

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2026</u>	<u>2027</u>	<u>2028</u>	<u>2029</u>	<u>2030</u>
Capital Expenditures	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Operating Costs	<u>(7,821)</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
External Revenues	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Program Income (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
In-Kind Match (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
NET FISCAL IMPACT	<u><u>(7,821)</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>

ADDITIONAL FTE POSITIONS (Cumulative) 0 0 0 0 0

Is Item Included in Current Budget? Yes X No

Budget Account No.: Fund 1180 Agency 320 Org 3200 Object 4205

Does this item include the use of Federal Funds: Yes X No
Does this item include the use of State funds? Yes X No

B. Recommended Sources of Funds/Summary of Fiscal Impact:

Source: Florida Library Delivery Service (FLDS) operated by the Division of Library and Information Services (DLIS)

Impact: The award will allow a redistribution of operating funds to cover other costs to provide library service.

C. Departmental Fiscal Review: Alicia Garrow
Alicia Garrow, Director of Finance & Facilities

III. REVIEW COMMENTS:

A. OFMB Fiscal and/or Contract Dev. and Control Comments:

Sharon M. ... 1/27/2026
OFMB
KIC 1/27
JA 1/27

Brenda ... 1/28/26
Contract Dev. And Control

B. Legal Sufficiency:

Anne Helms 1-29-26
Assistant County Attorney

C. Other Department Review:

Department Director



FLORIDA DEPARTMENT *of* STATE

RON DESANTIS
Governor

CORD BYRD
Secretary of State

Dear Florida Library Delivery Service participant,

We are excited that you are interested in renewing your participation in the Florida Library Delivery Service. To restart your delivery service, please fill out the Participation Agreement at the end of this document and return it to cathy.moloney@dos.fl.gov. Once received, the Division will counter sign the agreement. After the completely signed agreement is on file, the next step is to determine the number of packages that you estimate you will send between your start date and September 30, 2026. Future delivery years will run from October 1 to September 30. The statement below was generated to help you calculate that number by showing you how many packages you sent from January 2025-September 2025 in the previous delivery year.

The average package cost has been recalculated to be \$6.58. Using that cost, and the number of packages you sent between January 1 and September 30, 2025, we have calculated what we think you might spend between January 1 and September 30, 2026. Please remember that because you participate in the Florida Library Delivery Service, the Division of Library and Information Services will cover 60% of your annual shipping costs using federal funds. This means that the Division pays \$3.95 for each of your packages, making your per-package cost \$2.63.

Your invoice will be based on these figures and will be sent to you, or your designated invoice recipient, by the Division of Library and Information Services upon submission of your Participation Agreement. If you would like to increase or decrease the number of anticipated packages for your library, please [fill out this form](#).

If transactions for any participating library exceed their anticipated number, an additional invoice for each package over the number will be sent to that library. During this shortened delivery year, overage packages will be invoiced at \$2.63.



Division of Library and Information Services
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Florida Library Delivery Service | January 1, 2025 – September 30, 2025 | Number of packages sent

Location Name	January – March Packages Sent	April - June Packages Sent	July – September Packages Sent	Total Packages Sent	FedEx expenditures based on average package price of \$6.58
Palm Beach County Library - FWP	652	704	624	1980	\$13,028.40

A further breakdown of these statistics can be found [here](#).

Based on these numbers, your FedEx bill will be \$13,028.40 for January – September 2026. The Division of Library and Information Services will pay 60% of this, \$7,821.00

Your invoice for January to September 2026 will be 40%, \$5,207.40.

If you would like to increase or decrease your number of anticipated packages, please [fill out this form](#).

This project is funded under the provisions of the Library Services and Technology Act from the Institute of Museum and Library Services. Florida's LSTA program is administered by the Department of State's Division of Library and Information Services.

For FY2025-26, the percentage of total costs for the Florida Library Delivery Service program financed with federal money is 60%



**Florida Library Delivery Service
Participation Agreement**

By signing and submitting this form, the institution identified below agrees to participate in the Florida Library Delivery Service and adhere to all requirements as outlined here, including the following:

- To cover 40% of our annual shipping costs and pay invoices in a timely manner.
- Make best efforts to avoid additional handling fees.
- File claims with the Division of Library and Information Services.
- Provide a primary contact for the service to be listed in the FedEx address book.

Please return to cathy.moloney@dos.fl.gov. This agreement is subject to signing every three years.

Institution

Library Name: Palm Beach County Library System

Director: Douglas Crane

Address: 3650 Summit Blvd

Address 2: _____

City: West Palm Beach Zip: 33406

ILL point of contact

Name: Philip Mitchell

Email: mitchellp@pbclibrary.org

Phone number: 561-233-2753

Signed: _____ Date: _____
Institution/Library Director

Signed: _____ Date: _____
State Librarian/Division Director

Invoices

Will another organization be paying your shipping costs? Yes _____ No X

If yes, which organization? _____

Signed: _____ Date: _____
Paying organization

FLORIDA DEPARTMENT *of* STATE

Para español, seleccione de la lista

Department of State / Division of Library and Information Services / Library Development / Digital / Resource Sharing / Florida Library Delivery Service

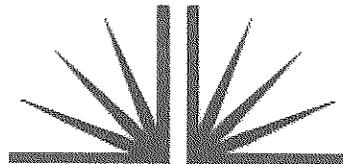
Florida Library Delivery Service

The Florida Library Delivery Service (FLDS) has provided a cost-shared delivery service for Florida libraries for over 25 years. The service encourages and enables resource sharing among Florida libraries. As a result of the Florida Library Delivery Service, with the support and partnership of interlibrary loan, reciprocal borrowing within Florida flourishes.

Now that the Florida Department of State and the Division of Library and Information Services can predict federal funding through September 2027, we are pleased to announce the resumption of the Service in early 2026. Using federal funds, the Division will cover 60% of a participating library's FedEx shipping costs. The participating library agrees to provide payment of 40% of the cost.

A list of participating libraries will be added to our website in the near future.

FLDS' goal is to provide a 72-hour turnaround between pickup at the shipping library and delivery to the recipient library. FLDS should only be used for library materials being lent by way of Interlibrary Loan (e.g., books, periodicals or DVDs) and should only be used to send to other participants in the FLDS. Delivery services are provided Monday through Friday, excluding holidays.



FLORIDA LIBRARY DELIVERY SERVICE

Delivery Participants

For the Florida Library Delivery Service to run smoothly, the Division of Library and Information Services, FedEx – the current delivery vendor – and participating libraries must work together to create a seamless workflow for all involved. Each party has responsibilities to help the service run at peak ability.

FedEx

- › Issue shipping accounts to libraries at the request of the Division.
- › Provide drivers for pickup and delivery of packages.
- › Guaranteed delivery within 1-5 days.
- › Online tracking of packages.

Library

- › Send items in standard packaging.
- › Only send to addresses in the FedEx address book.
- › Monitor tracking numbers to make sure that packages are delivered.
- › File claims for damaged or missing packages in a timely manner **using the designated form and NOT with FedEx.**
- › Provide a primary contact for the service who is also signed up for the mailing list.
- › Notify the Division of staff changes.
- › Notify Division of library closings well in advance.

Division of Library and Information Services

- › Work with libraries and the vendor to ensure quick turnaround times.
- › Troubleshoot issues.
- › Receive and pay weekly FedEx invoices.
- › File reported claims.
- › Issue credits for claimed items.
- › Maintain statistics (/library-archives/library-development/data/), including monthly usage.
- › Maintain website and directory.
- › Issue an annual usage statement.

- Issue annual invoices to participating libraries.
- Issue supplemental invoices to libraries when needed.
- Administer federal funds to offset the actual service cost for participating libraries.

Participation Agreements

To participate in the Florida Library Delivery Service, libraries are required to sign participation agreements (</media/709840/9110-fl-delivery-service-participation-agreement-clean.pdf>) with the Division. Agreements should be sent to librarydelivery@dos.fl.gov (<mailto:librarydelivery@dos.fl.gov>). This webpage details the procedures and responsibilities the library must agree to.

Participation Fees

Using federal funds, the Division of Library and Information Services will cover 60% of the participating library's annual shipping costs. The participating library agrees to cover 40%. A library's annual shipping costs are calculated based on the number of packages shipped in the prior year and the estimated average cost of a package. In the case of a new library, the Division will work with that library to calculate an annual fee.

Invoicing

There are three types of invoices that a library might receive from the Division:

- **Annual participation invoice** – all participating libraries will receive this invoice by the 15th day of the first month of their participation.
- **Overage invoice** - If the number of packages your library ships exceeds the estimate that your annual participation invoice was based on, you will receive an additional invoice for 40% of the package price for anything shipped over that estimate. (For example, if your annual invoice covered 200 packages, and you send 220 packages, you will receive an overage invoice for 20 packages at 40% of the average package price.) Overage invoices will be sent starting in the first quarter in which an overage occurs.
- **Additional handling invoice** – Occasionally, FedEx may need to impose an additional handling fee on a package. If these are fees that the Division feels like we can dispute with FedEx, we will. If they are indisputable, the Division will immediately notify the library to let them know what fee has been incurred, so that the library can avoid incurring that fee again. We will also send an

additional handling invoice in the first quarter after the fee(s) is incurred. (For example, if a library incurs a fee in February, they will receive an invoice for that fee in April.) Please see below for examples of additional handling fees that could be incurred.

All invoices are payable within 90 days. If an invoice is unpaid, the library's FedEx account will be locked until payment is made.

Packaging requirements

Incorrect packaging may incur an additional fee. If a library incurs a fee for incorrect packaging, the Division will immediately notify the library to let them know of the fee. The Division will then send a supplemental invoice to the library for that fee at the end of the quarter in which the fee or fees were incurred.

Non-standard packaging includes any package that:

- Exceeds 18" x 13" or 5" inches in height. (This is the MOST common fee that is seen.)
- Has an unreadable barcode.
- Is not fully encased in sealed packaging.
- Is encased in a box not made of corrugated cardboard materials.
- Could become entangled in or cause damage to other packages or the FedEx sorting system.

A sample list of supplies, as well as information on how you can purchase supplies at a discount using the State Term contract, can be found on the Delivery Supplies page.

Miscellaneous fees

In addition to non-standard packaging, there are other instances where a fee may be incurred and passed on to the library. The Division will immediately notify the library that such a fee has been incurred. The Division will then send a supplemental invoice to the library for that fee at the end of the quarter in which the fee or fees were incurred.

These are instances where an additional fee can be incurred:

- Address change – Do not edit or create addresses. Libraries should ONLY be using the addresses in the FedEx address book that is maintained by the Division. If an address needs to be changed or corrected, notify the Division, and they will make the needed change. If the address on the ILL paperwork differs from the address in the FedEx address book, defer to the address book.

- Weight – There is a 50 lb. weight limit.
- Oversize Dimensions – Packages should not exceed 96 inches in length or 130 inches in length and girth. **Adding dimensions to your label is not required and is discouraged.** There are no benefits to measuring your boxes and if you enter the wrong dimensions, there is a chance of making a mistake. FedEx scans every package and will determine the dimensions.

Declared value – FedEx automatically insures packages for \$100. If your package is over \$100, the Florida Library Delivery Service will insure up to \$500. Fees for declared value over \$500 will be passed on to the library. In addition, please be aware that the replacement cost of the lost or damaged item (in the case of a claim) is based on the current cost of that item and not on the declared value of the package.

Claims

The Division of Library and Information Services will place any claims for damaged or undelivered packages with FedEx on your behalf. **Do not contact FedEx.** Claims should be filed on the State of Florida Claim Form (<https://statelibraryofflorida.wufoo.com/forms/florida-library-delivery-service-claim-form/>) as soon as possible, especially if there is damage. Claims can be filed by the shipping library or the recipient library; this is not restricted to the owning library. If you receive a damaged package, although you may not be the owning library, because you have the item in hand, you should place the claim. Once the claim is placed, the Division will notify the owning library that a claim was placed on their behalf.

Claims MUST be filed with the Division of Library and Information Services within 55 days of the ship date to ensure that the Division is able to place the claim with FedEx within their required 60 days.

If a claim is not filed in a timely manner, the Division will not be able to recoup costs from FedEx and will not be able to compensate the owning library for the missing item. According to national standards, the borrowing library assumes the “responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library” (Interlibrary Loan Guidelines).

If a successful claim has been submitted, the Division will issue a credit towards your annual participation fee.

Claims must include:

- Tracking number.
- Contact information for shipping and recipient library.
- If the claim is for damage, photos of the damaged item and packaging.
- Item information.
- Proof of item cost. Examples of proof may be a screenshot from Amazon, the publisher's website, or a rare book vendor such as eBay (<https://ebay.com/>), AbeBooks (<https://www.abebooks.com/>), or The Antiquarian Booksellers' Association of America (<https://www.abaa.org/>).

Damaged items

Items sent through FedEx that arrive at the library wet, torn, broken, or in any way distorted from their original format in a way that hinders normal use, are considered "damaged."

The package recipient should immediately submit a claim form with photos of the damaged item and damaged packaging.

Missing Items

If a package has been received but the contents are missing, submit a claim form with a picture of the opened or damaged packaging.

Undelivered packages

If you have shipped a package and it has not made it to its destination by the estimated delivery date, you may need to file a claim. Before filing a claim, call FedEx Customer Service at 1.866.477.7529 with the tracking number. Customer Service may be able to help start the package back on its journey before filing a claim is actually necessary.

- To find the estimated delivery date go to FedEx, click on tracking and then advanced tracking.
- If FedEx Customer Service tells you that you need to file a claim, submit a Florida Library Delivery Service claim form (<https://statelibraryofflorida.wufoo.com/forms/florida-library-delivery-service-claim-form/>). **Do not place the claim directly with FedEx.**

Pickups

There are two types of pickup status. These are both options in the Pickup/Drop-off

section of your shipping label.

Scheduled pickups

Some libraries are set up for scheduled pickups on certain days of the week. If your library has a scheduled pickup, please be aware that FedEx requires that locations have packages 90% of the time to maintain a scheduled pickup. If your library does not have packages to be picked up on a regular basis, FedEx Customer Service may call you to let you know that you are being moved to an on-call pickup status. If you do not have a scheduled pickup, and can maintain the 90% volume, contact the Division to have that added to your account.

On-Call pickups

If you do not have the volume needed to maintain a scheduled pickup, or if you would like more control over when your pickups occur, you can elect to go to an on-call status. Contact the Division if you currently have a scheduled pickup and would like to change to an on-call pickup.

Also of note, pickups and deliveries are not made by the same FedEx driver.

Holidays and library closings

The vendor will not deliver on the following holidays:

- > New Year's Eve
- > New Year's Day
- > Memorial Day
- > Fourth of July
- > Labor Day
- > Thanksgiving Day
- > Christmas Eve
- > Christmas Day

It is not advisable to stop and start delivery for short periods of time. If your library is closed on a day when you expect delivery, FedEx will hold a package for 10 days and attempt to deliver your package at least two more times. If they are still not able to deliver the package, they will return it to the shipping library.

If your library will be closed an extended period of time, for example, winter holiday, spring break or summer reduced schedule, please contact librarydelivery@dos.fl.gov (mailto:librarydelivery@dos.fl.gov) at least one week in advance. The Division will

remove your library from the address book in FedEx two to three days prior to your closure to ensure that packages are not scheduled for delivery during that time.

Your cooperation will help to contain program costs.

Supplies

These materials are acceptable for FedEx Ground Shipping. This is not a comprehensive list, and you are not required to use these items.

Office Depot and Staples supplies are available on state contract at a 40-60% discount and can be used by other governmental agencies. For more information on how to use the state's office supplies contract, please visit the Florida Department of Management Services. (https://www.dms.myflorida.com/business_operations/state_purchasing/state_contracts_and_agreements/state_term_contracts/office_supplies)

A Sample List of Supplies

- > Self-Seal Padded Mailers, #3, 8 1/2" x 14 1/2", Pack Of 100 (<https://www.officedepot.com/a/products/687925/Office-Depot-Brand-Kraft-Self-Seal/>): It will fit regular paperbacks. Sizes smaller than these only fit tiny books.
- > Self-Seal Padded Mailers, #4, 9 1/2" x 14 1/2", Pack Of 2 (<https://www.officedepot.com/a/products/335952/Office-Depot-Brand-Kraft-Self-Seal/>): Fits most book sizes.
- > Self-Seal Padded Mailers, #5, 10 1/2" x 16", Pack Of 25 (<https://www.officedepot.com/a/products/336000/Office-Depot-Brand-Kraft-Self-Seal/>): Commonly used envelope.
- > Corrugated Boxes, 12" x 9" x 5", Kraft, Pack Of 25 (<https://www.officedepot.com/a/products/696178/Office-Depot-Brand-Corrugated-Boxes-12/#Specs>)
- > White Literature Mailers, 17 1/8" x 11 1/8" x 5", Pack Of 50 (<https://www.officedepot.com/a/products/330568/Office-Depot-Brand-White-Literature-Mailers/>): Good for heavy materials.

For FY2025-26, the percentage of total costs for the Florida Library Delivery Service financed with federal money is 60%.



(<http://www.ims.gov/>) Many of these resources and programs are funded under the provisions of the Library Services and Technology Act from the Institute of Museum and Library Services. Florida's LSTA program is administered by the Department of State's Division of Library and Information Services.



Ron DeSantis, Governor
Cord Byrd, Secretary of State

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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Florida Department of State

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