

INFO EXPRESS

Delivery Services for Indiana Libraries



A Service of the
Indiana State Library

Service Manual 2020-2021

*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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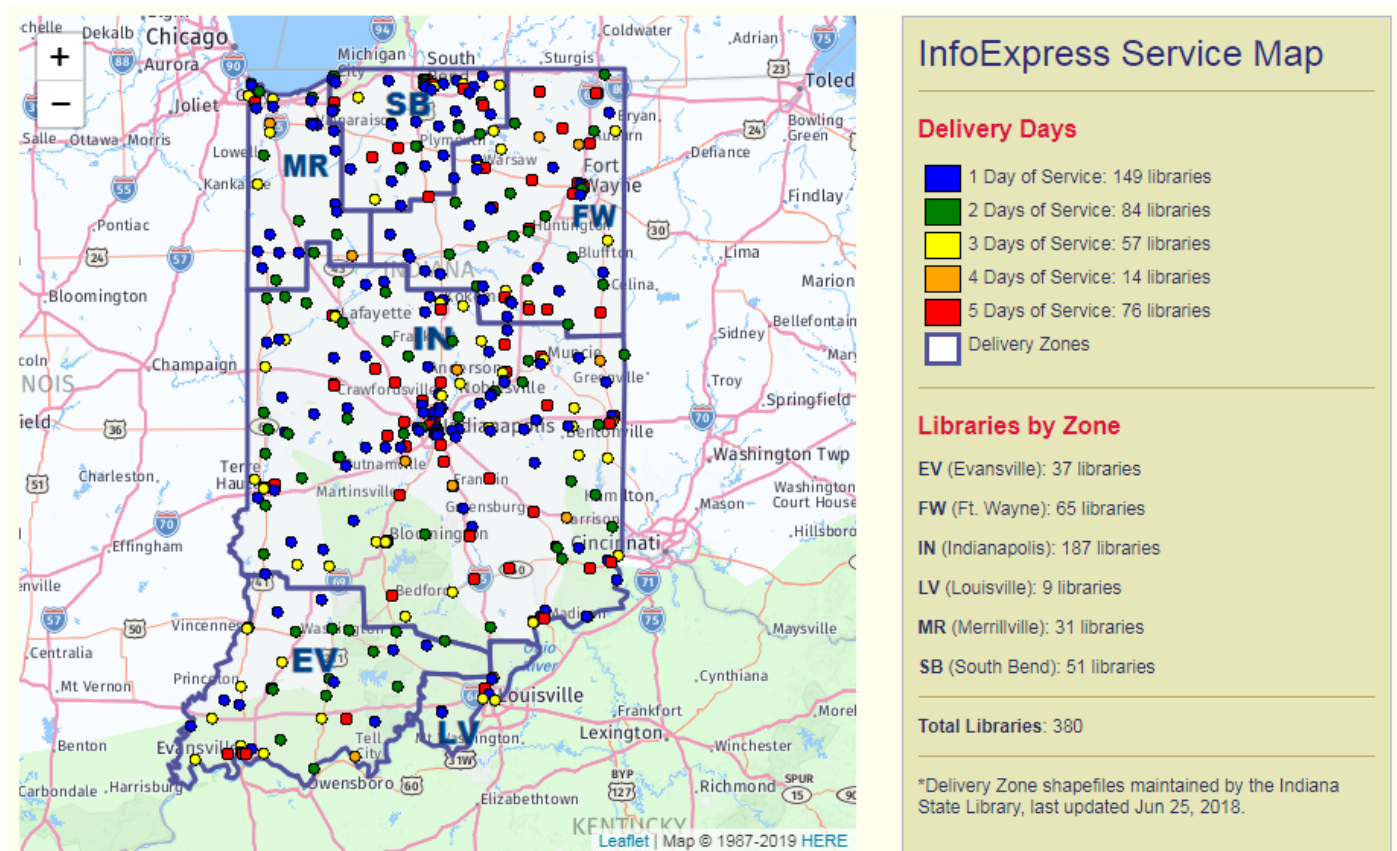
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INFO EXPRESS

Delivery Services for Indiana Libraries

InfoExpress is the statewide library courier service provided by the Indiana State Library. Over 350 public library districts, school districts, academic, institutional and special libraries currently participate in InfoExpress.

This user's guide is designed to give participants the information needed in order to sign-up, manage their account, and participate in InfoExpress operations.



Costs & Service Days

Fees are based on the number of delivery days per week. New participants may determine how many days a week (weekdays only) they need pickup and delivery.

According to the Public Library Standards (590 IAC 6, effective January 2017) public libraries that participate in the statewide delivery service will subscribe to a minimum of one (1) day per week of service for each two thousand (2,000) packages shipped or received per year, based on the previous year's total volume. New libraries may join with one day a week service. Volume and the minimum number of days will be reviewed annually at the time of renewal.

In order to offer the lowest possible delivery service cost for all Indiana libraries, the State Library will continue to provide subsidized service for one day per week per library district for libraries meeting state standards. Member institutions within standards, that are not branches, and that are not corporate, are eligible to receive subsidized rates for the 2020-2021 year.

These libraries may also qualify for the Resource Sharing Rate, which features an additional subsidy for a second day of service. To qualify, a library must meet one of the following criteria:

- Subscribe to 5-day-a-week InfoExpress service
- Subscribe to OCLC ILL subsystem¹
- Participate as a member of Evergreen Indiana
- Participate in SRCS
- Is a net lender (# lends / # borrows ≥ 1.0)²

Only one second day subsidy is available per library system. There are no subsequent subsidies. Libraries receive these significant savings thanks to the taxpayers of Indiana and the Indiana State Library.

In recognition of the fiscal constraints many libraries are experiencing as a result of the 2020 pandemic, the State Library will increase its subsidy of the service. The subsidized rates for InfoExpress for 2020-2021 will be reduced 20% compared to 2019-2020. The rates will likely return to 2019-2020 levels for the 2021-2022 service year.

¹ Requires confirmation by OCLC or a copy of your OCLC bill.

² This figure is based upon the figures reported in the latest published Indiana Public Library Annual Report.

2020-2021 Rates (Effective July 1, 2020)

	Unsubsidized	Subsidized	Resource Sharing
One Day	\$910	\$300 \$240	\$300 \$240
Two Day	\$1,820	\$1,210 \$968	\$1,000 \$800
Three Day	\$2,730	\$2,120 \$1,696	\$1,910 \$1,528
Four Day	\$3,640	\$3,030 \$2,424	\$2,820 \$2,256
Five Day	\$4,550	\$3,940 \$3,152	\$3,730 \$2,984

Who is a Member of InfoExpress?

The InfoExpress homepage (<https://digital.statelib.lib.in.us/infoexpress>) hosts the current list of InfoExpress subscribers and their days of service. Click on “Participating Libraries” in the lower left-hand corner of the page. Participants change often, so if you have questions, please check it regularly.

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. Please evaluate the level of service needed by your library prior to contacting the InfoExpress office. You will need to choose the day(s) of service when registering.

Renewing InfoExpress

Libraries may renew their InfoExpress subscription at InfoExpress.in.gov only after the renewal feature has been turned on and announced. Typically, this is around the first of May each year.

Renewal Schedules for Public, Academic or Special Libraries:

- Renewal requests should be submitted by July 1.
- For libraries that have not renewed by the above date, service will end as of July 1.
- InfoExpress payments must be received by the State Library by July 31.
- If a library’s payment is not received by July 31, service will be suspended from August 1 until full payment has been received.

Renewal Schedules for School Libraries (K-12):

- Renewal requests should be submitted by September 1.
- For libraries that have not renewed by the above date, service will end as of September 1.
- InfoExpress payments must be received by the State Library by September 30.

- If a library's payment is not received by September 30, service will be suspended from October 1 until full payment has been received.

All renewals or payments processed after the due date are subject to a 2% processing fee.

Renewal Process

To renew, log into InfoExpress and click on the **Renewal Form** button.

On the renewal page, please verify the following:

- Contact information, to ensure your invoice is sent to the correct email address.
- Subsidy and resource sharing rate boxes are appropriate for your library
- Days of service. Libraries may request changes by adding, subtracting, or changing delivery days.

Once you've submitted your renewal request, it will be reviewed by Indiana State Library staff to verify discounts and approve changes. Upon approval, you will receive an email message containing information about payment options.

Managing Your InfoExpress Account

The InfoExpress system allows you to manage your shipments, view reports, update your user profile (including contact information, password, and dates of library closings), and renew your service.

Logging in

Go to the InfoExpress homepage: InfoExpress.in.gov. Select your library's name from the drop down list, and then enter your library's password. Note: passwords are case sensitive.

Change Password or Update Contact Information

Click on **User Profile** in the right navigation, then **Change Password** or **Contact Information**.

The library contact information displays in the list of participating libraries (see link in lower left corner of the site), and is used to populate an email list for periodic InfoExpress announcements.

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.

Canceling Services

Contact the InfoExpress Coordinator at 877-835-0014; 317-232-3699 or by emailing 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.

InfoExpress Policies

Permitted Materials in InfoExpress

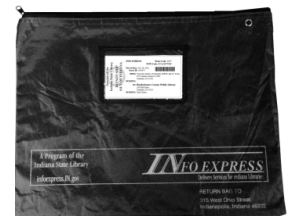
Audio-Visual Materials	Print Materials
CDs	Books
DVDs	Catalogs
Audio Cassettes	Newspapers
Video Tapes	Journals and Periodicals
Microfilm	Magazines
Other AV Materials	Directories
Traditional Arts Indiana Displays	

Non-Permissible Delivery Materials

Food, personal letters, non-library related promotional items, propaganda, shelving/furniture/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: regular (18" x 14") or large (18" x 14" x 4"). Both sizes come with a clear window for the pre-printed labels.



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 **cannot** be accepted.
- All boxes **must** be securely sealed.

Extra InfoExpress bags are available at no charge through the new “Request Supplies” form on the InfoExpress website at: <https://digital.statelib.lib.in.us/infoexpress/supplies.aspx>. As of September 2018, the Indiana State Library is no longer supplying nor requiring zip ties.

Packaging Fragile Materials

When shipping DVDs, CDs, or other fragile materials please make sure to wrap them in boxes, 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 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.

InfoExpress Scheduling

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 calling 877-835-0014; 317-232-3699 or by emailing InfoExpress@library.in.gov.

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

Pick-up and Delivery Times

The InfoExpress courier shall ensure pickup and delivery at each dropsite on their designated service days. Permitted exceptions to normal daily pickup and delivery schedule are road closures and severe inclement weather, as evidenced by library, school or other public building closures. Missed deliveries caused by illness, mechanical failures or scheduling errors will be rescheduled by the courier at no charge.

Service times shall be within a fixed recurring period between 8:00 a.m. and 5:00 p.m. each business day, plus or minus two (2) hours. If these times fall outside of a dropsite’s normal business hours, alternate delivery and pick-up methods may be arranged with the InfoExpress Coordinator by calling 877-835-0014; 317-232-3699 or by emailing InfoExpress@library.in.gov.

Holidays and Closures

When libraries that receive only 1-2 service days per week are scheduled to be closed or the courier service is not running on their normal service day (e.g. a state holiday), staff can request an alternate pickup day.

To submit a closure or rescheduling request, log into your InfoExpress account, open your **User Profile**, and select **Days Unavailable**. Enter the date of the holiday or closure under “New Unavailable Date” (or select “More Than One Day,” if applicable) and provide your requested replacement date (if desired) and click “Add New.” ISL staff will follow up if the requested replacement date cannot be accommodated. This should be done as far in advance as possible. Closures submitted less than 48 hours before the holiday are unlikely to be accommodated due to courier scheduling.

Only one day per week can be rescheduled. A list of state holidays can be viewed here:

<https://www.in.gov/library/2348.htm>

Emergency Cancellations

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

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.
- **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.

Any library that is located in a red region will not receive InfoExpress service while that condition persists. Libraries in orange areas will receive InfoExpress service, if possible. All other libraries will receive normal service.

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 to make arrangements for the alternative delivery.

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;
- The library may provide 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 neighboring business 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.
- Expand your hours to match the courier's routes.

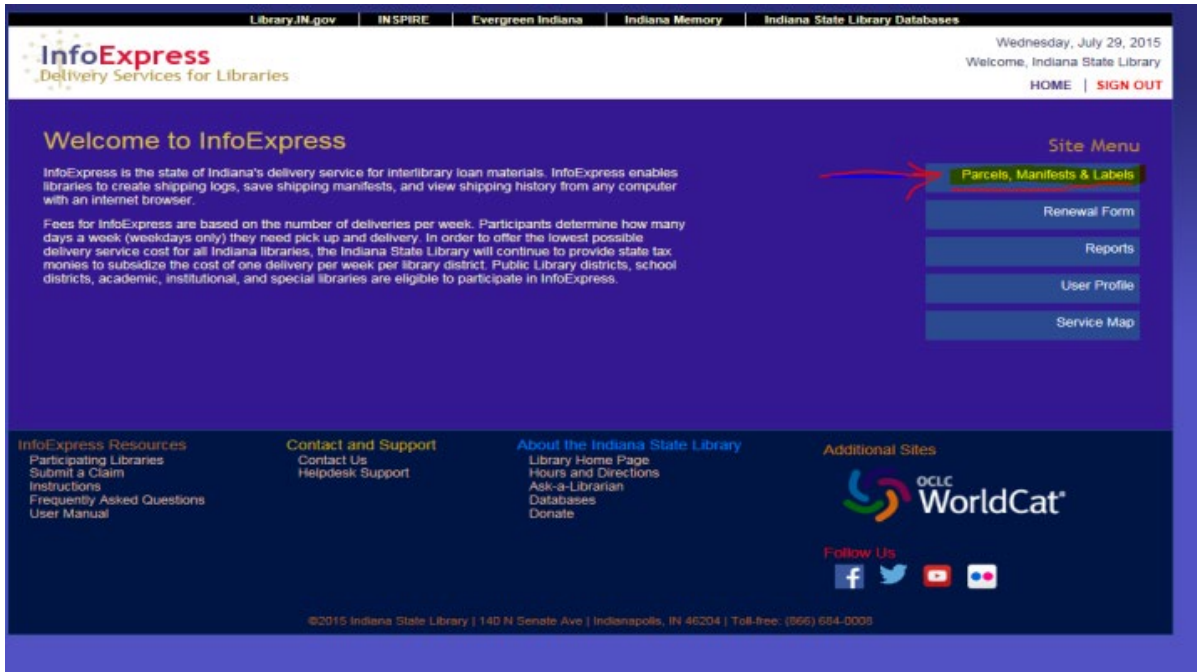
How to Ship with InfoExpress

The InfoExpress system allows you to create and print shipping logs, and shipping labels for InfoExpress delivery on or before the date of delivery.

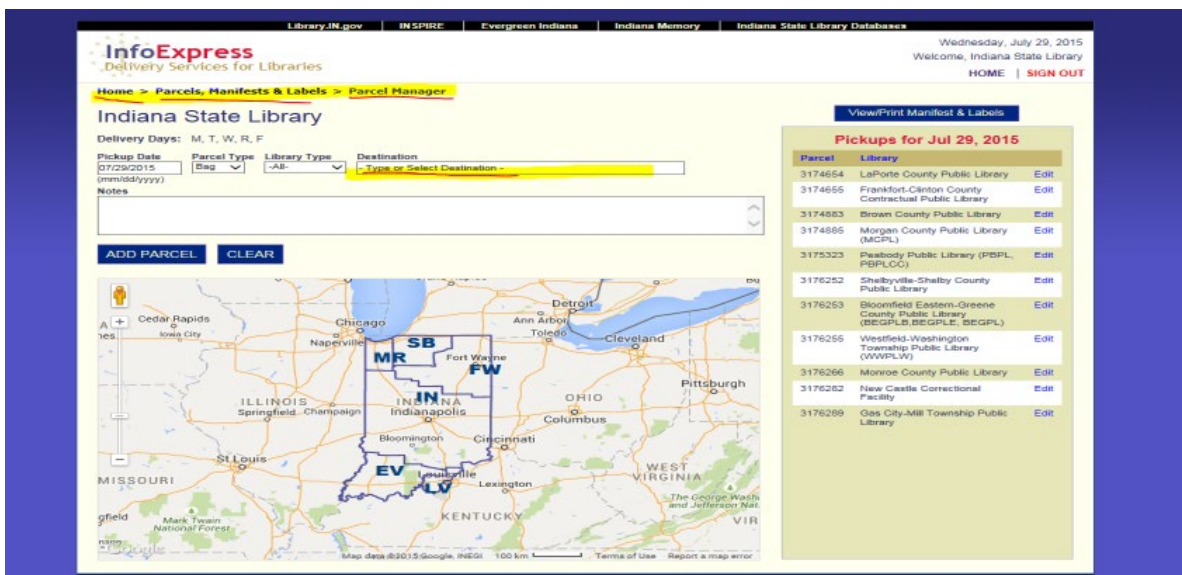
- The shipping log can be created, updated, and printed from any computer with an Internet connection.
- You have the ability to access the saved shipping log, or create a new shipping log.
- The shipping log automatically inserts the correct address, saving time and insuring accuracy in delivery.

Adding Parcels to the Manifest

1. Log into the InfoExpress system. From the Home page, click on **Parcels, Manifests & Labels**, then on the next screen, click **Parcel Manager**.



2. 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.
3. Use the drop-down window to select the destination library. **Please pay careful attention to the library selected. There are a number of libraries with similar names, so please take care to select the correct destination library.**



- Use 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.
- The notes field may be used for staff reference – it is not required and does not print on the labels. **We recommend including a note indicating the contents of the parcel, as this information is helpful if a parcel is delayed or lost.** Many libraries find it efficient to scan the barcodes of the parcel's contents into the notes field.
- If you need to direct the parcel to a particular person, use the attention field to print this information on the label.
- Click the **ADD NEW 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.

The left screenshot shows the 'InfoExpress' interface for printing a manifest. The page title is 'Daily Manifest for Indiana State Library for Jul 29, 2015'. Below the title, there are fields for 'Select Manifest Date' (set to 07/29/2015) and 'Total Parcels' (set to 11). A table of parcels is displayed with columns for 'Parcel', 'Destination', and 'Type'. The 'Print Manifest' button is circled in red. The right screenshot shows a detailed view of a parcel with a signature line and a date field, both circled in red.

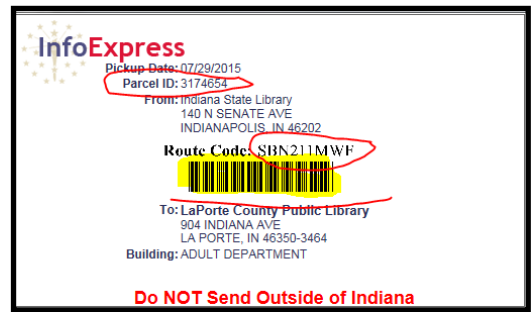
Parcel	Destination	Type
3174834	LaPorte County Public Library 506 KICHWA AVE LA PORTE, IN 46350-3484	Bag
3174855	Frankfort Clinton County Contractual Public Library 289 W CLINTON ST FRANKFORT, IN 46041-1999	Bag
3174883	Brown County Public Library 205 LOCUST LN NASHVILLE, IN 47448-0008	Bag
3174885	Morgan County Public Library 110 S JEFFERSON ST MARTINSVILLE, IN 46151-1967	Bag
3175323	Peabody Public Library 1160 E SR 205 COLUMBIA CITY, IN 46725-0406	Bag
3176252	Shelbyville Shelby County Public Library 57 W BROADWAY ST SHELBYVILLE, IN 46176-1294	Bag
3176253	Bloomfield Eastern-Greene County Public Library 125 S FRANKLIN ST BLOOMFIELD, IN 47424-1406	Bag
3176255	Westfield Washington Township Public Library 333 W HOOVER ST WESTFIELD, IN 46074-9283	Bag
3176266	Monroe County Public Library 303 E KIRKWOOD AVE BLOOMINGTON, IN 47408-3534	Bag
3176282	New Castle Correctional Facility 1000 VAN NUYS RD NEW CASTLE, IN 47362	Bag
3176289	Gas City Mill Township Public Library 135 E MAIN ST GAS CITY, IN 46933-1455	Bag

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

- From within the Parcel Manager, click on the **View/Print Manifest & Labels** button. *You can also get to your manifest from the Home page by clicking on **Parcels, Manifests & Labels**, then on the next screen, click **Daily Manifest & Labels**.*
- Use the calendar to verify/select the Month, Day, and Year that you want to print, then click the **Print Manifest** button.
- A pop-up window will load, with a **Print** button in the upper-right corner. Clicking the **Print** button will engage your browser's print function.
- Provide this printed copy of your shipping manifest for the driver to sign. Failure to do so will invalidate all claims for damage or loss.

Printing Mailing Labels

All parcels must include an official InfoExpress shipping label. This is generated after the delivery manifest form is completed online at InfoExpress.in.gov. **NOW Courier, Inc.** will use a distinct Parcel ID number to process and track deliveries. The labels must be legible and cannot be resized from the original formatting.



1. From within the Parcel Manager, click on the **View/Print Manifest & Labels** button.
*You can also get to the labels from the Home page by clicking on **Parcels, Manifests & Labels**, then on the next screen, click **Daily Manifest & Labels**.*
2. Verify that you're on the correct manifest day.
3. You can use the check boxes to print all labels or only specific labels as needed.
4. Click the **Print Standard Labels** button.
5. A pop-up window will load, with a **Print** button in the upper-right corner. Clicking the **Print** button will engage your browser's print function.
6. After printing, cut the labels apart and place them facing outward in the window on the InfoExpress bags or secure them with clear tape on boxes/totes as needed.

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

Delivery Procedures

The InfoExpress Courier will scan all items into their device upon delivery. They may do this before they bring them inside or they may do it 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 device, 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.

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 has passed. Typically this is once the longest loan period for the materials has expired or three months, whichever is longer. Any time after that point, these documents may be thrown away.

Misdelivered 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 and inform them of the misdelivery.

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 misdelivered items and get them back in the workflow for proper delivery.

Lost/Damaged Materials

Occasionally, parcels get lost or damaged in shipping. The InfoExpress Coordinator will work with your library and the courier to track missing parcels or submit claims for lost or damaged items as needed.

Check Parcel Status

The InfoExpress system offers two ways for you to see the status of parcels.

1. Go to **Parcels, Manifests, & Labels**. Click on **Check Parcel**. Enter the parcel number you want to check, then click the **Check Parcel** button. You'll see the status of the parcel based on data retrieved from the courier.
2. On your previous daily manifests, you can see the last known status of each parcel shipped on a given day.

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 boxes, bubble wrap or heavy paper to protect against damage.
- 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.

Who is Responsible for Damage?

According to the ***Interlibrary Loan Code for the United States***, as approved by the Interlibrary Loan Committee, Reference and User Services Association in 2016, *the requesting library* shall:

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.

Filing a Reimbursement Claim

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 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.

Questions

Please address any questions to the InfoExpress Coordinator at:

877-835-0014 toll-free

317-232-3699 or

InfoExpress@library.in.gov