

Delivery Delay Notification

On any day when Black Gold delivery will be late (or early) by about ½ hour or more per the delivery schedule, the courier company will promptly notify Black Gold Headquarters (BGHQ) by telephone, 805.543.6082.
BGHQ will need to receive the following information regarding the delayed delivery:
• The delayed route (is it the north or south delivery route)
• The affected driver's current location and his route direction (northward bound or southward)
• Estimated arrival time for each of the affected library destinations
Then BGHQ will call each of the affected libraries to inform them of the delay and the driver's expected arrival time.

Regular Delivery Routes (subject to change): (non-holiday weeks):

- **North driver — Monday*, Friday*** = PR, OO, BGHQ, MM, LM, MM, BGHQ, OO, and PR
- **North driver — Tuesday** = OO, MM, BA, MM, OO
- **North driver — Wednesday*** = PR, OO, BGHQ, MM, LM, MM, BGHQ, OO, Cal Poly, and PR
- **South driver — Monday*, Wednesday*, Friday*** = BA, LM, BA, and SP

***Holiday Exceptions** (subject to change):

See current Delivery Schedule and current Holiday/Closure Delivery Schedule for details.

For example, on a week with an observed Monday holiday, delivery would be on Tuesday, Wednesday and Friday for all jurisdictions and Thursday for OO, MM, and BA

Notify Library Contacts of Delivery Delay

Jurisdiction & Library Code	Regular Delivery Days*	Phone numbers area code = 805	Contacts primary contact listed 1st in bold	Email address (if needed for follow up)
Paso Robles (PR)	M, W, F	237.3898 237.3870 237.3871 237.3871	Before 8 am & after 8:30 pm Don Rader x7800 Karen Christiansen x7801	drader@prcity.com kchristiansen@prcity.com
Cal Poly State U	Wednesday only	756.1222	Holly Richmon Chris Lee	hrichmon@calpoly.edu clee168@calpoly.edu ils@calpoly.edu
San Luis Obispo (OO)	M, T, W, F	781-5781 781-5777 781-5777 (Support)	Marcie Cunningham	mcunningham@slolibrary.org
Black Gold (BGHQ)	M, W, F	543.6082	Kristina Uvalle	kuvale@blackgold.org
Santa Maria (MM)	M, T, W, F	925.0994 x2325	Kathy Lambert	klambert@cityofsantamaria.org
Lompoc (LM)	M, W, F	875.8782 875.8787	Dominic Keen Lee Edie	D_keen@ci.lompoc.ca.us l_edie@ci.lompoc.ca.us
Goleta	M,W,F	805.964.7878	Allison Gray	agray@cityofgoleta.org
Santa Barbara (BA)	M, T, W, F	564.5641 564.5647	Dolly Knight Sandra Vose	DKnight@santabarbaraca.gov SVose@santabarbaraca.gov
Blanchard/Santa Paula (SP)	M, W, F	525.3615 x101 525.3615 x 102	Nancy Duenas Ned Branch	nancy.duenas@blanchardlibrary.org ned.branch@blanchardlibrary.org