

**Driver Guidelines for  
MOBIUS  
Courier Services**



## Who Is MOBIUS?

- MOBIUS is a multi-type library consortium and delivery network based in Columbia, Missouri.
- MOBIUS has recently partnered with libraries across Iowa to expand the sharing of library materials across Iowa and other states.
- The success of the library material sharing is dependent upon a reliable delivery network that also reaches out to several neighboring states. Timely pickup and delivery of materials is crucial.

STAT Courier Service, Inc. is the courier service contractor for MOBIUS. We value your partnership in ensuring we provide professional and reliable courier services at all times.

This Driver Packet is designed to aid you in adhering to the contract guidelines and provide guidance on courier protocols.

Thank you for your participation.

Natasha Boekholt  
President, STAT Courier

# Driver Protocols

- To ensure quality service, Drivers must arrive at the scheduled pick up time. There are no exceptions.
- Driver tardiness to scheduled stops cannot be tolerated.
- If at any time the Driver perceives that he/she will not make the scheduled pick-up time, he/she must notify their home office dispatch immediately.
- No pick-ups shall be made after the facility has ended normal business hours, unless previous arrangements have been made.

# Driver Protocols –Cont.

- If the Driver arrives at a location and is unable to make a pick up for any reason such as the location is closed due to a meeting, out to lunch, etc. a call must be placed to their dispatch immediately.
- The driver must wait at the location until STAT Courier has made contact with MOBIUS and received direction.
- In the event of weather related issues or unforeseen circumstances (e.g. accident, weather, become sick while in transit) the Driver must notify, without exception, their home office dispatch immediately.
- All Drivers are responsible for communicating with their dispatch at all times, especially when there is an interruption in the normal pick-up or drop-off schedule.
- Drivers are not to make schedule changes at the direction of a facility location. Changes to schedules are only to be authorized by STAT Courier.

# Driver Pick-Up From Facility

- Drivers shall check in with their dispatch prior to beginning their route each day.
- When arriving at each facility the Drivers shall update their status in the Datatrac application.
- All Drivers must obtain an E-Signature from a location representative in the Datatrac mobile application.
- Initials (e.g., BD) are not accepted. Full first and last names must be received.
- Drivers must pick up all items to be transported and update the number in Datatrac.

# Driver –Pick-Up From Facility Cont.

- Driver is to scan all MOBIUS bags being delivered & picked up to/from each location.
- If no items are to be picked up/delivered the driver is to scan the location bar code posted at each location.
- Drivers are to service each location per schedule even if they have no items to be delivered. Items may still need to be picked up.
- At completion of each assigned route the Driver shall enter necessary information in Datatrak and proceed to the sorting facility.

## Driver - Drop Off At Appropriate Sorting Site

- After each route is completed each driver is to drop off all MOBIUS bags at their appropriate sorting facility.
- Sorting facilities will then sort all picked up MOBIUS bags to appropriate totes for evening linehauls.



I have read and agree to abide by the guidelines outlined in the Driver Packet.

Driver Name: \_\_\_\_\_

Driver Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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**PURPOSE**

To document an understanding and acceptance of all pickup and delivery requirements for MOBIUS libraries.

**POLICY**

1. All locations require a stop on their service days regardless of whether to pick up or deliver at the location.
2. All locations will have their own fixed barcode the driver will scan if to deliver or pickup.
3. All items requiring transport, regardless of the number of containers
4. No items may be left behind.
5. Scheduled pick up times must be adhered to with minimum fluctuations.
6. Driver must notify dispatch immediately if there is a delay or other is not a timely pick up or delivery.
7. Items are to be transported in totes with lids attached at all times. No items are to be transported without lids. Items are not to be transported any other way.
8. All items with MOBIUS labels and barcodes must be scanned at pickup with the exception of items.
9. Should an item be destined to an upcoming location on a particular day, the library will notify the driver and the Driver will deliver the item same day.

I fully understand the above pickup and delivery requirements.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE