

VAN DELIVERY FREQUENTLY ASKED QUESTIONS

Q: What happens to the materials that should have been returned on a day my district is closed due to weather?

A: For all materials that should have been returned, we extend the due back date to the next van pick up. It is not necessary for you or your teachers to call in and ask that materials be extended, unless more time is needed to use them.

Q: What happens to the materials that were to be delivered when my school is delayed or closed due to weather?

A: Van drivers will make every effort to deliver to schools that have a late start. If they are not able to get into the school the materials will be returned to the Media Center. The Media Center staff will either reschedule DVDs and videos for the first available date or shorten the original loan period. Other materials will be delivered on the next van route.

Q: If I was to receive a 'blue bag' from Data Processing with payroll or other information on a day my district was closed, when will I get it?

A: The 'blue bag' will be delivered on the next van route if the district is open or it may be picked up at Grant Wood AEA's Sixth Street facility in Cedar Rapids. Prior arrangements may be made with Kathy Briggs at 800-332-8488, ext. 6881.

Q: I have an item to be returned or delivered on a day my district is closed.

A: Once district calendars are approved, copies are sent to the Media Center. This information is used to prepare delivery schedules for each district. If changes are made to a district calendar and the Media Center is **not** notified, our system assumes the district is open and will allow items to be scheduled on those days. Items due to be returned will need to be extended.

Q: My building is closed, but the district is open. What happens to any materials to be delivered or returned?

A: Arrangements should be made to have materials picked up and delivered to one of the other buildings in the district.

Q: Will there be delivery on staff development days?

A: Yes. If the district is having a staff development day or a teacher work day, we consider the calendar open and will make normal delivery and pickup.

Specific questions may be directed to either:

Kim Novotny 319-399-6838
800-332-8488, ext. 6838
knovotny@gwaea.org

or

Hope Runge 319-399-6435
800-332-8488, ext. 6435
hrunge@gwaea.org

For calendar changes contact:

Kim Novotny
319-399-6838 or 800-332-8488, ext. 6838
knovotny@gwaea.org

