Courier 101

• 89 Drop sites

• Serving 284 Drop Sites & Participating Libraries

• Around 15,000 to 25,000 packages a month

Thank you for what you do.
It makes the world a better place.
Bags, Boxes and Bins, Oh my!

A quick poll...
Delivery Basics

What can be Delivered:
• Generally circulating materials.
• Not whole collections

Weight Limit:
• All individual bags, totes, and or boxes must be under 35 lbs.
Bags... Care and Feeding

- Grey Bags - Alliance-to-Alliance Library (Summit) transit only.

- Brown Bags Everyone else…
  - Dirty and Broken Bags get sent to the Alliance Office
What can NOT be Delivered:

- Food
- Personal Packages
Packing Materials

Spine to Spine
Put the Fluffy (or floppy) things between the hard things to keep them safe!
Use Bubble Wrap or other packing material
A Wander through the Website
https://www.orbiscascade.org/courier-1

Courier Service of Resource Sharing
Leveraging and sharing member libraries resources.
A Wander through the Website

We are under:

- Programs
- Discovery & Delivery
- Courier
A Wander through the Website

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For close to fourteen years the Alliance has maintained a growing physical delivery network with the exclusive purpose of exchanging library materials in order to deliver those items to patrons.

Dropsites have an agreement with the Alliance to manage the relationship with a courier vendor. The Alliance acts as the business agent, negotiator, advocate, and enforcer of a courier contract.

The Service is advised by the Discovery and Delivery Team.

### What can be Delivered:
- Generally circulating materials. Not whole collections

### Weight Limit:
- All individual bags, totes, and or boxes must be under 35 lbs.

### Shipping Location:
- Libraries can only use the Alliance courier system to send materials to locations that are part of the system.

### Shipping Labels:
- **Only use Servoy Label-maker labels.** If a destination is a Participating Library in the "Attention" space on the label write in the destination. If there are other non-Servoy made labels on the box please take a permanent marker and mark it out so that the only label readable is Servoy label.

### Packaging:
- Use the appropriate size packing for the appropriate item type.
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Shipping Labels:
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A Wander through the Website

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A Wander through the Website

- Labels
- Monthly Stat Forms
A Wander through the Website

• Labels

• Monthly Stat Forms

• Problem Reports
Problem Reports

• Late or Missed pickup
• Mis-sort
• Lost or Damaged Items
• Delivering on a Holiday
• Condition of materials
• Concerns about the Drivers
• Other concerns that need official attention
Other Communication

Courier List Serve: courier@orbiscascade.org
Other Communication

Courier List Serve: courier@orbiscascade.org

Monthly Stats: courierstats@orbiscascade.org
Other Communication

Courier List Serve: courier@orbiscascade.org

Monthly Stats: courierstats@orbiscascade.org

Subject Line: XXXXXXXXXX
Other Communication

Courier List Serve: courier@orbiscascade.org

Monthly Stats: courierstats@orbiscascade.org

Ray Henry: rayhenry@orbiscascade.org
Elizabeth Duell: eduell@orbiscascade.org
Emergency Plans
RFP Process
Thank you!

Questions?

Ray Henry: rayhenry@orbiscascade.org

Elizabeth Duell: eduell@orbiscascade.org

Summit & Fulfillment Day – Summer Meeting 2016
Photo Credits available on request