

Kansas Library Express

Tips for Success



Packaging Items

- Use nylon shipping bag
 - Red Kansas Library Express bag
 - Your library's shipping bag
 - Lending library's shipping bag
 - Padded shipping package or cardboard box may be used if nylon bags are not available

Tub shipments

- Address the tub with Henry label taped to the lid.
- Include address of the shipment on a half-sheet inside the tub.
- Use tubs for any large shipment (20-25 books, equipment, supplies) up to 40 pounds
- Secure the lid with cable ties on both sides of the tub.
- Cardboard shipping box may be used if tub is not available.

Packaging Care

- Fragile items require extra protection
 - DVD and CD materials ship best inside albums, not hard plastic packaging.
 - Cushion media material and paperbacks with additional wrap or cardboard sleeves inside courier bag.
 - Fill bag with crushed paper to prevent shifting.
 - Use large bags only when necessary. Excess fabric may be caught in sorting equipment.

Addressing Packages

- Use only labels provided by Capital Express, <http://henryindustriesinc.com/> or KLE, <http://kslibexpress.mykansasklibrary.org/shipping-labels/>.
- Check delivery code in the AGent ship-to address and compare to delivery code on first line of Henry label. (KS131, for example)
- Tape or glue the shipping label to an index card before inserting into address window.
- Do not tape shipping labels to the plastic windows of the nylon bags.

Pay Extra Attention When

- Shipping to libraries with similar names or to libraries in the same city such as:
 - Goddard and Goodland
 - McPherson College and McPherson Public
 - Pioneer Memorial and Plainville Memorial
- * Check the delivery code to confirm correct shipping label is used.

Avoid Delays

- Caused by incorrect addressing:
 - Wrong address label is used by shipper.
 - Right label chosen but inserted with return address side visible.
 - Postal address label, not Henry shipping label is used.
 - Outdated label is used.

Reporting Delays and Errors

- Report delivery errors or delays promptly.
 - Call the Courier Coordinator at Northeast Kansas Library System, 785-838-4090 or
 - Email courier@nekls.org
 - Report items addressed to other libraries
 - Report any delay exceeding 2 hours
 - If courier service is missed for any reason, notify the Courier Coordinator by phone or email.

Reporting Missing Items

- Check first with library shipping item
 - Confirm item was not re-shelved and the item was shipped on Kansas Library Express
 - Allow time for a delivery error to be corrected
 - Email courier@neklis.org details:
Title, author, shipped to and from locations, and date last sent out on the courier.

Damaged Items

- Fill out Lost or Damaged Materials Report found on Kansas Library Express website.
<http://kslibexpress.mykansaslibrary.org>
- Send report to the Courier Coordinator by courier, email (courier@nekls.org) or fax (785-838-3989)
- Photos of damage are required by Capital Express. Those may be emailed to courier@nekls.org.

Lost Items Claim Process

- Verify that item was shipped to your library on Kansas Library Express.
- Email the Courier Coordinator at courier@nekls.org with details.
- Announcement of missing materials to other courier libraries done periodically by the KLE Courier Coordinator.
- After two months, contact sending library to confirm item has not returned.
- Borrowing library applies to Materials Replacement Fund for reimbursement to lending library,
<https://www.sekls.org/resource-sharing/ill/mrf/>

Monthly Reporting

- Monthly Statistical Report Form
 - All libraries report number of items shipped (loaned or borrowed) with online report form:
<http://kslibexpress.mykansasklibrary.org/monthly-statistical-forms/>
 - An exact count of individual items may be reported or
 - Estimates based on reports of number of bags and tubs
 - Annual volume is used to determine additional charge (current year volume charge added for libraries shipping more than 4,000 items)