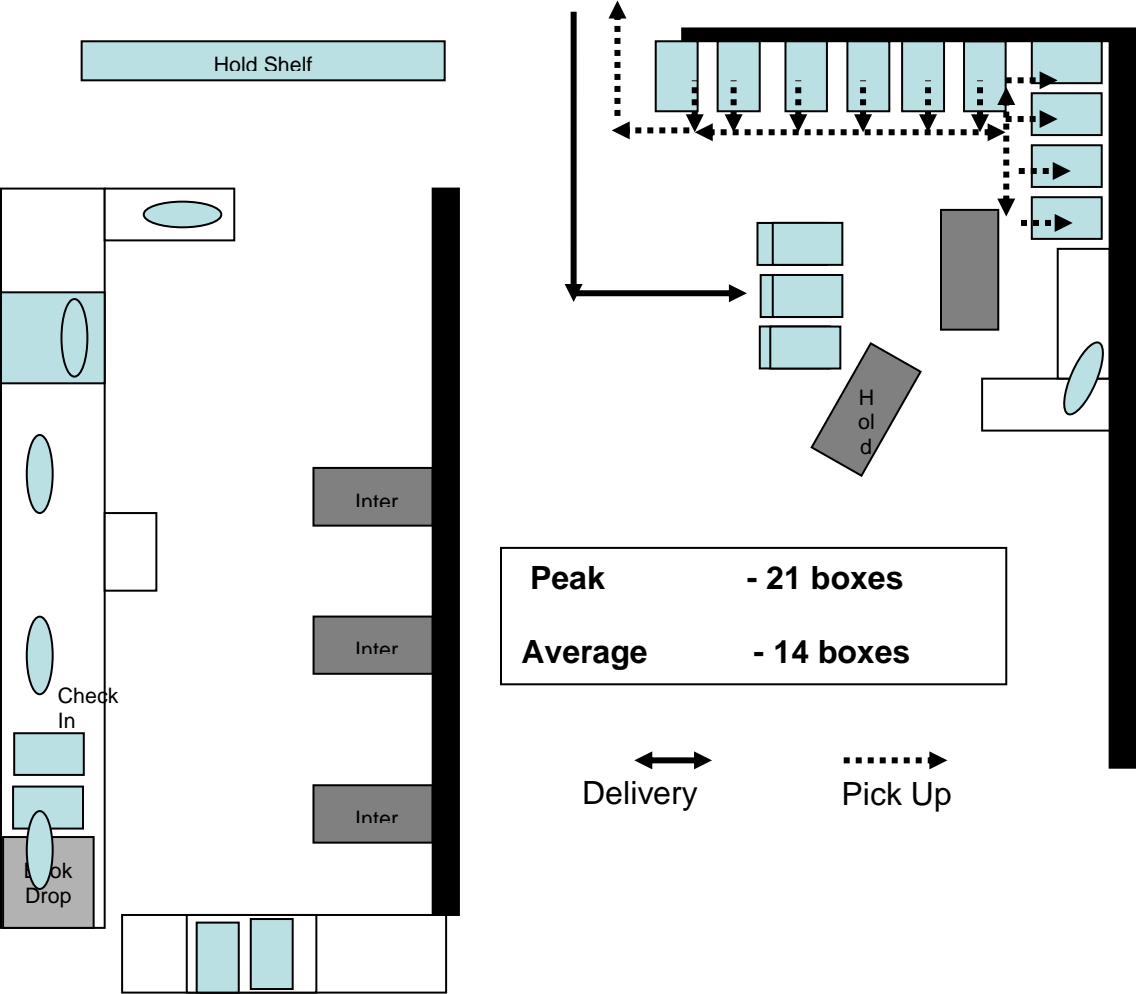
- If cardboard boxes marked with the code: **LEXI** can be loaded on truck cart as well, do so or otherwise make two trips.
- Lower lift with loaded **LEXI** truck cart.
- Roll down truck back door.
- Enter through the staff entrance using the provided key.
- Enter through designated entry and transport the truck cart to the left of the entrance area containing boxes to be shipped from Lexington Park Library.
- Unload truck cart filled with boxes coded: **LEXI** to the floor by the desk on the left. Boxes should be placed to the right hand side of the workstation. Ask for assistance if required.
- Unload gray boxes to the library cart and roll to processing workstation.
- Close lids on the boxes already staged at Lexington Park Library.
- Load boxes to be shipped from Lexington Park Library onto cart.
- Load boxes on floor coded: **LEXI** from floor to the designated area which is the to the left, against the wall. Put new by the cubicle. Load empty gray boxes as well.
- Transport cart filled with boxes to be shipped from Lexington Park Library to truck. Multiple trips may be required. On last trip make sure door is closed.
- Roll up back door. Load cart on hydraulic lift and raise lift.
- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see [DOC-504-A](#). Do not stack boxes higher than four: two and three high are

preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box.

- Secure cart with tie down straps as required, roll down and secure truck back door.

NOTES:

# Lexington Park



**Stop #14 - St. Mary's College of Maryland *xxx needs revision possibly***

**Address:** 18952 E. Mill Field Drive, St. Mary's City, Maryland 20686-3001

**CODE:** St. Mary's College of Maryland - **SMAR**

**Special Instructions:**

- Deliver on Wednesday unless otherwise instructed.
- The St. Mary's College of MD location will be opened upon arrival.
- The truck will be parked at the end of Mill Field Dr. at the back of the library in the loading zone area. Walk to the left of the building and through the front entrance of the library.
- Make a right and go to the main desk.
- A cart is not required for this location for only partially filled box will be picked up and delivered.

**Stop #14 – St. Mary's College of Maryland: SMAR**

***Arrive 12:30 p.m.***

- Park in designated area. Turn off motor.
- Roll up truck back door, enter truck.
- Locate bag for St. Mary's College of MD code: **SMAR**. This is usually transported in the cab.
- Note: The bag will have **SMAR** on the outside.
- Exit truck with box.

- Enter through designated entry door and transport box to the desk area.  
A blue box will be under the desk, remove the contents of that box place the contents of the bag into the box and load the items that were in to box into the bag.
- Carry bag to truck.
- Place bag in designated area.

NOTES:

## **Stop #15 - Leonardtown Library**

**Address:** 23630 Hayden Farm Lane. Leonardtown, MD 20650

**CODE:** Leonardtown Library - **LEON**

### **Special Instructions:**

- The Leonardtown Library will be open upon arrival.
- The truck should be parked in the loading area which is past the drive through window (to the left when driving toward the building). Back in toward the door with the orange stripe.
- Use fob to open door.
- Incoming and outgoing boxes are stacked in room immediately inside the loading dock door.
- The truck contains boxes that need to be delivered to the Leonardtown Library with code: **LEON**.
- The Leonardtown Library has boxes to be picked up and delivered to the other locations.

### **Stop #15 – Leonardtown Library: LEON**

***Arrive 12:45 p.m.***

- Park in side designated loading zone which is to the left when driving toward the building, past the driveway for the drive through window. Back into the parking space toward the entry door which has an orange stripe. Turn off motor.



- Load truck cart with all boxes with the code: **LEON**. The boxes should be located in a designated area according to the delivery truck loading pattern from: [DOC-504-A](#).
- If cardboard boxes marked with the code: **LEON** can be loaded on truck cart as well, do so or otherwise make two trips.
- Lower lift with loaded **LEON** truck cart.
- Roll down truck back door.
- Enter through designated entry (orange stripe door) using the key fob and transport the truck cart room immediately inside the door.
- Unload truck cart filled with boxes coded: **LEON** to the floor.
- Load boxes on floor coded: **LEON** from floor to the designated area. Gray boxes on the table to the left. Blue boxes on the left by shelf.
- Close lids on the boxes already staged at Leonardtown Library.
- Load boxes to be shipped from Leonardtown Library onto cart.
- Transport cart filled with boxes to be shipped from Leonardtown Library to truck. Multiple trips may be required. On last trip make sure door is closed.
- Roll up back door. Load cart on hydraulic lift and raise lift.
- Unload cart to truck, sorting and organizing designated codes into the proper area according to designated delivery truck loading pattern: see [DOC-504-A](#).
- Do not stack boxes higher than four: two and three high are preferred to avoid boxes falling in transport. Strap down the boxes by placing the straps on the middle box.

- Secure cart with tie down straps as required, roll down and secure truck back door. Make sure the back door is locked after this stop.

NOTES:

Loading area shares a driveway with the public drive through window.

Leonardtown map needed

### **Stop #16 - Charlotte Hall Post Office**

**Address:** 29948 Three Notch Road, Charlotte Hall, Maryland 20622

**Box #: 459**

**Special Instructions:**

- Park the 24' truck along the road next to the commuter parking lot.

**Stop #16 – Charlotte Hall Post Office**

***Arrive 1:20 p.m.***

- Use the key to open box #459. If there is mail, retrieve it and put in the canvas bag. If there is no mail, go to the desk and ask for the mail.
- Return any empty mail boxes to the desk.

NOTES:

## **Stop #17 - Southern Maryland Regional Library**

**Address:** SMRLA, 37600 New Market Road, Charlotte Hall, Maryland 20622

**CODE:** Southern Maryland Regional Library - **SMRL**

### **Special Instructions:**

- SMRLA is the last stop and where the route began.
- Park the 24' truck in the Charlotte Hall staff parking lot.

### **Stop #17 - Southern Maryland Regional Library: SMRL**

***Arrive 1:40 p.m.***

- Perform vehicle post-drive check list, complete form: Truck Inspection Booklet/Forms.
- Assure that the vehicle's gate lift switch is OFF, the truck is locked, back door secure.
- During the colder months, the engine block heater will need to be plugged in (left side). Plug in the cord (located under the generator).
- If vehicle cannot be operated, see Procedure: [DP-600-A](#), Truck Maintenance Procedures.
- *Turn in pre and post drive check list to Information Services Manager. xxx*
- Place GPS, keys, manual and any other delivery materials in the safe in the delivery area. Make sure that the bag containing the keys, lanyards, etc. is well into the safe and isn't in danger of being caught up in the safe's mechanisms when the safe is shut.

Delivery Truck - Loading Pattern

SMRL	SMRL SMRL	HALL
WEST		HALL
WEST		HALL
WEST		FRVW
WEST		FRVW
CHAR		FRVW
CHAR		TWIN
CHAR		TWIN
CHAR		TWIN
SOCC		WALD
SOCC		WALD
SOCC		WALD
SOCC		WALD
CALV		POTO
CALV		POTO
CALV		POTO
CALV		POTO
LEON		LEXI
LEON		LEXI
LEON		LEXI
LEON		LEXI