

KYVL GROUND COURIER SERVICE PROCEDURES

I. OVERVIEW

The KYVL Ground Courier service provided by Professional Business Couriers (PBC) is to be used for general statewide delivery of library materials among KYVL libraries and for the delivery of materials relating to KYVC activities. The system is not for other uses.

The KYVL Ground Courier Service is to be used for the statewide delivery of library materials among **only** Kentucky libraries which participate in KYVL services. This includes:

- all public Kentucky academic libraries, including KCTCS institutions
- most public **Kentucky** libraries
- the Kentucky Department for Libraries and Archives
- some private college libraries and special libraries

A list of participating Kentucky libraries, addresses, and delivery schedules can be found on the KYVL website at http://www.kyvl.org/docs/Courier_Alpha.pdf

Materials that can be shipped via the ground courier service are:

- items on loan that must be returned (e.g., books, sound recordings, or videos),
- items that may be retained by the recipient (e.g., photocopies), and
- materials relating to KYVC activities.

The courier service is for sending and receiving interlibrary loans that have been officially processed by a participating library's Interlibrary Loan Department and for the distribution of KYVC materials within the state of Kentucky among the participating libraries listed on the courier delivery schedule.

It is not appropriate to use the courier service for the shipment of items such as equipment, gifts and exchanges, large collections, discarded government publications, material that can be mailed postage free, correspondence, etc. If you have questions about the appropriateness of an item, contact KYVL by using the Ask a Question form on the KYVL web site or calling 877-588-5288.

The courier service will accept packages up to 70 lbs. and 130" in length and girth. KYVL will provide participating libraries with zippered bags in which to ship materials via the ground courier service. Multiple items being shipped to a single site may be shipped in a single bag as long as the bag can be zipped without strain on the seams of the bag. If materials to be shipped do not fit in a zippered bag or if a library runs out of bags, then padded envelopes and carton/boxes may be used. Multiple bags/containers may be sent to a single site. Information on obtaining additional bags is in the **SUPPLIES** section.

II. PREPARING MATERIALS FOR GROUND COURIER SERVICE SHIPMENT

Items to be shipped via the courier service must be packaged according to the following instructions. Please note that the *Online Courier Pickup Form* **must** be completed **in its entirety** for each shipment.

PACKAGING

- Use a separate bag/container for each KYVL delivery site. If the site is one to which the library sends materials infrequently, check the KYVL Ground Courier Schedule to verify participation.
- If loose papers are being shipped, enclose them in an envelope (preferably padded).
- Each item being shipped should include a copy of the original interlibrary loan request or sufficient information to identify the item.
- Place the requested material in a bag/container. If multiple items are being shipped in a single bag/container, count the items before sealing the container and record the information on the *Courier Pickup Form* (see instructions for completing the *Courier Pickup Form*).
- Attach TO and FROM mailing label/s to the container. Zippered bags will have a framed address window to contain mailing label/s affixed to shipping tags. Libraries are encouraged to continue the practice of enclosing return mailing labels with **each** item being loaned.
- Each piece shipped, whether a bag or other container, **must** have a barcode. An initial supply of barcodes will be supplied to each library. Obtaining additional barcodes is addressed in the **SUPPLIES** section.
 - Zippered bags will have a permanent barcode on the address window. If it is missing or damaged, clean off the window and attach a new barcode from your supply. If it is not adhering well, cover it with clear sealing tape.
 - Other containers should be barcoded in the lower left of the mailing label.
- Each bag/container must be securely closed/sealed. Zippered bags should be completely closed. A plastic secur-a-tie is to be inserted:
 1. in the zipper tab,
 2. through the grommet/eyelet behind the zipper tab,
 3. through the grommet/eyelet in the shipping tag in the address window and
 4. securely tightened so that the zipper cannot be opened without removing the tie.

III. COMPLETING THE ONLINE PICKUP RECORD

Access the *Online Courier Pickup Form* at <http://kyvlcourier.ky.gov/>.

Your library's OCLC symbol is your ID and password. If you do not know your library's OCLC symbol, check the KYVL Ground Courier Schedule.

1. Click on the Login button to log in and access the welcome screen.
2. To begin a new form, click on the Start New Form button.

On the new form, you will see that today's date is automatically inserted, as is the name and address of your library. The date can be changed if desired.

In the field labeled Package ID No. enter the barcode number from a package.

Use the drop-down menu under Send To in order to choose the library to which you are sending the package. Libraries in the list are organized by OCLC symbol. If you are unfamiliar with the OCLC symbol of the receiving library, you can find this information in the KYVL Ground Courier Schedule.

****NOTE: If a library is not listed in the drop-down menu, that library is not a participating member of the KYVL Ground Courier Service, and you cannot use this service to send a package to that library. In these cases, you will need to determine another method of delivery, such as the US mail, UPS, FEDEX, etc.**

Use the drop-down menu under to choose bag, box, tub, or other method of packaging.

In the "# Items" in Container field, enter the number of items being shipped in the container.

Use a separate line for each individual container being sent out in that day's shipment.

****NOTE: Do not attempt to leave any fields blank. If you do not enter all information, you will not be allowed to proceed with the form.**

Once you have entered information for all packages, click on Next in the upper right hand corner of the screen.

At the next screen you will be able to choose from several options. If you are ready to print the form for shipmen, click on Print Pick-Up Form. You will see the completed form on your screen. Don't forget to print **2 copies** and change your print setting on your browser to landscape instead of portrait.

Click on Shipping Labels to print shipping labels for each of the packages you have listed on your form. The receiving libraries' addresses are automatically entered on the shipping labels.

"Edit Most Recently Created Form" allows you to return to the most recent form and make changes.

"Create New Pick-Up Form" accesses a new blank form.

“Help” takes you to instructions on using the online pick-up form.

“Log Out” logs you out of the system and returns you to the KYVL Resource Sharing page.

IV. PICKUP/DELIVERY

A. Vendor Responsibilities

1. Pickup/delivery should occur at your library on the designated weekdays agreed on in the contract between KYVL and PBC and at a posted, standard time each pickup/delivery day. These days and times can be found on the KYVL Ground Courier Schedule.

2. Pickup/delivery should be within +/- 30 minutes of the posted, standard pickup/delivery time for individual sites. Should problems develop regarding pickup/delivery times, they should be reported to KYVL by using the Ask a Question form on the KYVL web site or calling 877-588-5288.

3. The courier will come to the pickup/delivery area designated by your library in the Delivery Information Profile that your Library turned in to the KYVL office.

4. The courier will:

- a. Review the *Courier Pickup Form* for completeness, verify the number of PCS (bags/containers) in the shipment, sign the form and leave 2nd copy for the library's files.
- b. Present the Library representative with the *Delivery Record* form for a signature to verify receipt of the shipment and to allow, if necessary, notations to be made regarding number and/or condition of received shipment pieces. A copy of the *Delivery Record* will not be left at your Library.

B. Library Responsibilities

1. The Library is responsible for having packaged all material for shipment, completing the *Online Courier Pickup Form* and ensuring that both packages and paperwork are at the designated pickup/delivery area prior to the standard pickup/delivery time on assigned service days.

Pickup/delivery will be within +/- 30 minutes of the posted, standard pickup/delivery time. **Shipments must be prepared in advance, couriers cannot wait while packaging or paperwork is completed.**

2. At pickup/delivery, a Library representative is responsible for the following:

- a. Checking the TO address on pieces received, refusing any bags/containers not addressed to your library.

- b. Verifying the number of pieces (bags/containers) in the shipment received and their condition. A *Delivery Record* form will be presented by the courier to the Library representative for signature to acknowledge receipt of the shipment. Discrepancies in the number of shipment pieces listed on the form or comments on the condition of the packages must be noted on the *Delivery Record* at this time.

3. If the number of pieces received differs from that shown on the *Delivery Record*, line through the missing barcode number in the Package ID Number column, initial and adjust the total number of pieces (PCS) received.

4. If any bag/container is not securely fastened, count the number of items in the container. On the *Delivery Record*, circle the barcode number of the container. In the printed signature area, write OPEN and record the actual number of items in the container. The sending library should be contacted to determine if there is a discrepancy between the number of items sent in a container and the number received. See the **PROBLEM RESOLUTION** section for the action to be taken if there is a discrepancy between the number of items sent and the number of items received.

5. The Library is responsible for immediately reporting problems, e.g., missed stops, a missing container or missing items from within a container. The reporting process is outlined in the **PROBLEM RESOLUTION** section.

6. The Library is responsible for maintaining records sufficient to identify in which shipment a requested item was sent.

7. Effective June 30, 2009 libraries are no longer required to submit resource sharing statistics to KYVL. When the online courier form is used the number of items on that shipment are automatically downloaded to a database and KYVL will use this database to pull monthly and yearly statistics.

**** NOTE: If you do not use the online courier form for your shipments your resource sharing statistics will not be calculated in the monthly or yearly totals.**

8. The Library is responsible for informing KYVL if they do not need courier service for a protracted length of time. Examples of situations requiring this might be staffing crisis, close of library for a move, etc.

V. PROBLEM RESOLUTION

The following are examples of possible courier service problems that may be encountered by the Library:

- Courier stop is not made or is made at a day and/or time other than those established as standard

- Pieces (bags/containers) are missing from a shipment
- Items are missing/damaged from a bag/container
- Courier exhibits inappropriate behavior

These problems or any others should be reported **immediately** to KYVL. Problem reports are to be made by using the Ask a Question form on the KYVL web site or calling 877-588-5288.

Prompt reporting of problems is crucial.

If the courier does not make a stop at the scheduled day and time, notify KYVL immediately. KYVL will contact PBC to either request a makeup stop or to claim credit for the missed service. Contact us if the courier does not make a stop 30 minutes after the posted time.

VI. SUPPLIES

Bags: Each library will be supplied with a number of KYVL bags. Should this supply not prove sufficient for your library's needs, contact the KYVL office for additional bags.

****Please do not stockpile bags. If you find that you are accumulating more bags than you need, return the extra bags to the KYVL office via the courier service for redistribution.**

Secur-a-ties: Your Library is responsible for purchasing ties. The use of ties is required to ensure the safe delivery of materials.

Shipping Tags: Your Library is responsible for purchasing shipping tags.

Barcodes: After the initial supply of these is depleted, additional barcodes may be obtained from the KYVL office.

Miscellaneous: Should the Library need to use containers other than the KYVL zippered bags, e.g., padded envelopes, boxes, etc. in ground courier shipments, the Library is responsible for purchasing and maintaining a supply of these items.

The following is a suggested source for Secur-a-ties and Shipping tags:

Rifkin Company
Phone: 800-458-7300
<http://www.arifkin.com/>

Last updated: February 3, 2011