

## Tips on Selecting the Correct Library Relocation Partner

1. Obtain quotes from at least three removal companies, preferably companies that specialise in library relocations. Providing as much detail as possible will ensure that the quotes are as accurate as possible. This will result in fewer unexpected costs for your move.
2. A consultant from each company should do a site visit before providing a quotation and at least one follow up visit once the quote has been accepted. This is a key point of difference. If the site is not inspected or assessed correctly, this could possibly result in a relocation that goes above budget and longer than expected. Only the most experienced library removalists will be able to help you with unforeseen events that can negatively impact your budget like incorrect library floor planning.
3. You will be required to sign a contract or an acceptance of the quotation with the successful company. It is very important at this stage for the Project Manager and the removalist's consultant to clearly specify in writing each organisation's responsibilities regarding the relocation. Be sure to thoroughly go through each organisation's responsibilities to make sure you understand them.

Areas to be clarified may include the following:

- Who will dismantle and reassemble joinery items such as service counters and library shelving?
  - Who will move sensitive items such as PCs and photocopiers? (Usually, if an item such as a photocopier is leased or subject to a maintenance contract, the leasing company should move it, not the removalists)
  - Who will set up PCs, printers, etc in the new location and ensure that they are working properly - the library staff, the IT staff of the parent organisation or a subcontractor provided by the removalist?
  - Will additional labour be required to "fine-tune" the move?
  - Will you require contractors to move sensitive or unusual items like safes, statues or expensive equipment?
4. Another point of difference is the equipment used for the relocation. All experienced library removalists use library trolleys to pack books in sequential order. Check if your removalist has an adequate inventory of library trolleys. Make sure your removalist can sequentially pack and collection interfile if requested. If you require the library shelving to be moved make sure the removalist has the skill and experience to correctly dismantle and reassemble the shelving.
  5. The lines of supervision and communication between the removal staff, the library staff, the removalist's team leader or consultant and the library's Project Manager should be clear. Most removalists will have at least one supervisor per site to ensure everything runs smoothly. Also, you should consider having at least one person per site to oversee correct item placement. For example, it is common to have one library staff member assigned to supervise each removalist team.
  6. As with the selection of almost any product or service, personal recommendations should be sought regarding removal companies. Most companies will provide contact details for former customers. Be clear in what you expect for your relocation. Only choose removalists with a proven track record in library relocations.