BEST PRACTICES AND PROCEDURES

Providing good service is both the responsibility of the contracted courier as well as all the participating libraries. Following are some helpful hints and expectations.

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The Dos of Successful Delivery

ONLY LIBRARY MATERIALS MAY BE SHIPPED ON THE COURIER!

Our contract limits courier shipments to library materials.

Books	CDs	DVDs	Journals

Videos	Audio books	Library correspondence.

Library materials are checked out to the receiving library.
The receiving library then checks them out to the patron.

Provide a designated place in your library that is specifically marked for the pick up and delivery of materials by the courier. For example, have a sign that clearly states this is where materials for the CLiC Library Courier should be placed.
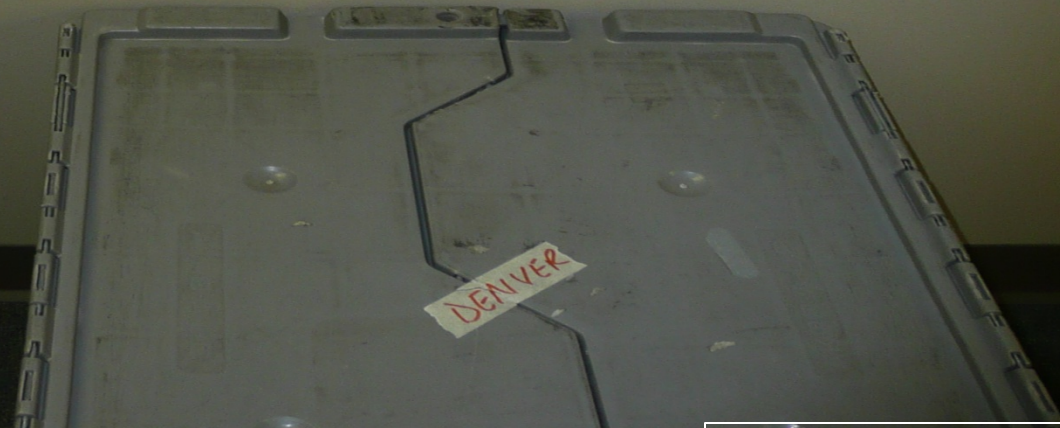
Welcome to the Courier 101 Tutorial!

Courier 101 Updated October 07

Purpose: This tutorial was designed to give library staff members an overview of the Colorado Library Courier and describes what should be done in order to prepare materials for proper handling by the courier.

Run time: 15 minutes

Certificate of Completion: Available to Colorado Libraries only with 70% success on quiz.

Train library employees (including mailroom staff) on best practices and procedures. Use the Courier 101 online tutorial to train staff. The tutorial can be found on the CLiC web site (www.clicweb.org). CLiC will provide additional support for training upon request.

Sign the driver's manifest log and make sure the delivery time, totes in, out and pre-sorted, are properly recorded.

Enter the number of totes the driver delivered

Enter the number of totes the driver picked up

Sign legibly

Write the time the driver arrived

Only materials belonging to contracted libraries can be shipped on the Colorado Library Courier.

Courier Totes

All participating institutions are expected to use the plastic totes (plastic tubs) provided by CLiC.

•**Do not overload the totes.** Remember, if the tote is too heavy for you to safely pick up, it will be too heavy for the courier. Please keep the weight of each tote to less than 40 pounds, 20-25 pounds is preferable.


•**Ensure that totes are properly closed**. This protects materials from inclement weather and allows totes to be stacked.

•**Use totes for all materials.** Rare exceptions will be made for boxed materials. To ship on the courier using boxes please ensure that they are 1) properly labeled, 2) sealed, and 3) completely filled so they can be stacked safely.

The Don'ts of Successful Delivery

- You **<u>MAY NOT</u>** use the courier to send materials from other sources this includes
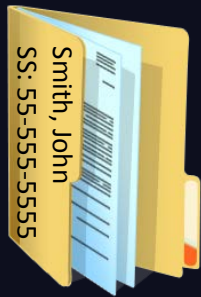
School records

Financial statements

Valuable items

Medicines

School or educational materials

Libraries not on the courier

Special Shipments

If you have a large quantity of material (significantly more than normal) or if you have equipment or other items to be picked up, please contact the CLiC office at least **two days** in advance so that they can inform the courier and ensure all materials are picked up. Typically special shipments incur costs, and those charges will be billed to the library.

Labeling the Bundle (General)

Create routing slips in CMS: http://courier.clicweb.org.

All routing slips may be printed on white or light blue paper.

Use the correct courier routing code PRINT the code **exactly** as it appears on the list on the first line in the "TO" box.

Library Name (Courier Code)	
Southern Peaks Public Library	C404

Date the slip with the day the courier is picking the item up. Not the day it was processed.

Check the box of the type of item you are sending

If the item is being addressed to a specific person enter their name here.

Enter your library's courier code

Colorado Library Courier
Routing Slip

TO:

C404

Use Library Courier Code Only

DATE:

11/11/10

☐ ILL ☐ Circ ☐ OCLC ☐ SWIFT
☐ Marmot ☐ Prospector Loan
☐ Prospector Return
☐ Correspondence ☐ AspenCat

Attn:

Scout Finch

From:

C826

Questions, Problems, Suggestions?
Contact the Colorado Library
Consortium (CLiC)
Phone Toll-free:
888-206-2695
E-mail:
courier@clicweb.org
Local:
303-422-1150
Fax:
303-431-9752
Routing Slip Revision: 2007-06-01

Labeling the Bundle (Schools)

Create routing slips in CMS: http://courier.clicweb.org.

All routing slips may be printed on white or light blue paper.

Print the branch or school building on the second line of the courier slip.

Date the slip with the day the courier is picking the item up. Not the day it was processed.

Enter your library's courier code

Colorado Library Courier
Routing Slip

TO:
C894.fm
Fort Morgan High School
Use Library Courier Code Only

DATE:
11/11/10

☐ ILL ☐ Circ ☐ OCLC ☐ SWIFT
☐ Marmot ☐ Prospector Loan
☐ Prospector Return
☐ Correspondence ☐ AspenCat

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courier@clicweb.org
Local:
303-422-1150
Fax:
303-431-9752
Routing Slip Revision: 2007-06-01

Use the correct courier routing code PRINT the code **exactly** as it appears on the list on the first line in the "TO" box.

Library Name (Courier Code)	
Fort Morgan RE-3 School District	C894.fm

Check the box of the type of item you are sending

If the item is being addressed to a specific person enter their name here.
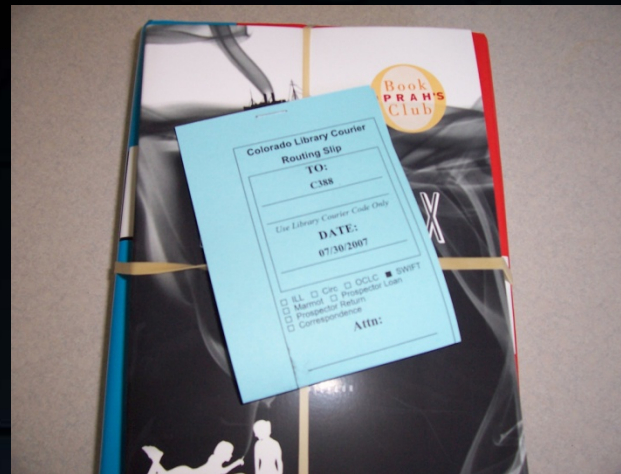
Bundling and Crating for the Courier

Each bundle shall be secured with a sturdy vertical rubber band **and** a horizontal rubber band. We recommend size 117, 1/8-inch thick. (see example below)

Routing slip shall be folded in half and stapled around the horizontal rubber band. (see example below)

The "To" code needs to be facing up. (see example below)

Library Courier Practices

Written by Cecil Dewey
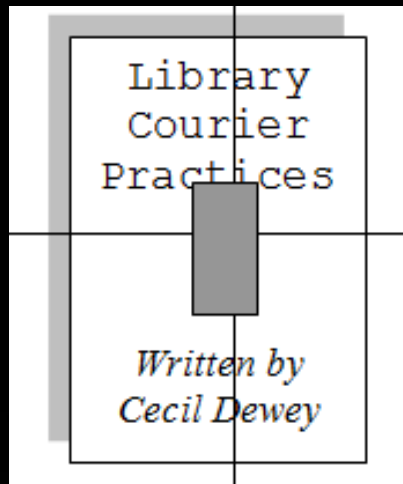
Drawing demonstrates rubber band Placement

Colorado Library Courier
Routing Slip
TO:
C388

Use Library Courier Code Only

DATE:
07/30/2007

Attn:

Do not bundle more than three items together.
Large or heavy items shall always be bundled separately. Keep the bundles small enough to be handled easily

Shipping Equipment

Equipment may be sent on the courier, but the courier will take no responsibility for loss or damage. Shipping of equipment on the Colorado Library Courier is done so by libraries willing to take the risk that damage or loss may occur, and will not be reimbursed. If you need further information on liability, please call CLiC.

Shipping Equipment

•**All equipment** shall be shipped using a 4-part manifest form. Courier drivers will be instructed not to pick up equipment that is not properly labeled. The 4-part manifest form is available upon request from CLiC office.

Date the slip with the day the courier is picking the item up. Not the day it was processed.

Note: Bill Number

Enter your library's courier code

Use the correct courier routing code
PRINT the code **exactly** as it appears on the list on the first line in the "TO" box.

Sign the slip to release to driver

Tape form to the box so that the bottom sheet is secure; however, the top sheets are still removable

When sending equipment please send a e-mail to CLiC with the following information.

To... courier@clicweb.org

Cc...

Subject: Items sent from (courier code) on (Date)

Number of boxes:
From courier code:
To courier code:
Date courier is picking up:
Person item is addressed to:
Contents of box:
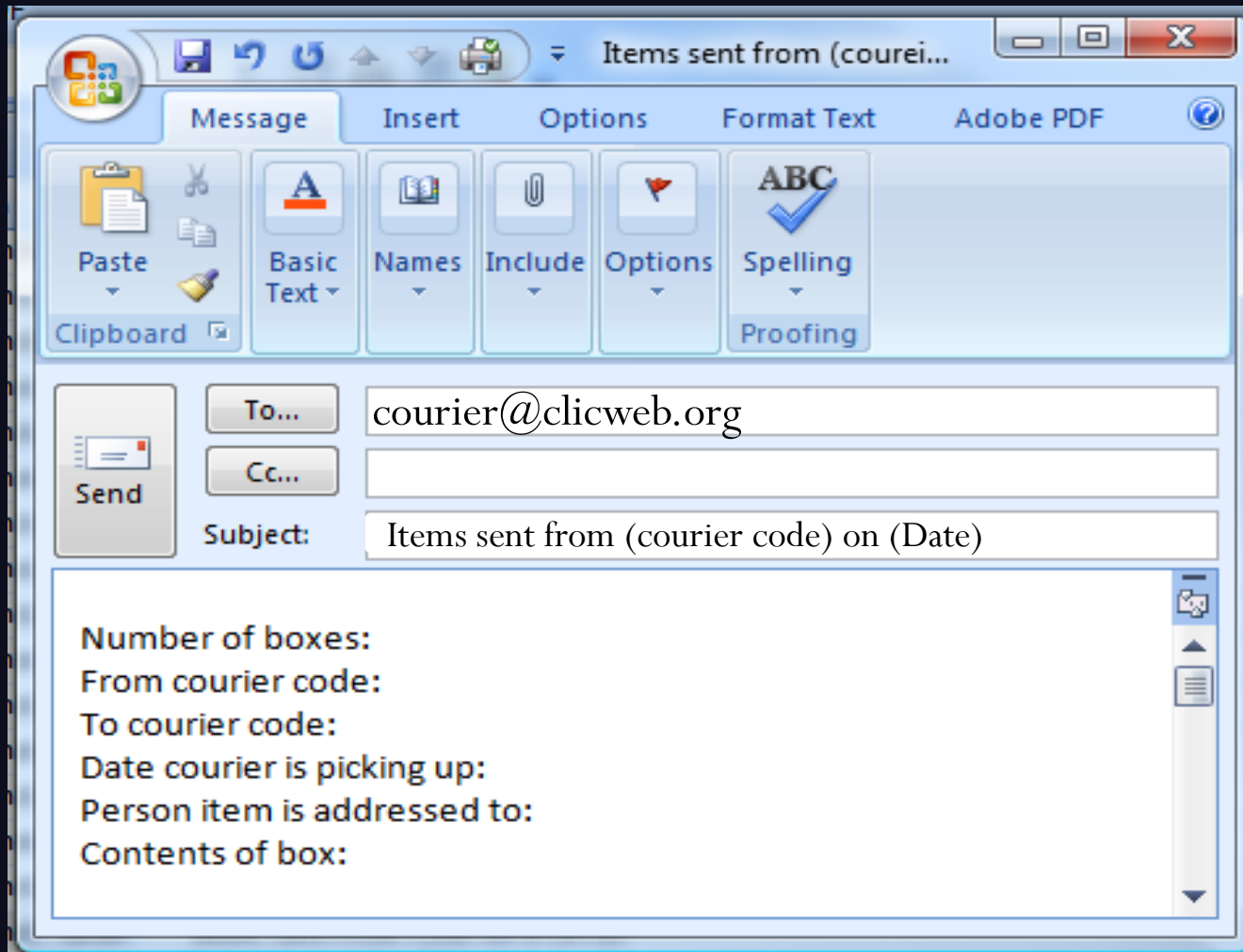
All equipment must be properly packed, ensuring all loose pieces and cords are secured.