

# ***INFO EXPRESS***

Delivery Services for Indiana Libraries



*A Service of the  
Indiana State Library*

## **Delivery Manual 2014**

*The Indiana State Library contracts with **NOW Courier, Inc** to provide the **InfoExpress courier**; a delivery service for interlibrary loan materials and other resources for Indiana libraries. All types of libraries – academic, institutional, public, school, and special – are eligible to participate in this voluntary service. Participating libraries pay a fee based on the number of stops at their library per week.*



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**InfoExpress** is the statewide library courier service provided by the Indiana State Library. Public Library districts, school districts, academic, institutional and special libraries are eligible to participate in **InfoExpress**. This user's guide is designed to give participants the information needed in order to sign-up, manage their account, and to participate in **InfoExpress** operations.

## Costs

Fees are based on the number of deliveries per week. Participants determine how many days a week (weekdays only) they need pickup and delivery. In order to offer the lowest possible delivery service cost for all Indiana libraries, the State Library will continue to provide state tax monies to subsidize the cost of one delivery per week per library district for libraries meeting state standards.

### Prices for the 2014-2015 year (Effective 1 July 2014):

For the 2014-2015 year the cost of a single one day per week stop, for 52 weeks per year, is subsidized at the rate of \$100.00 for libraries meeting standards. Additional stops are \$625.00 a year, per stop/per day.

#### Regular Rate 2014-2015

1st Day Rate (Subsidized)	\$	100.00
Two Day	\$	725.00
Three Day	\$	1,350.00
Four Day	\$	1,975.00
Five Day	\$	2,600.00

## Resource Sharing Rate

As an added incentive to promote resource sharing throughout Indiana's library community, the Indiana State Library offers two subsidies. The first day subsidy on the cost of one day per week service is offered to all libraries that meet standards. In addition, the State Library offers a partial subsidy for a second day of service for libraries who meet any of the following criteria. Additional

stops per week are \$625.00 a year, per stop/per day. Indiana libraries receive these significant savings thanks to the taxpayers of Indiana and the Indiana State Library.

## Criteria for the 2nd day Resource Sharing Subsidy

- Libraries who subscribe to 5-day-a-week Info Express service
- Libraries who subscribes to OCLC ILL subsystem<sup>1</sup>
- Libraries who are net lenders (# lends / # borrow = > 0.0) <sup>2</sup>
- Libraries who participate in Evergreen Indiana and who subscribe to two (2) or more days of Info Express service.

### Resource Sharing Rate 2014-2015

1st Day Rate (Subsidized)	\$	100.00
Two Day (Subsidized <sup>3</sup> )	\$	300.00
Three Day	\$	925.00
Four Day	\$	1,550.00
Five Day	\$	2,175.00

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<sup>1</sup> Requires confirmation by OCLC or a copy of your OCLC bill.

<sup>2</sup> This figure is based upon the figures reported in the latest Indiana Public Library Annual Report.

<sup>3</sup> The rate for a second day of subsidized service, for qualifying libraries only, is \$200.

## Registering For *InfoExpress*

Libraries may sign up for *InfoExpress* by calling the *InfoExpress* Coordinator at 877-835-0014; 317-232-3699 or by emailing [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov). Please evaluate the level of service needed by your library. You must choose the day(s) you will receive service when registering.


## Renewing *InfoExpress*

Libraries may renew their *InfoExpress* subscription at <http://InfoExpress.in.gov> only after the renewal feature has been turned on and announced.

Please log in and then click on the Add/Renew Account link at the top of the page. Confirm that all of the information listed is correct, then click on the CONTINUE button.

**INFO EXPRESS**  
Delivery Services for Indiana Libraries

Home Instructions Add/Renew Account Participants List User Manual FAQs



Institution (Evergreen Member Code)  
<Select Institution>

Password  Login

**General Instructions:**

- Use your browser's navigation buttons when moving around the site (i.e. click the Back button to go to the previous page).
- Use your browser's printer icon button to print shipping logs and labels.
- To log off the system simply close the window by clicking the red X in the upper-right hand of the screen.

**How the Program Works:**

- Allows you to create and print shipping logs, and shipping labels for Info Express delivery.
- The shipping log can be created, updated, and printed from any computer with an internet connection.
- You have the ability to access the saved shipping log, or create a new shipping log.
- The shipping log automatically inserts the correct address, saving time and insuring accuracy in delivery.

Renewal requests are due by August 1, and all *InfoExpress* payments must be received by the State Library by August 31<sup>st</sup>. For all libraries who have not renewed by that date, service will end as of September 1.

***All renewals or payments processed  
after September 1,  
are subject to a 2% late fee.***

# **Managing Your *InfoExpress* Account**

## **Selecting Pickup / Delivery Locations**

*InfoExpress* will use your current pickup/delivery access areas, but please remember to post a sign to identify the area for *InfoExpress* deliveries & pickups.. If you would like to change the locations of your access areas, simply inform the *InfoExpress* Coordinator by emailing **[InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov)**.

Because deliveries may arrive at different times throughout the business day, it is important that you have several staff members authorized to sign for *InfoExpress* deliveries.

## **Adding / Dropping / Changing a Stop**

### **One-time delivery cancellations:**

When libraries who receive two days or less of service per week are scheduled to be closed on their specific stop day, the library should call or email the *InfoExpress* Coordinator at 877-835-0014; 317-232-3699 or by emailing **[InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov)** *at least 48-hours in advance* to see if it is possible to schedule a make-up delivery for that week.

It is advisable for libraries to submit their entire list of annual building holidays in advance, so the courier can build these closed days into their schedule.

### **Emergency Cancellations:**

In the event that severe weather conditions or other emergency circumstances requires the library to close on short notice, please contact *InfoExpress* Coordinator at 877-835-0014; 317-232-3699 or by emailing **[InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov)** as soon as possible to cancel the stop.

### **Holidays:**

Libraries will not receive deliveries on holidays observed by the State of Indiana regardless of whether you are open on those days. A list of these holidays can be found at **<http://www.in.gov/library/2348.htm>**.



Libraries who receive two days or less of service per week and are scheduled to be closed on their regular stop day, the library should call or email the *InfoExpress Coordinator* at 877-835-0014; 317-232-3699 or by emailing [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov) *at least 48-hours in advance* to see if it is possible to schedule a make-up delivery for that week.

## Cancelling Services

Contact the *InfoExpress Coordinator* at 877-835-0014; 317-232-3699 or by emailing [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov) to cancel your service. Please note that if you cancel service completely, there is no refund. Prorated refunds are not available.

## Weather Related Cancellations

The Indiana Department of Homeland Security maintains a County Travel Status Map detailing weather related travel conditions around the state. The map can be found at:  
<http://www.in.gov/ai/appfiles/dhs-countyMap/dhsCountyMap.html>.

The map classes travel / disaster conditions into one of three categories:

- **Warning (Red):** This is the highest level of local travel advisory. Individuals are directed to refrain from all travel; and travel is restricted to emergency operations only.
  - Any library that is located in a Red (Travel WARNING) region will not receive Info Express service while that condition persists.
- **Watch (Orange):** Means that conditions are threatening to the safety of the public. Travel should be limited to only essential travel, such as to and from work.
- **Advisory (Yellow):** Routine travel or activities may be restricted in areas because of a hazardous situation.

Libraries receiving a single delivery per week, which is missed due to weather may receive a make-up delivery (if feasible), if they contact the *InfoExpress Coordinator* at 877-835-0014; 317-232-3699 or [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov) to make arrangements for the alternative delivery.

Libraries in Orange (Travel Watch) areas will receive Info Express service, if possible.

All other libraries will receive normal service.

In the event that your library has to close on short notice due to severe weather or other emergency circumstances, please contact *InfoExpress* Coordinator at ***InfoExpress@library.in.gov*** as soon as possible to cancel the stop.

## Alternatives to Business Hours Deliveries

In cases where the courier cannot make deliveries regularly during business hours, 8am – 5pm, the library may want to consider alternative delivery methods, such as:

- Changing delivery day(s) to match driver's route schedule;
- Making arrangements for a staff member to be present during the courier's delivery window;
- Using an external book return as a drop box;
- Providing the courier with a key to your library, so that the courier could pick up and deliver to an agreed upon location during non-business hours. (All *InfoExpress* drivers are bonded);
- Asking a willing neighbor with longer hours, to allow the courier to pick up and deliver to that location. (Your library would be responsible for delivering outgoing materials to this location and for transporting delivered materials back to the library);
- Purchase and install a lockable dropbox outside your library. The courier would pick up and deliver from this box. An example of these boxes can be found at <http://www.mcshanemetalproducts.com/shop/product.php?productid=35&cat=4&page=2>
- Expand your hours to match the courier's routes.

## Insurance

The *InfoExpress* vendor, ***NOW Courier, Inc*** insures every shipment in full against damage or loss for replacement cost only.

### NOTE:

- Neither the State of Indiana nor the Indiana State Library is liable for damaged or lost materials shipped by *InfoExpress*.
- When shipping DVDs, CDs or other fragile material, ***it is the responsibility of the shipping library to securely wrap them*** in bubble wrap or heavy paper to protect against damage, and to clearly mark the parcel *FRAGILE*.
- Except in cases where the damage was obviously caused by the courier (wet, crushed materials, etc.), the shipping library will be held responsible for any damage caused by inadequate packaging.

## Reporting a Problem

To report a problem or concern such as a missed pick-up, damaged books, or delayed service, please contact the *InfoExpress Coordinator* at 877-835-0014; 317-232-3699 or by emailing [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov).

## Lost/Damaged Materials

To file a reimbursement claim for lost or damaged materials, ***InfoExpress*** participants must report the content lost/damaged and its replacement/repair cost using the “Report a Problem” form available online at <http://InfoExpress.in.gov>.

- You will need to provide the Parcel ID number for proof of shipment and an invoice showing where and for how much the item was purchased or an indication of replacement cost.
- All lost claims must be reported within 30 days of the date listed on the delivery manifest.
- All damaged item claims must be reported within a 48 hour period from delivery.

# Rules, Policies, & Instructions for InfoExpress Participants

## General Instructions:

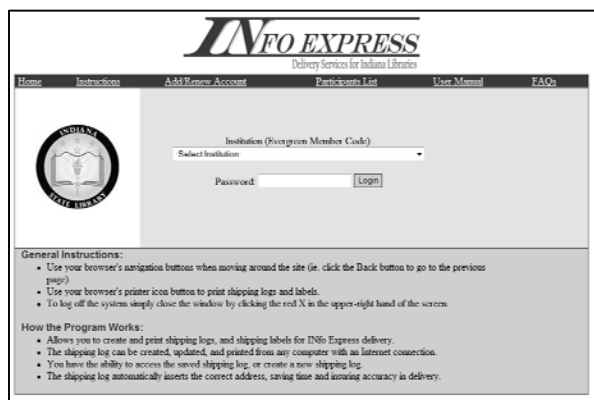
- Use your browser's navigation buttons when moving around the site (i.e. click the Back button to go to the previous page).
- Use your browser's printer icon button to print shipping logs and labels.
- To log off the system simply close the window by clicking the red X in the upper-right hand of the screen.

## How the Program Works:

- The *InfoExpress* system allows you to create and print shipping logs, and shipping labels for *InfoExpress* delivery.
  - The shipping log can be created, updated, and printed from any computer with an Internet connection.
  - You have the ability to access the saved shipping log, or create a new shipping log.
  - The shipping log automatically inserts the correct address, saving time and insuring accuracy in delivery.


## Logging in:

Go to the *InfoExpress* homepage (<https://digital.statelib.lib.in.us/infoexpress>). Select your library's name from the pull down list, and then enter your library's password. Note: passwords are case sensitive.



**INFO EXPRESS**  
Delivery Services for Indiana Libraries

Home Instructions Add/Renew Account Participants List User Manual FAQs



Institution (Fivegreen Member Code)  
Select Institution

Password:  Login

**General Instructions:**

- Use your browser's navigation buttons when moving around the site (i.e. click the Back button to go to the previous page)
- Use your browser's printer icon button to print shipping logs and labels.
- To log off the system simply close the window by clicking the red X in the upper-right hand of the screen.

**How the Program Works:**

- Allows you to create and print shipping logs, and shipping labels for InfoExpress delivery.
- The shipping log can be created, updated, and printed from any computer with an Internet connection.
- You have the ability to access the saved shipping log, or create a new shipping log.
- The shipping log automatically inserts the correct address, saving time and insuring accuracy in delivery.

## Who is a Member of InfoExpress?

Go to the *InfoExpress* homepage (<https://digital.statelib.lib.in.us/infoexpress>)



Click on Participants List on the top menu bar. This list contains the current list of *InfoExpress* subscribers. Participants change often, so if you have questions, please check it regularly.

## Creating a Manifest:

Log into the InfoExpress system. From the Home page, click on the CREATE A NEW SHIPPING LOG OR ADD TO AN EXISTING SHIPPING LOG button. Select the pickup date. Notice that the current month and year are pre-selected. If you are adding to an existing log select the date of the already created log.

## Adding Parcels:

A screenshot of the 'Add Parcel' form in the InfoExpress system. The form includes a navigation bar with links like Home, Instructions, Add Parcel, Account, Participants List, User Manual, and FAQs. Below the navigation bar, there are instructions for adding a parcel. The form fields include: 'Pick-up date' (set to January 24, 2013), 'Shipped from' (University Library of Columbus (ULUC and Ivy Tech)), 'Destination' (Columbus, IN 47203), 'Library Type' (Public), and 'Parcel Type' (bag). There is an 'Add Parcel' button at the bottom right.

Using the drop-down window, select the destination library. Please pay careful attention to the library selected. There are a number of libraries with similar names, so please be careful when selection your destination libraries. Using the drop-down menu to select the parcel type as bag, box, tub or other. The default is bag; you must use the drop-down menu to select a parcel type other than bag. Click the ADD PARCEL button to add this item to the manifest.

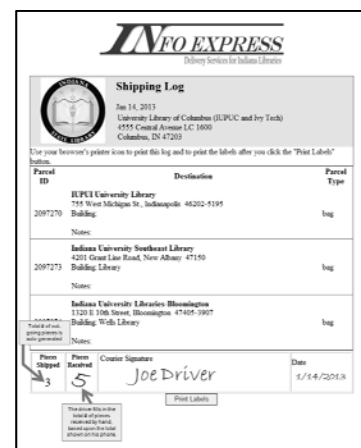
## Printing the Shipping Manifest (Shipping Log)

For out-going items, the library needs to provide a single paper copy of that day's shipping log. This manifest must include all items being shipped. Handwritten additions are not permitted. You can view a sample manifest at

[https://digital.statelibrarylib.in.us/infoexpress/InfoExpress\\_faqs.asp](https://digital.statelibrarylib.in.us/infoexpress/InfoExpress_faqs.asp)

Once all of the day's parcels have been entered into the system, you need to print off a copy of that day's Shipping Manifest.

Log into the InfoExpress system. From the Home page, click on the VIEW OR PRINT EXISTING SHIPPING LOG & LABELS button.

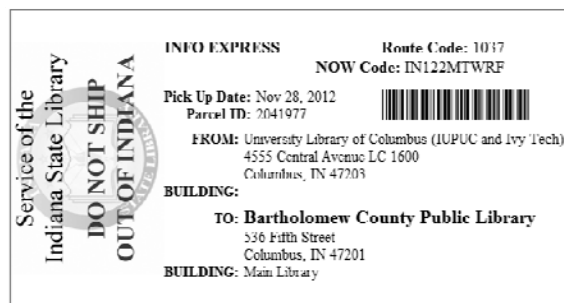
A screenshot of the 'Shipping Log' printout from the InfoExpress system. It shows a table with columns for Parcel ID, Destination, and Parcel Type. The table lists three parcels: 2097270 (IUUC Library), 2097273 (Indiana University Southeast Library), and 2097274 (Indiana University Libraries Bloomington). Below the table, there is a section for 'Print Labels' and a signature line for 'Joe Driver' dated 1/14/2013.A screenshot of the 'Shipping Log View/Print Instructions' page in the InfoExpress system. The page includes a navigation bar and instructions for viewing and printing the shipping log. It shows a date selector for January 24, 2013, and a 'VIEW SHIPPING LOG' button.

Use the drop-downs to select the Month, Day, and Year that you want to print, then click the SUBMIT button to view entries. Use your browser's printer's icon to print this manifest. You must provide a paper copy of your shipping manifest for the driver to sign. Failure to do so will invalidate all claims for damage or loss. When creating your manifest, please list the title, number

of items or a brief description of the contents in the note field.

## Printing Mailing Labels

All shipments must include an official **InfoExpress** shipping label. This is generated after the delivery manifest form is completed online at <http://InfoExpress.in.gov>. **NOW Courier, Inc** will use a distinct Parcel ID number, located on the top right hand side of the each label, to process and track deliveries. The labels must be legible and cannot be resized from the original formatting.



Display the Shipping Manifest and click on the PRINT LABELS button at the bottom to view all of that day's labels. Use your browser's printer icon to print these labels. Cut the labels apart and place them facing outward in the window on the InfoExpress bags or secure them with clear tape on packages.

### NOTE:

- ALL parcels must have a printed **InfoExpress** shipping label.
- Handwritten labels and manifests **will not** be accepted.

## Printing a Single Mailing Label

Display the Shipping Manifest and click on the PRINT LABELS button to view all of that day's labels. Left-click on the label that you want to print. It will open in a new window. Use Ctrl-P to print this single label. If you have added this parcel to the shipping manifest, be sure to print off a copy of the corrected manifest.



## Permissible Materials in Info Express

<u><b>Audio-Visual Materials</b></u>	<u><b>Print Materials</b></u>
CD's	Books
DVD's	Catalogs
Audio Cassettes	Newspapers
Video Tapes	Journals and Periodicals
Microfilm	Magazines

Other AV Materials	Directories
Traditional Arts Indiana Displays	

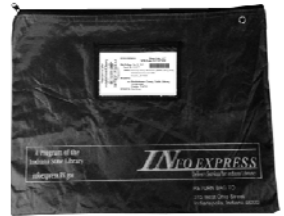
*When shipping DVDs or CDs please make sure to wrap them in bubble wrap or heavy paper to protect against damage, and mark the parcel **FRAGILE**. The shipping library is responsible for damage to improperly wrapped materials*

## Non-Permissible Delivery Materials

Letters, promotional items, propaganda, racks, computer hardware, and other large electronic devices are prohibited.

## Packaging Materials

The Indiana State Library provides reusable, nylon courier bags to **InfoExpress** subscribers. The bags come in two sizes: 18" x 14" or 18" x 14" x 4". Both sizes come with a clear window for the pre-printed labels. All **InfoExpress** bags must be sealed by a zip tie. Extra **InfoExpress** bags and zip ties are available at no charge by contacting the **InfoExpress Coordinator** at 877-835-0014; 317-232-3699 or by emailing [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov).



All materials sent via **InfoExpress** must be enclosed within an **InfoExpress** nylon zippered bag, or other approved packaging materials. As a rule, individual boxes should weigh no more than **40** pounds or be larger than 24" x 24". The exception to this rule are the *Traditional Arts Indiana Displays*.

### NOTE:

- ALL parcels must have a printed **InfoExpress** shipping label.
- Handwritten labels and manifests will not be accepted.
- All **InfoExpress** bags must be secured with a zip tie.
- All boxes must be securely sealed.

## Supplies

Extra **InfoExpress** bags and zip ties are available at no charge by contacting the **InfoExpress Coordinator** at 877-835-0014; 317-232-3699 or by emailing [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov).

## Packaging Fragile Materials

When shipping DVDs, CDs or other fragile materials please make sure to wrap them in bubble wrap or heavy paper to protect against damage, and clearly mark them FRAGILE on the label. Lending and borrowing libraries should inspect materials before shipping them to ensure that they are in good condition.

**NOTE:** Except in cases where the damage was obviously caused by the courier (wet, crushed materials, etc.), the shipping library will be held responsible for any damage caused by inadequate packaging.

## Delivery Procedures

The *InfoExpress* Courier will scan all items into their phone upon delivery. They may do this before they bring them inside or they may do in your department. This scan updates each item as DELIVERED in our system and tags it with the delivery date and time. When you sign the manifest on the driver's phone, you need to review the displayed total count of the scanned items. Your signature confirms that the driver made it to your library, the number of parcels delivered and the date and time of the delivery.

## Pick-Up Procedures

For out-going items, the library needs to provide a single paper copy of that day's shipping manifest. This manifest must include all items being shipped. Handwritten additions are not permitted. The courier should count all outgoing parcels; confirm that the total number matches the total listed on the manifest. The driver will also record the number of items delivered on the form and *must* sign the library's copy of the shipping manifest (Please see note below), indicating that they have delivered the stated number of items and are picking up the listed number of items. [A facsimile of a sample manifest is available at

[https://digital.statelib.lib.in.us/infoexpress/InfoExpress\\_faqs.asp](https://digital.statelib.lib.in.us/infoexpress/InfoExpress_faqs.asp)]

**NOTE:** It is imperative that you get the driver to sign the outgoing manifest. Without this signature, neither the driver nor the courier service can be held accountable the items they pick up. Normally, this isn't a problem, but it is vital in case we need to track a lost parcel.



The library should keep these signed manifests until the likelihood of a problem is past. Typically this is once the longest loan period for the materials has expired or three months, whichever is longer. Anytime after that point, these documents may be thrown away.

## Mis-Delivered Items

In the event that the courier delivers materials that do not belong to your library, we ask that you accept these items and set them aside for a special pick-up. As soon as possible contact the *InfoExpress Coordinator* at 877-835-0014; 317-232-3699 or by emailing [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov) and inform them of the mis-delivery.

The Coordinator will contact the courier to schedule a special run for either the same day (when possible) or for the next day to pick up the mis-delivered items and get them back in the workflow for proper delivery.

## Questions:

Please address any questions to the *InfoExpress Coordinator* at:

- 877-835-0014 toll-free
- 317-232-3699 or
- [InfoExpress@library.in.gov](mailto:InfoExpress@library.in.gov)