

## **Tips for packaging:**

Prepare the materials for shipment in nylon transit bags, tubs secured with cable ties or cardboard boxes. Documents should be shipped in a nylon courier bag or padded mailer to prevent loss. Equipment weighing less than 40 pounds is also accepted. Equipment may be sent in tubs secured with cable ties or in heavy cardboard cartons. Add packing material and securely tape the package.

## **Label preparation:**

Proper routing of materials requires use of the labels prepared by Henry Industries. All current labels are available at [www.henryindustriesinc.com](http://www.henryindustriesinc.com) [.] Utilize the bookmark feature of Adobe Acrobat Reader to view the label list and simplify searching for a particular library. Open the Henry labels and find the icon resembling a book with a blue bookmark on the left margin of the first page. If you don't see the icon, right click on the labels and select "Show navigation pane buttons." The "bookmark" icon should display. Click it to open the alphabetized list of courier libraries and scroll through the list to find correct labels. To make a re-useable label, tape or glue the paper label to a 3 X 5" note card. Include your library's courier label on the reverse side for return shipment.

## **Maintaining lender lists:**

When new libraries join the service, updated preferred lender lists will be shared through email list announcements. These lender lists for the KLC will allow courier libraries to first send requests to other courier participants. Libraries that require OCLC codes will find them on the participants list of the Kansas Library Express website.

Follow these steps for updating the lender list in ShareIt:

1. Download the lender list attached to the email message and save it to your Desktop.
2. Open up the file with Microsoft Word. You should see about 4 pages of lender codes. Go to the edit menu, and choose Select All (or Ctrl+A). Then, go back to the edit menu and choose Copy (or Ctrl+C).
3. Next, open up ShareIt in your Web browser. Login with your library's credentials.
4. In ShareIt, click on Staff Dashboard, then ILL Admin. Choose Maintain Participant Record (directly under the Borrower and Lender sections). Underneath Days Requests are Processed, you should see the Preferred Lender List box.
5. Click inside the Preferred Lender List box, go to the Edit menu and choose Select All (or Ctrl+A). Hit the Delete or Backspace key to delete the old Preferred Lender List contents.
6. Next, go to the Edit menu and choose Paste (or Ctrl+V). You now

have successfully pasted the new preferred lender list for your library. Click Update to complete this process. Before leaving the screen, make sure you are alerted that you have successfully updated your participant record.

Note: Do not edit the System Wide List that appears below the Preferred Lender List.

### **Statistical reporting:**

Utilize the online report form for statistics. Estimates of items shipped will be made based on the number of packages recorded. See the online User Guide for an explanation of the volume estimates based on packaging. Bookmark the Kansas Library Express website (<http://kslibexpress.mykansalibrary.org>) for links to the User Guide, statistical reports, and list of courier libraries. Please include the name of your library on all statistical reports or email communications.

### **Timely notification of problems:**

Report any problems with the service as they occur to the Courier Coordinator at 785-838-4090 or [courier@nekl.org](mailto:courier@nekl.org)

Prompt resolution of problems requires reporting of:

- Delivery more than 2 hours late

- Items addressed to another library delivered to your library

- Items addressed to you that were intended for another library

- Delayed delivery of items you shipped or requested