Shipping Materials Panel
Kristin Brodt
Interlibrary Loan Manager & Head of Lending and Borrowing Services
Muhlenberg College
Melissa Jackson
ILL Librarian
Armstrong State University
Meg Massey
Interlibrary Loan Coordinator
Franklin & Marshall College
Amy Paulus
Head, Access Services
University of Iowa
Lori Smith
SWIFT Interlibrary Loan Project Manager
Colorado State Library
Interlibrary Loan Code
Shipping and the ILL Code

Responsibilities of the Requesting Library

4.4 Note any special requirements regarding the format needed, specified shipping address, or use to be made of the material on the request sent to potential supplying libraries.

4.9 Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library.

4.15 Package material to prevent damage or loss in shipping and comply with any special instructions stated by the supplying library.
More Shipping in the ILL Code

Responsibilities of the Supplying Library

5.7 Indicate the due date, any restrictions on the use of the material, and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked in at the requesting library for return to the supplying library.

5.8 Ship material by the fastest method reasonably available to the location specified by the requesting library. Package loaned material to prevent damage or loss.
International and the ILL Code

International Transactions

3.2 The conduct of international interlibrary loan is regulated by the rules set forth in the International Federation of Library Associations and Institutions’ (IFLA) document “International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure (2009).”

Although the U.S. shares a common border with Canada and Mexico, it is important to remember that these countries have their own library infrastructures and practices. The IFLA Principles and Guidelines regulate the exchange of material between institutions across these borders. Further, U.S. librarians would be wise to inform themselves of customs requirements that take precedence over library agreements when material is shipped across these national borders.
International Shipping Tips

• Customs Forms: Mark shipment reason as Other. Do not put value on customs forms over $25 US. Description - Books. International Interlibrary Loan. No commercial Value.

• UPS has an online electronic form that can be used for most all countries. Only few countries will not accept electronic forms, for instance Barbados.

• USPS lost more materials but customs more efficient.

• UPS did not lose materials but things did get tied up in customs.

• PO Boxes with UPS problematic.
Courier Services
Interlibrary Delivery Service of Pennsylvania (IDS)

IDS provides member libraries with reliable and efficient delivery services through the United Parcel Service (UPS). The IDS service area consists of 409 libraries, including Muhlenberg College and Franklin & Marshall College.

idspa.org
STAT Courier, through MOBIUS, provides courier service to Iowa Rivershare Libraries and Iowa Library Alliance, a network of academic and public libraries.
Choosing a Courier

• Criteria at Iowa
  – Tracking capability
  – Cost
  – Packaging/Labelling
  – Turnaround Time
  – Accountability
  – Vendor response time
Worldship
Customer ID
Use symbol
Example: Muhlenberg College is EVI
UPS Customer ID
Void a Shipment

Down to tracking number
Packing for Shipment, Shipping Supplies & Common Problems
F&M Shipping Supply Notes

- Boxes and envelopes are recycled as much as possible and stored in the Receiving Room.
- As needed, new envelopes, boxes, tape and other supplies are purchased through various library vendors.
- Our library does take advantage of special pricing on new envelopes thanks to our membership with IDS.
Muhlenberg Work Area

Thank you board
Muhlenberg Mailing Supplies

- Never looks organized
Muhlenberg Work Area

• We use “flags” to send out material via our van consortia
Muhlenberg UPS Work Station

• You can see the UPS label printer between the monitor and printer.
Iowa Courier Work Station

We use totes and bags to ship to our courier partners.
We use UPS to ship to everyone else.
Armstrong State University Work Area

This is where we keep bags and our basic supplies. We reuse bubble bags when we can, and buy new ones when we need them.

The green bags are for our local courier system.

Evil fluff bags get tossed in our recycle bin immediately. They must be stopped!
Armstrong’s box stash

This is where we store the boxes for libraries that require their items be returned that way. All of them are ‘recycled’ from previous shipments.

It is also where we keep our FedEx supplies for the few libraries that need shipment that way. One batch has lasted for 4 or 5 years.
Armstrong’s pickup area

This is where we store the books for our patrons to pick up. In Library Use Only books get a pink band to make them easy to tell from the regular books. Books for our satellite location (Liberty Center) get a yellow band.

As you can see, our patrons are pretty good about picking up their items. 😊
Turnaround Time
Turnaround Time

What can be done to reduce this?
• Where items are packaged/shipped?
• Shipping method (i.e. UPS, USPS)

How do you determine due dates for your patron?