Statewide Delivery

BEST PRACTICES WHEN SHIPPING MATERIALS U.S. CARGO

Summer 2011

SEO Phone: 877-552-4262
SEO Fax: 800-446-4804

U.S. CARGO PROCEDURES

- After checking in all material and checking out to non SEO libraries the material is ready to be packaged.
- Package all materials in a jiffy **bubble** bag, a nylon bag, or a canvas bag. DO NOT OVERFILL.
- Affix address label to the package.
- Shipping labels can be printed from the Statewide Delivery website at http://library.ohio.gov/dlabels/chooselabel.php

HELPFUL HINTS

~ Cargo information is available on the Best Practices Wiki (http://servingeveryohioan.pbworks.com/ or the Statewide Delivery website (http://library.ohio.gov/Facilities/Delivery).

~ Items designated for a non-SEO library MUST BE CHECKED OUT to that library before shipping to that library.

~ Check all incoming and outgoing videos and CD's to be sure that the correct material is in the correct case.

~ When you receive extra bags of canvas bags, empty them daily. Libraries often include materials that could be easily overlooked.

~ When checking in material, you may want to separate materials . In one pile could be items belonging to your library , the second pile are items for the requestor line being a library/institution and a third pile for patrons with a different pick up point.

~ If not already, you can subscribe to the delivery listserv. Just send your request via email to http://library.ohio.gov/Facilities/Delivery/Listserv

~ This listserv includes cargo issues, helpful hints, etc.)

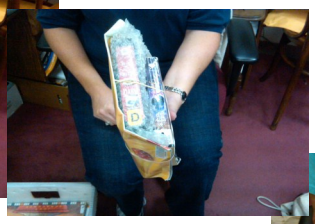
~ **When you trap a hold in which the REQUESTOR is a LIBRARY, check that item out to that library and send it on to that library in cargo. If the REQUESTOR is a PERSON, send the item to the pickup point listed on the receipt.**

~ There is no need to over wrap each package. If you use bubble wrap, don't use tape to close, one or two rubber bands will be sufficient.

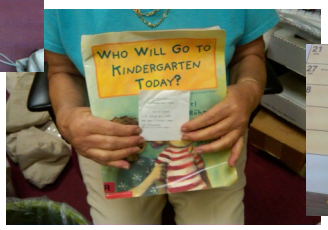
Treatment of Materials

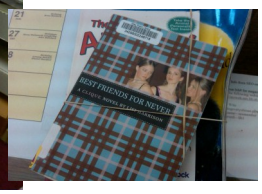
- Try to treat other library's materials as if it were your own or better.
- Please use proper containers when sending item through cargo. For example: Don't try to put an oversize children's book in a small zipper bag. It's not pretty!
- Replace tape dispensers with post-it notes and/or post-it tape. These products are very library friendly to all items.
- Do not fold items, roll items and put them in container that cannot be flattened.
- Rubber banding messages to items is less damaging than TAPING a message.
- When using rubber bands to secure items, please use as few as possible. Rubber bands should not be used to protect items, that's what bubble wrap is for.
- Bubble wrapping these items is the best protection needed to ensure a safe delivery. The items are:
    - Book on Tape
    - Book on CD
    - Book and cassettes
    - Playaways
    - Video Cassettes
    - DVD
    - CD
    - Computer games
    - Any item in a plastic case.
    - Remember, if you think you are protecting the fragile items by putting them on the top of the cargo bin, through the cargo process, that package may end up on the bottom of a mountain of cargo bins.
    - Don't put rubber bands on so tight, that it needs to be cut off.
- Remove all slips

Please do NOT use an oversized book to wrap other material.



As a result, the oversized book will become damaged.





Please do not use TAPE on material

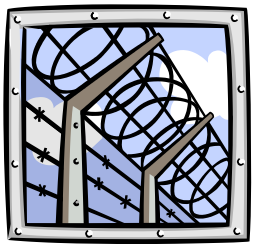
P. S. When bubble wrap becomes saran wrap, THROW IT AWAY!

Shipping Exceptions

Shipping exceptions for SEO libraries:

BED	Edon Branch (Send to Williams County—BBR)
BEG	Edgerton Branch (Send to Williams County—BBR)
BPI	Pioneer Branch (Send to Williams County—BBR)
BST	Stryker Branch (Send to Williams County—BBR)
BWU	West Unity Branch (Send to Williams County—BBR)
CCB	Carroll County Bookmobile (Send to Carroll County—CCC)
CCM	Malvern Branch Library (Send to Carroll County—CCC)
CCN	Corrections Commission of Northwest Ohio (Send to Williams Co—BBR)
CBK	Caldwell Bookmobile (Send to Caldwell Public—CAL)
CBM	Coshocton Bookmobile (Send to Coshocton—CPL)
CWL	West Lafayette Branch Library (Send to Coshocton—CPL)
DEH	Hamler Branch Library (Send to Deshler—DES)
DEM	Malinta Branch Library (Send to Deshler—DES)
DJM	Johnson Memorial Library (Send to Defiance—DPL)
DSB	Sherwood Branch Library (Send to Defiance—DPL)
FIA	Arlington Branch Library (Send to Findlay—FIN)
FIB	Findlay-Hancock Co Bookmobile (Send to Findlay—FIN)
GCK	Guernsey County Bookmobile (Send to Crossroads Branch—GCT)
HBO	Holmes County Bookmobile (Send to Holmes County—HCO)
HHI	Hillsboro Public Library name change (Highland County Public Library)
HRR	Ridgeway Branch (Send to Ridgemont—HRP)
HTC	Holmes County Training Center (Send to Holmes County Training Center—HTC)
KLK	Kate Love Simpson Bookmobile (Send to Kate Love Simpson—KLS)
LBU	Buckeye Lake Library (Send to Licking Co.—Newark –LNE)
LMI	Emerson R. Miller Library (Send to Licking Co.—Newark –LNE)
LHE	Hebron Library (Send to Licking Co.-Newark-LNE)
LUT	Hervey Memorial Library (Send to Licking Co.-Newark-LNE)
LMB	Mary E. Babcock Library (Send to Licking Co.-Newark-LNE)
LBO	Licking County Bookmobile (Send to Licking Co.-Newark-LNE)
LDU	Newark Drive-Up Window (Send to Licking Co.-Newark-LNE)
MBK	Martins Ferry Bookmobile (Send to Martins Ferry—MFP)
PCE	Erie Islands Branch (Send to Port Clinton (Ida Rupp) - PCL)
PEL	Luckey Branch (Send to Pemberville—PEM)
PES	Stony Ridge Branch (Send to Pemberville—PEM)
STK	Steubenville Bookmobile (Send to Steubenville—STE)
TBO	Tuscarawas County Bookmobile (Send to Tuscarawas County—TCO)
TOR	Tuscarawas County Outreach (Send to Tuscarawas County—TCO)
UTR	Russellville Branch (Send to Union Township—UTP)
WOK	Wood County Bookmobile (Send to Wood County—WOD)

Correctional Facilities



All items detailed for correctional facilities send directly to SEO. DO NOT checkout, SEO will check them out and ship UPS.

Where to send the following libraries using the SEO database:

P.S. Make sure items are checked out and sent directly to the main library.

Bainbridge Branch Library—send to Geauga County Public Library
Chardon Public Library—send to Geauga County Public Library
Middlefield Branch Library—send to Geauga County Public Library

Kent Free Public Library—send to Portage County District Library
Reed Memorial Library—send to Portage County District Library

Eaton Branch Library—send to Preble County District Library
West Alexandria Branch Library—send to Preble County District Library
West Elkton Branch Library—send to Preble County District Library

Washington—Centerville Public Library is Centerville Public Library

Clinton-Massie Branch Library—send to Wilmington Public Library

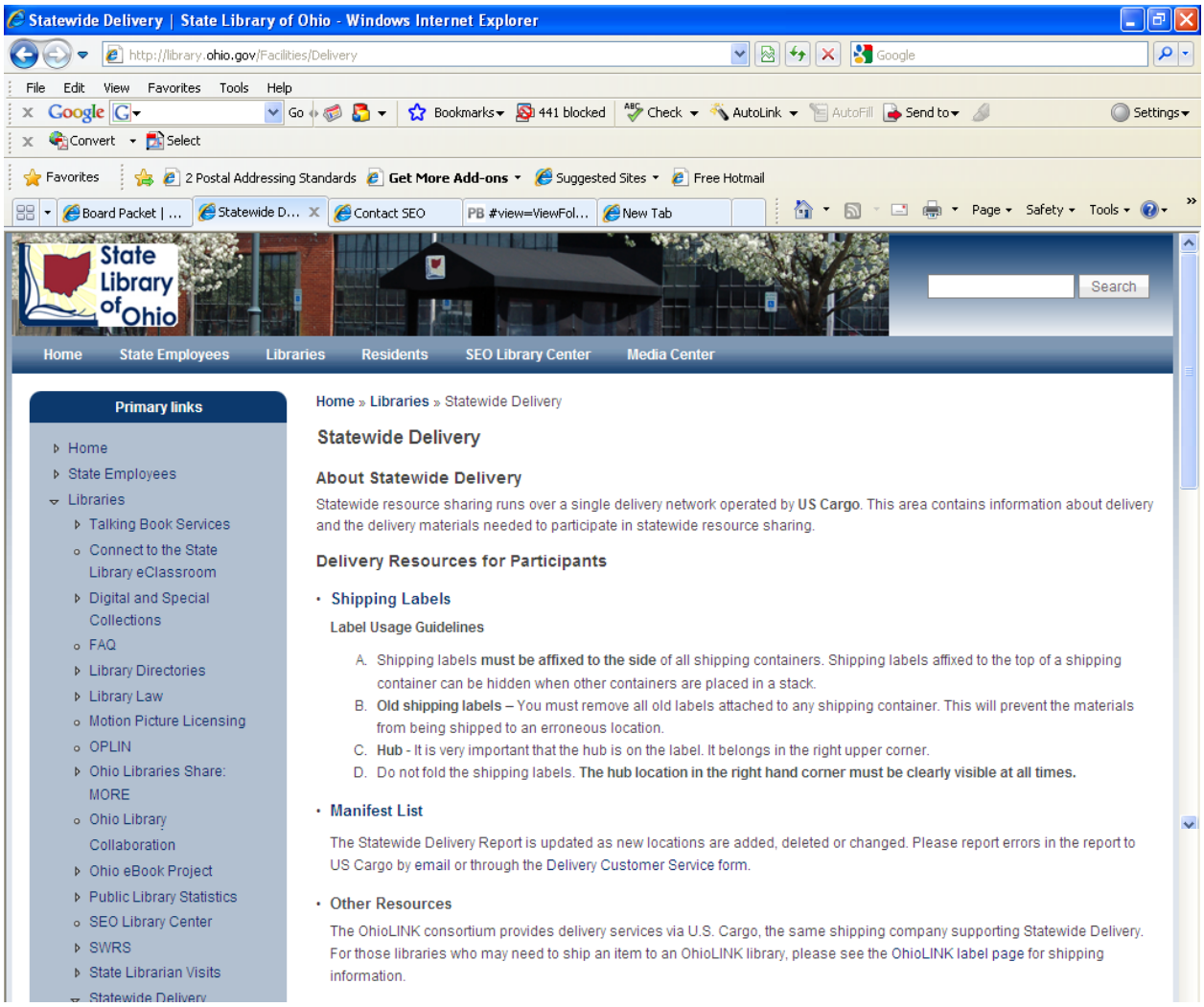
Antwerp Branch Library—send to Paulding County Carnegie Library
Cooper Community Library—send to Paulding County Carnegie Library
Payne Branch Library—send to Paulding County Carnegie Library

Barry Askren Memorial Branch Library—send to Massillon Public Library
Pam S. Belloni Memorial Branch Library—send to Massillon Public Library

SEO Library Center
State Library of Ohio

40780 Marietta Road
Caldwell, Ohio 43724
Tel: 740-783-5705 or 877-552-4262

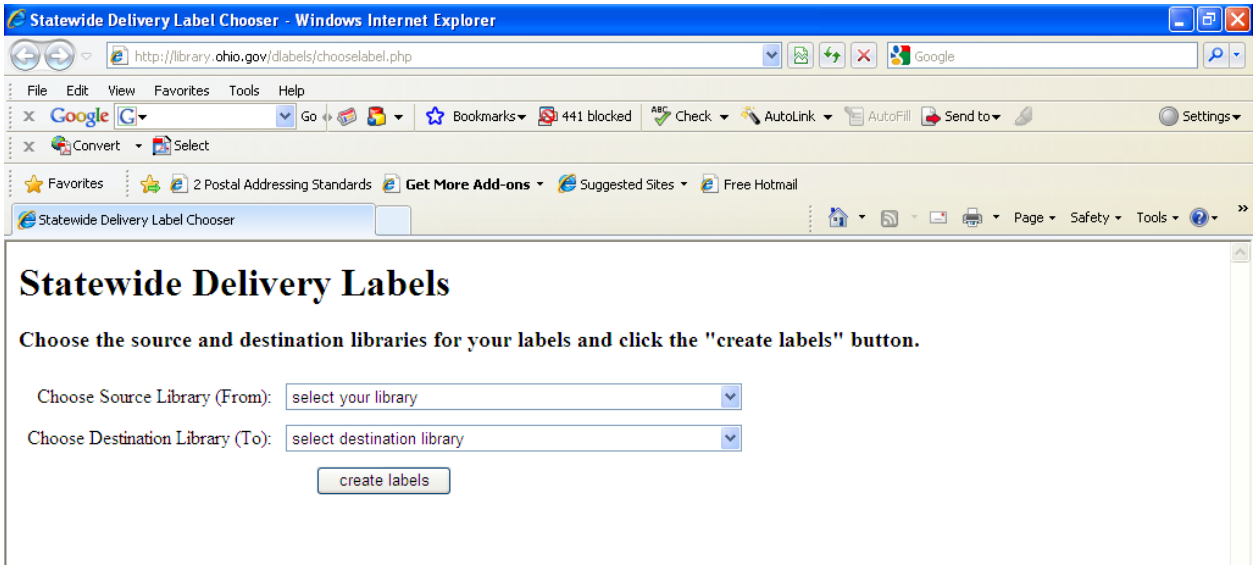
Manifest and Labels



Manifest and Labels are available at this URL:

http://www.library.ohio.gov/Facilities/Delivery

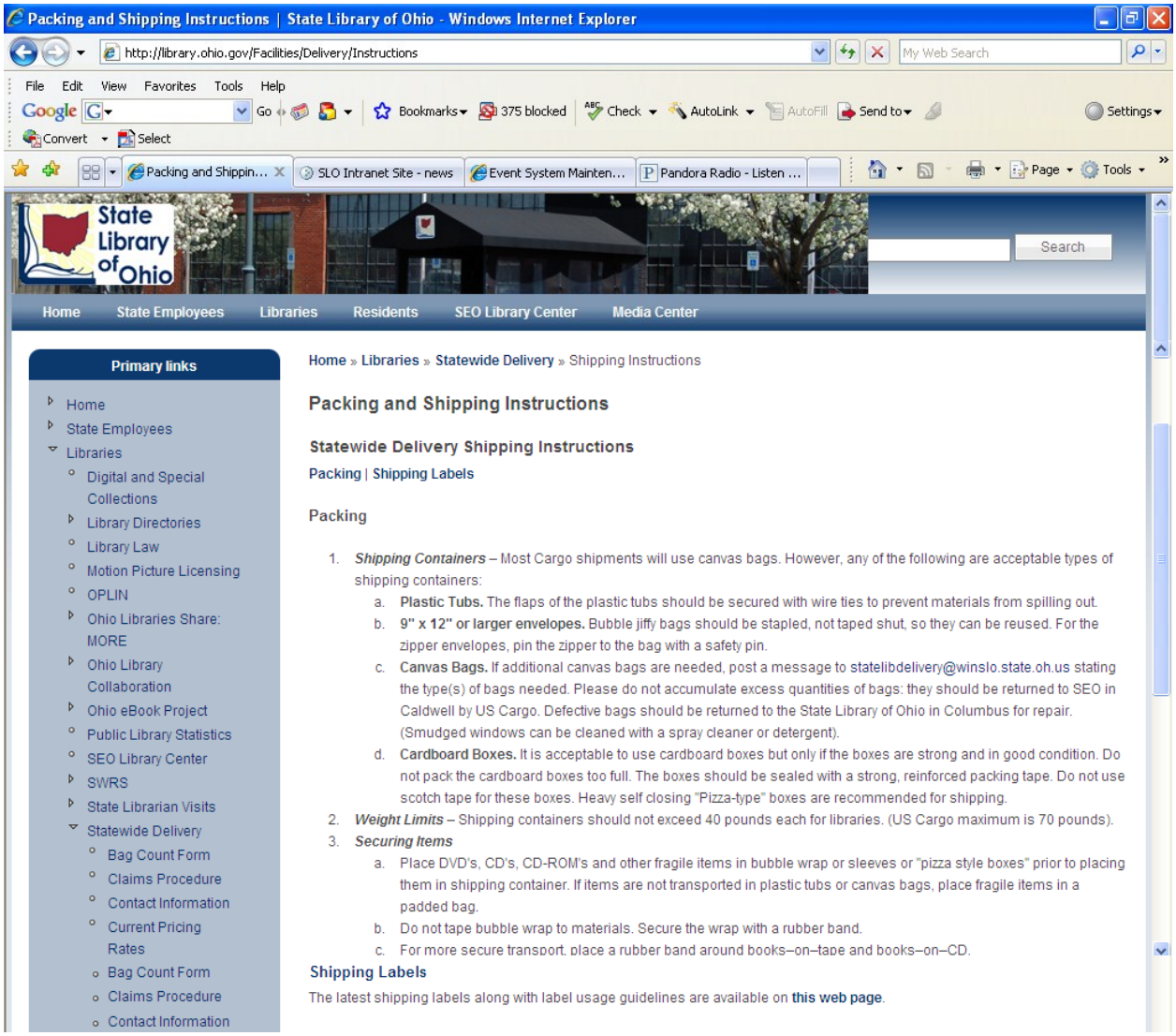
Label Information



Labels are available at this URL:

http://library.ohio.gov/dlabels/chooselabel.php

Packing and Shipping Instructions



Packing and Shipping Instructions | State Library of Ohio - Windows Internet Explorer

http://library.ohio.gov/Facilities/Delivery/Instructions

State Library of Ohio

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Packing and Shipping Instructions

Statewide Delivery Shipping Instructions

Packing | Shipping Labels

Packing

1. ***Shipping Containers*** – Most Cargo shipments will use canvas bags. However, any of the following are acceptable types of shipping containers:
   a. **Plastic Tubs.** The flaps of the plastic tubs should be secured with wire ties to prevent materials from spilling out.
   b. **9" x 12" or larger envelopes.** Bubble jiffy bags should be stapled, not taped shut, so they can be reused. For the zipper envelopes, pin the zipper to the bag with a safety pin.
   c. **Canvas Bags.** If additional canvas bags are needed, post a message to statelibdelivery@winslo.state.oh.us stating the type(s) of bags needed. Please do not accumulate excess quantities of bags: they should be returned to SEO in Caldwell by US Cargo. Defective bags should be returned to the State Library of Ohio in Columbus for repair. (Smudged windows can be cleaned with a spray cleaner or detergent).
   d. **Cardboard Boxes.** It is acceptable to use cardboard boxes but only if the boxes are strong and in good condition. Do not pack the cardboard boxes too full. The boxes should be sealed with a strong, reinforced packing tape. Do not use scotch tape for these boxes. Heavy self closing "Pizza-type" boxes are recommended for shipping.
2. ***Weight Limits*** – Shipping containers should not exceed 40 pounds each for libraries. (US Cargo maximum is 70 pounds).
3. ***Securing Items***
   a. Place DVD's, CD's, CD-ROM's and other fragile items in bubble wrap or sleeves or "pizza style boxes" prior to placing them in shipping container. If items are not transported in plastic tubs or canvas bags, place fragile items in a padded bag.
   b. Do not tape bubble wrap to materials. Secure the wrap with a rubber band.
   c. For more secure transport, place a rubber band around books–on–tape and books–on–CD.

Shipping Labels

The latest shipping labels along with label usage guidelines are available on this web page.

Packing and Shipping Instructions are available at this URL:

http://library.ohio.gov/Facilities/Delivery/Instructions

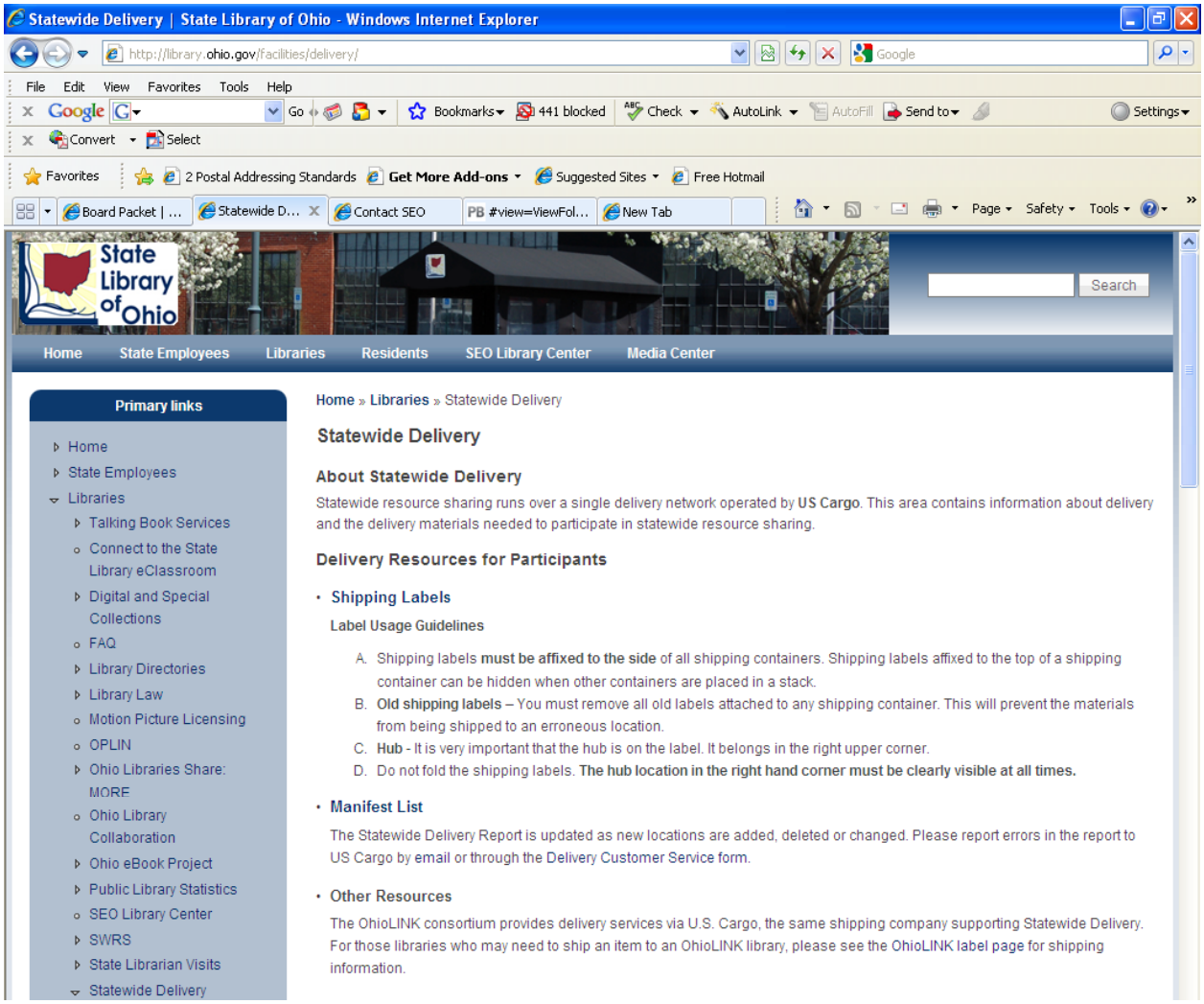
ORDERING INFORMATION FOR ZIPPER AND CANVAS BAGS

Oak Valley Tarp
665 Shanesville Road
Sugarcreek, Ohio 44681
PH# 330-852-7000
Fax# 330-852-3164

Reminder:
Do NOT tape notes to books or other items. It ruins the covers and leaves a gummy residue.

*As a courtesy, you may return non-SEO library bags to the owning library. Return Ohiolink bags to Ohiolink.

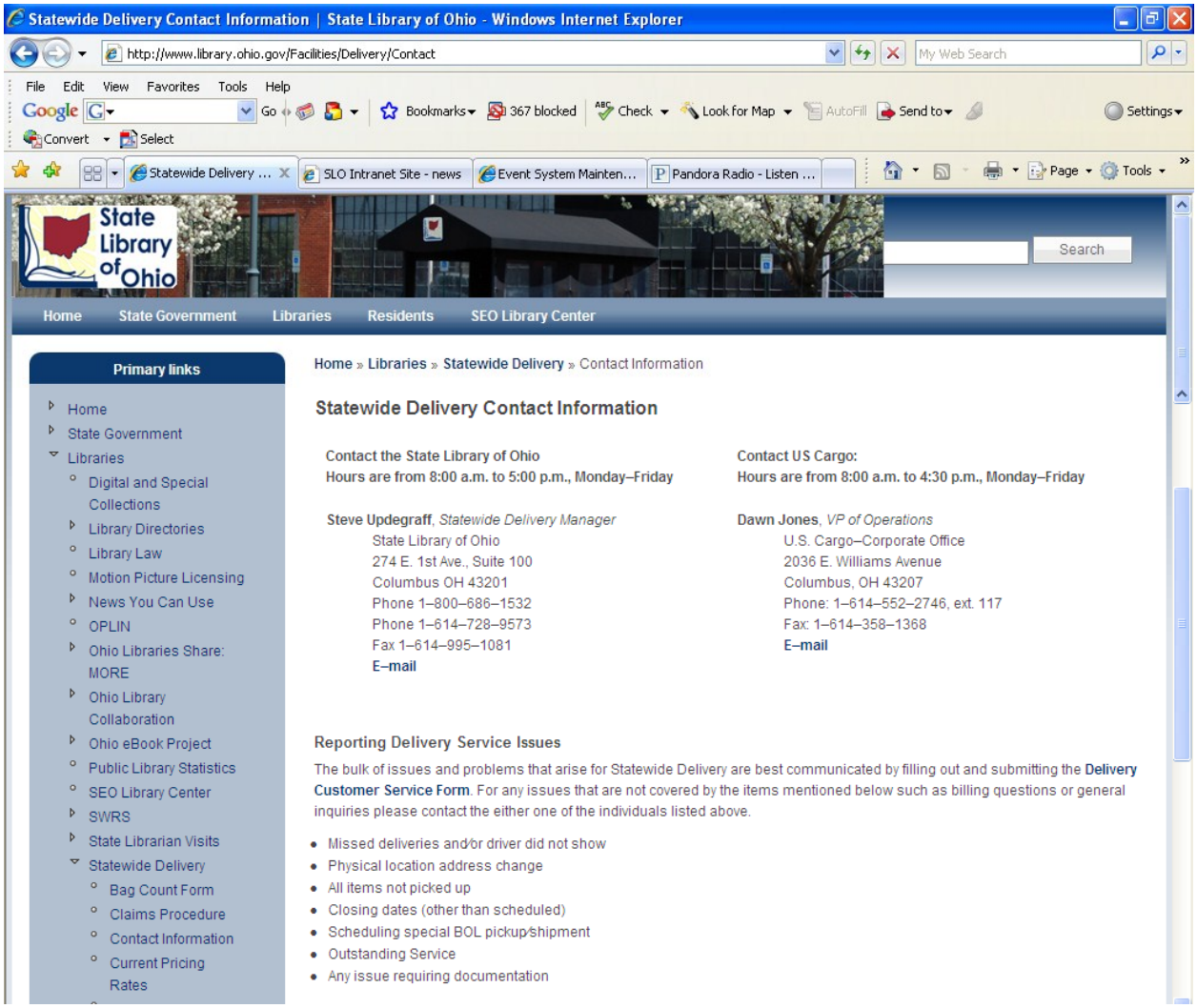
Label Usage Guidelines



Label Usage Guidelines are available at this URL:

http://library.ohio.gov/facilities/delivery/

Contact Information



Statewide Delivery Contact Information | State Library of Ohio - Windows Internet Explorer

http://www.library.ohio.gov/Facilities/Delivery/Contact

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Statewide Delivery Contact Information

Contact the State Library of Ohio
Hours are from 8:00 a.m. to 5:00 p.m., Monday–Friday

Steve Updegraff, *Statewide Delivery Manager*
State Library of Ohio
274 E. 1st Ave., Suite 100
Columbus OH 43201
Phone 1–800–686–1532
Phone 1–614–728–9573
Fax 1–614–995–1081
E–mail

Contact US Cargo:
Hours are from 8:00 a.m. to 4:30 p.m., Monday–Friday

Dawn Jones, *VP of Operations*
U.S. Cargo–Corporate Office
2036 E. Williams Avenue
Columbus, OH 43207
Phone: 1–614–552–2746, ext. 117
Fax: 1–614–358–1368
E–mail

Reporting Delivery Service Issues

The bulk of issues and problems that arise for Statewide Delivery are best communicated by filling out and submitting the **Delivery Customer Service Form**. For any issues that are not covered by the items mentioned below such as billing questions or general inquiries please contact the either one of the individuals listed above.

- Missed deliveries and/or driver did not show
- Physical location address change
- All items not picked up
- Closing dates (other than scheduled)
- Scheduling special BOL pickup/shipment
- Outstanding Service
- Any issue requiring documentation

Communicating with US Cargo

Statewide Delivery Customer Service Form | State Library of Ohio - Windows Internet Explorer

http://www.library.ohio.gov/Facilities/Delivery/CustomerServiceForm

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    - Customer Service Form
    - Email List
    - Holiday Schedule
    - Join Statewide Delivery

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Statewide Delivery Customer Service Form

Statewide Delivery Customer Service Form

*Use this form to report delivery service issues to the Delivery Manager at the State Library of Ohio as well as communicating service issues to US Cargo. If this form does not appear to address your needs, send an **e–mail** explaining the situation.*

- **Missed Deliveries** (include dates)
- **Request for Tracing** (provide information and comments)
- **Closing Information** (include dates of closing and reopening)
- **Miscellaneous** (anything needing attention, outstanding performance, etc.)

Date submitted:
Library name:
Street Address:
City, State, Zip:
Contact name:
Contact phone:
Email address:

Description of Service Issue: (please include dates, time, route number, driver name and any other information to resolve the service issue)

Send Request | Reset Form

Thank you for your business.

Use this form to communicate with U.S. Cargo on service issues.

http://www.library.ohio.gov/Facilities/Delivery/CustomerServiceForm

Subscribing to the delivery listserv

Statewide Delivery Email List | State Library of Ohio - Windows Internet Explorer

http://www.library.ohio.gov/Facilities/Delivery/Listserv

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Statewide Delivery Email List

"statelibdelivery" email List

IMPORTANT: *Any library or institution participating in the Statewide Delivery system will need to join the "statelibdelivery" list.*

How to subscribe and general guidelines for using the statelibdelivery email list.

About | Subscribing | Posting Guidelines | Request Delivery Supplies

About

"**statelibdelivery@winslo.state.oh.us**" is a mailing list (*commonly referred to as the delivery email list*) devoted to statewide delivery issues. This mailing list is the primary tool used for communicating the day–to–day shipping and receiving of library materials via US Cargo for the statewide resource sharing delivery system. Typical use includes but is not limited to the following:

- Requesting shipping supplies and materials (*i.e., bags, shipping containers, etc.*)
- Announcing udate information for manifest/labels
- Receiving communiqués from the State Library of Ohio regarding delivery.

How to Subscribe

To subscribe to **statelibdelivery**, send an (empty) message

1. **To:** statelibdelivery-subscribe@winslo.state.oh.us.
2. For the subject field enter the following
   Subject: statelibdelivery request
3. A confirmation request message will be sent back to you. This request message is used to verify that it is indeed you who are subscribing to the list and not someone else. **It is important that you reply to this confirmation request message.**

   Please read the instruction contained in this message carefully. Replying to the "Reply–To:" address usually works. The "reply" function of your mail program will do this.
4. Once the list–owner receives your confirmation, your address will be added to the subscriber database and you will receive a welcome message to tell you that you are a subscriber.

http://www.library.ohio.gov/Facilities/Delivery/Listserv

Guidelines for Posting Messages

Posting Guidelines for statelibdelivery@winslo.state.oh.us

Submitting Content

Send all messages to the following address: **statelibdelivery@winslo.state.oh.us** This is the list address. Mail sent to any other address will not be delivered.

Unsubscribing

To unsubscribe from **statelibdelivery** just send a message to **statelibdelivery-unsubscribe@winslo.state.oh.us**, then reply to the confirmation request. You should receive a message to let you know that you are no longer a subscriber.

Contact a human for Technical or Submission problems (list–owner)

If you experience any technical problems posting/receiving delivery list messages or, have questions relating to the content policies of the list please send an email to the following address with a description of your problem and any bounce message that you may have received. **statelibdelivery-owner@winslo.state.oh.us**

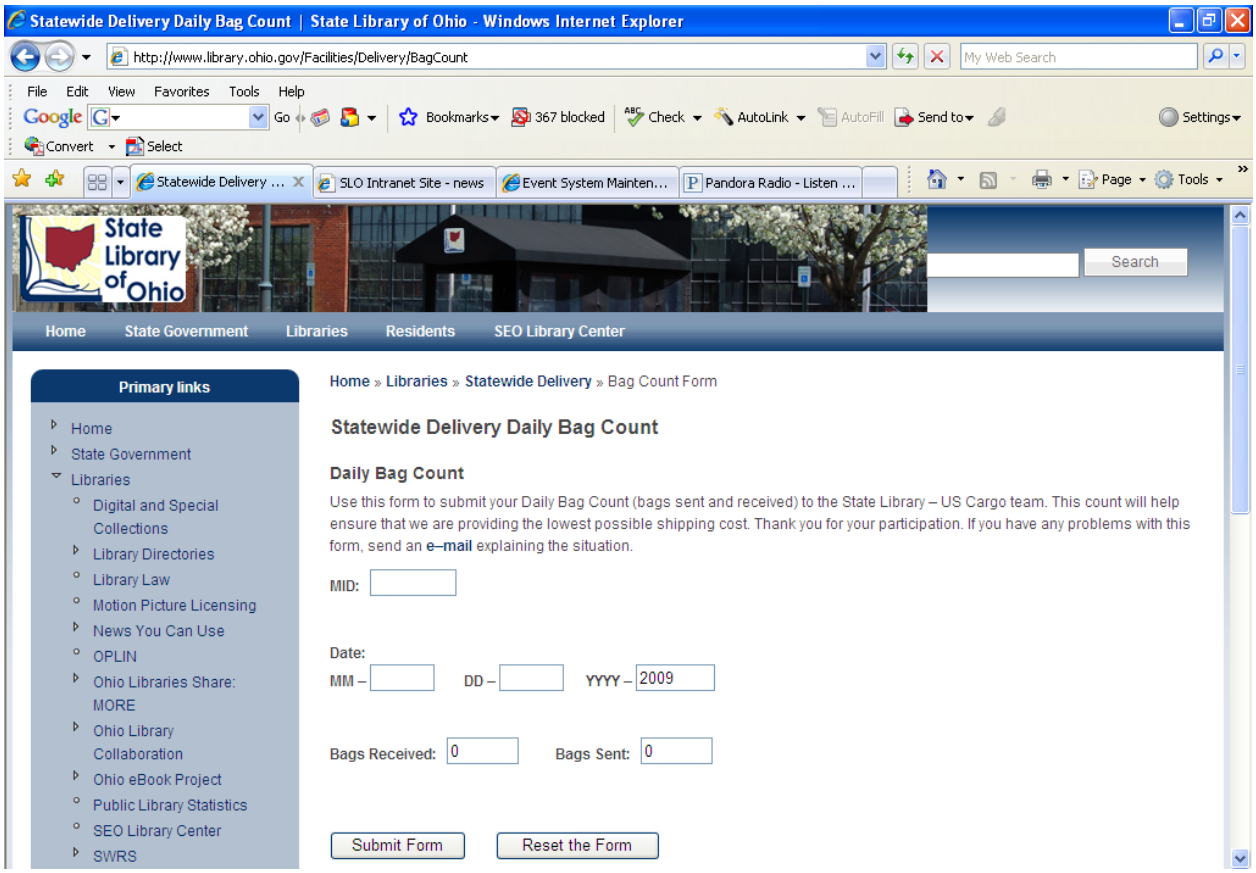
Request Delivery Supplies

Requesting shipping supplies and materials (*i.e., bags, shipping containers, etc.*) is done by **posting a message to the statelibdelivery elist**.

For current participating members already subscribed to the list please submit your request to the list. Send an email with your request to **statelibdelivery@winslo.state.oh.us**.

If your library has joined the Statewide Delivery system please have the individual(s) responsible for day–to–day delivery at your library **subscribe** to the statelibdelivery list. Once someone has subscribed to the statelibdelivery list, submit the request for supplies to the list.

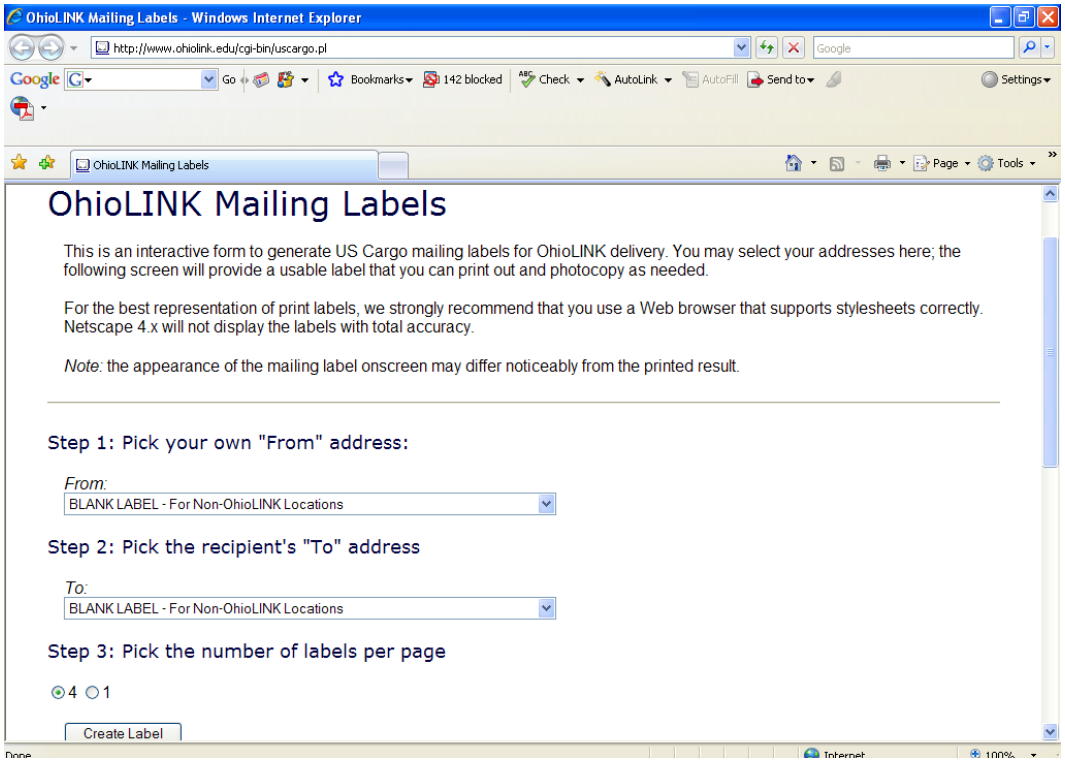
Daily Bag Count

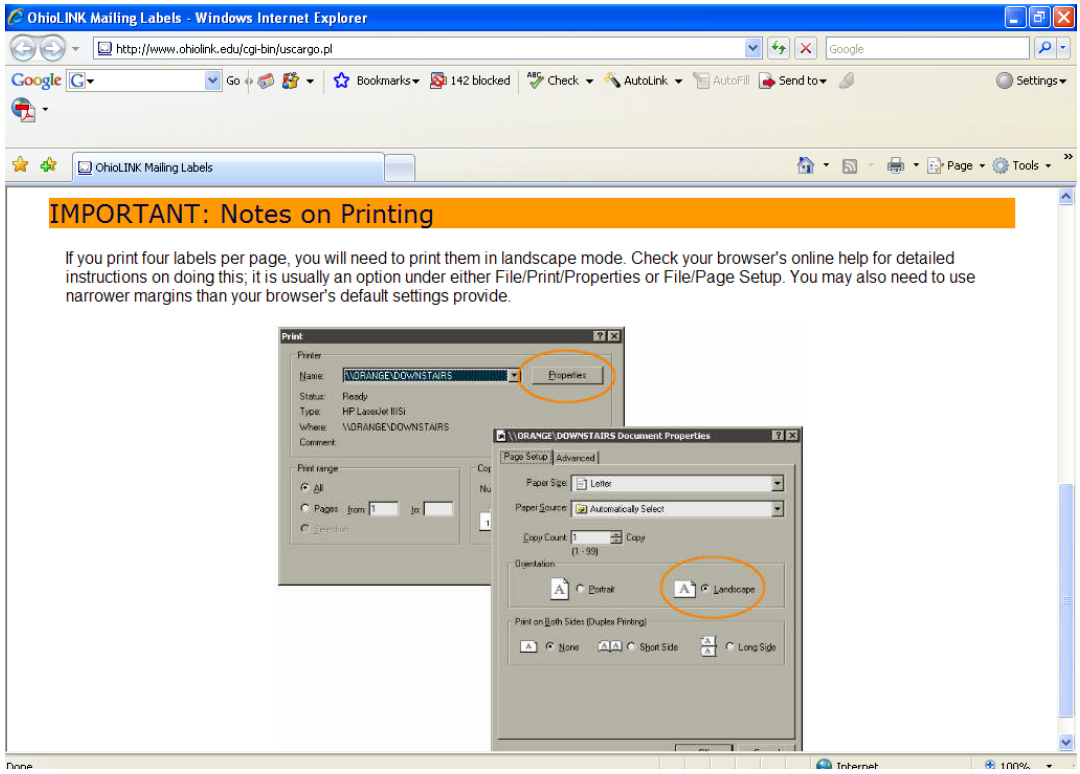


Use this form to submit daily bag counts sent and received.

http://www.library.ohio.gov/Facilities/Delivery/BagCount

Mailing Labels for college or universities on US Cargo





Labels are available at this URL:

http://www.ohiolink.edu/cgi-bin/uscargo.pl