Date	Questions	Answers
14-Dec-17	what about snow/emergency closings?	use the closure report
14-Dec-17	Has our Consortium already given you imformation about days the libraries in our Consortium are closed?	No
14-Dec-17	What happens if you print too many labels for that day?	Users can delete each label that has been printed by going to Order - Delete
14-Dec-17	Is it one label per bag or per item?	one label per bag
14-Dec-17	The example shows a one hour pickup window, but documentation says it is a two hour pickup window. Which is correct?	2 hours
14-Dec-17	We do not have to use the "Notes" do we?	the notes section is optional
14-Dec-17	If you print a label you don't use is that a problem?	yes, we will send all of the barcodes to the driver and so they know how many packages to expect
14-Dec-17	Should we continue to use the plastic bags we had previously been using?	yes
14-Dec-17	where are the notes on the label?	the notes are for internal use only through ExpakShip
14-Dec-17	Does the label layout corospond to any Avery label products?	no, but we encourage users to test them
14-Dec-17	One label per library, right? Not multiple even if you have more than one book?	one label per package
14-Dec-17	If 3 books are going to saddle brook do we send one label per package or all 3 labels for the books in one package?	one label per package
14-Dec-17	Can they be printed on paper and taped on the package?	for boxes, yes. We would prefer the labels be placed inside the clear bags
14-Dec-17	wouldn't sticky labels be bad on the reusable bags?	most likely yes

Date	Question	Answer
14-Dec-17	Can we print labels now to practice?	absolutely, all sites have active logins
14-Dec-17	Would it be possible to modify the Delivery Stop selection so you could select a Consortium Name (ie - BCCLS) and then only be presented with the libraries in that consortium?	this will be available the week of 12/18
14-Dec-17	Can we generate a list of what is en route to the library?	yes, all of the tables in the Track section can be exported as a csv file
14-Dec-17	Labels look pretty small. Can they be made larger in the software? I'm concerned that smaller labels will force people to tape the label to the book or material beeing sent. (A huge no-no)	in order to save paper and make the process as efficient as possible, we have the system conifgured to print 6 per page
14-Dec-17	Will the system tell you if you re-printed the same label accidently?	you are only able to print a duplicate using the Reprint function. Users cannot print a duplicate from the Create page
14-Dec-17	Do we need to print return labels?	libraries are only responsible for printing labels for packages they are shipping
14-Dec-17	Does it have to be an actual label. Can we just print on paper like the old system?	absolutely
14-Dec-17	Our library has odd hours. Currently courier has a key to our dropbox and we use that for ILL. Will the key be passed along and we continue to interact via dropbox?	
14-Dec-17	where do we get the bags	
14-Dec-17	do you recommend that we list in the notes what is in each package	yes, but it is optional
14-Dec-17	Scan book barcodes in so that borrowing library can track books?	no, the drivers are only scanning the labels
14-Dec-17	Window on the bag? Will Expak be supplying new bags for shipping?	
14-Dec-17	So we can't print larger labels?	correct

Date	Question	Answer
14-Dec-17	book barcodes can go in note field	absolutely
14-Dec-17	Can there be a field for book barcodes?	the notes section can be used for anything, including book barcode ID #'s
14-Dec-17	if we don't use a label that we've printed how do we cancel.	Order - Delete and enter the barcode number
14-Dec-17	how does the ill request information get from JerseyCat to Expak?	no
14-Dec-17	So you can't batch delete?	correct
14-Dec-17	so if you are sending multiple books in one package that can be indicated in notes on one label, correct?	correct
14-Dec-17	So tracking only allows us to see the number of packages We have no way to know if a specifc item was received?	
14-Dec-17	Do you have a recommended procedure as to what (if anything) should or must be included in the notes field? ILL transaction barcode? Book title(s)? Something else?	
14-Dec-17	I would also like to know about an item barcode column otherwise there is no way to track a particular item.	
14-Dec-17	There won't be a list of items in each pacakge without the item barcode	
14-Dec-17	does changing the note erase any note that the other library might have left?	it is possible to edit the notes
14-Dec-17	I notice a 1- to 2-day shipping period in your example. Do you have avaerage shipping times...or a max shipping time...that you can share with us?	1-2 days

Date	Question	Answer
14-Dec-17	Currently we report our totals at the end of each month. Will we still need to report numbers monthly or do you keep track of these numbers?	all users, including LLNJ, have access to package count reports in ExpakShip
14-Dec-17	Does the driver take our pkgs. to a sorting center?	yes, there are multiple sorting centers
14-Dec-17	How does your company handle Lost packages?	use the Claim Report found under the Resources tab
14-Dec-17	Anyone else concerned about the size of the labels? ...forcing people to want to tape the label to the book or materials being sent. (A ILL deal breaker....)	
14-Dec-17	if we have further questions contact the number on the home page?	yes, our customer service team is always available to assist
14-Dec-17	Do your drivers have a limit to how many boxes they can pick up on any given day?	no
14-Dec-17	So we order books via current ILL site and then print the labels for our shipment via your website?	yes
14-Dec-17	might the pick-up window change during the course of a day	no
14-Dec-17	Or a weight limit?	
14-Dec-17	Will each library always have the same driver(s)	we always strive for conistency but there is no guarantee
14-Dec-17	Is there a manual for these prcedures?	yes, under the Resources tab you will find a reference guide and webinar
14-Dec-17	Will you be providing special bins to put the bags in?	

14-Dec-17	There are 8 libraries in the BCCLS Consortium that do not have the town in the library name. We always refer to the library by the town, would it be possible to add the town name prior to the library name for those libraries? (example: Allendale - Lee Memorial Library, Carlstadt - William E. Dermody Library, Dumont - Dixon Homestead Library, Fair Lawn - Maurice M. Pine Free Public Library,...... and four more)	
14-Dec-17	Got it, Jeff. Most ILL shipping occurs with clear plastic bags. Thus, to ensure the label doesn't move or somehow become not visible, some will want to tape the label to the contents in the bags...in this case, the book. That's why I'm concerned.	
14-Dec-17	I've noticed when playing with your sample site that the libraries win the drop down could not be accessed by typing in the first couple of letters. You stated today that we will be able to do that?	typing in the first few letters of the library name will assist you in searching throught he drop down menu
14-Dec-17	If you get 4 days of deliveries and there is a holiday closure will another delivery be subsituted?	no, we will resume service on the next scheduled day
14-Dec-17	the labels list is cleared at the end of the day?	at the beginning of the next pickup day/time
14-Dec-17	If we do not know the individual titles if not in the notes field how can we file a claim for a book or books that were lost?	
14-Dec-17	Will we have to provide space for the driver to take each bag out of the box and scan it?	no
14-Dec-17	Since this doesn't start until Jan. 2, we do not have to worry about winter break coming up?	correct
14-Dec-17	does it matter which bags go into each bin?	no
14-Dec-17	The incoming will be scanned already when they are delivered?	they will be scanned on site

Date	Question	Answer
14-Dec-17	so should we hold items that are going out on Friday the 22nd until Tuesday the 26th to create new labels?	there are no pickups the week of the 26th, only deliveries. During the week of the 26th you will be able to print labels for pickup on January 2nd
14-Dec-17	what if the service dates shown are incorrect who do we contact	Expak CS
14-Dec-17	If a package never arrives, it is the responsibility of the lending library to submit a claim?	
14-Dec-17	Same information on other webinars?	yes
14-Dec-17	From your experience do you think it is just best that we continue with our clear bags and tape the labels onto the outside of the bag?	
14-Dec-17	So we can test until 12/25	yes
14-Dec-17	How do we get a bin?	
15-Dec-17	The latest update from LLNJ is available at http://librarylinknj.org/delivery/update/4. This has info on your library's login and password to the actual ExpakShip software	
15-Dec-17	Is it one label per item or per bag?	one label per bag
15-Dec-17	If the printer eats a whole page, is there a way to reprint the whole page?	no, you can reprint one label at a time
15-Dec-17	Is it possible for a deleted label to be shipped out with a delivery?	yes, but users should not send labels that have been deleted
15-Dec-17	From a colleague who was at last week's training:	

Date	Question	Answer
15-Dec-17	It was stated that the shipping labels not used as of pickup time get purged by the system. Are these the shipping labels in the que to be printed? What happens if you PRINT a shipping label but don't end up using it? I think we were instructed to delete those. Is this correct, and how do we delete an unused PRINTED label?	only labels that were created and NOT printed will be automatically deleted during the pickup window. Labels that were printed will not.
15-Dec-17	If were only using one label per bag even if there are multiple books in the bag. How will we track the the books with no labels?	utillize the notes section to list the book titles, reference #'s etc
15-Dec-17	Is there a character limit on the Notes field? Is the field keyword searchable?	unlimited
15-Dec-17	What is the delivery window? (The contract has indicated 2 days transit time, but that is not the case.)	1-2 days
15-Dec-17	How long is the data retained in the system?	indefinitely
15-Dec-17	What size labels will we need?	
15-Dec-17	How should labels be affixed to packages?	place in the windows of the courier bags, place inside the clear plastic bags so they are visible to the driver.
15-Dec-17	We no longer need to tally tics on LOG SHEETS ? (yeah)	correct, no log sheets
15-Dec-17	Are the item scanned at our library before the drive leaves?	all packages are scanned before the driver leaves
15-Dec-17	What would the driver do if there were too many packages to fit in their vehicle? (this has happened in the past with smaller vehicles and libraries with large volume of items shipped)	vehicles should be able to handle the volume for all locations
15-Dec-17	Can we delete labels during logout period?	yes
15-Dec-17	Many times we get another similar named library books. How do you suggest to best handle this?	the labelling utilizies a hub and route code that eliminates much of the sorting by library name

15-Dec-17	Is there any possiblity (perhaps in the future) of having the labels print in a "column" on the paper so that these labels could be sent to a receipt printer or to a P-Touch label printer? A change to the print format could possibly accomodate this.	the labels should be able to print on some non-standard printers but we encourage users to test first
15-Dec-17	will signatures be needed by drivers?	yes
15-Dec-17	Aren't labels deleted automatically during the lockout period?	only if the have not yet been printed
15-Dec-17	weather closing we send to LLNJ or use this page for closing due to weather	correct
15-Dec-17	This question might be for Joanne at LLNJ.... Will we still use the blue bins?	yes
15-Dec-17	yes, you will conitniue to use the blue bins	
15-Dec-17	so items printed from what date will be defaulted to jan 2 date?	starting on 12/25 all labels will default to January 2nd (or your first scheduled day of that week)
15-Dec-17	Will we ever be able to change the login name or password for the site?	You do not have ability to change them yourself. If you thnk there is a security problem, contact the office and we work out a next step.
15-Dec-17	Where do I get a blue bin?	
15-Dec-17	If we use the notes field for titles, are the notes searchable.	clicking on the column header allows the use to sort the notes field
15-Dec-17	What happens if something happens and a driver is unable to make a pickup during the window, and the labels get purged from the system. Will new labels have to be created for the packages that did not get picked up?	they labels are only deleted if they are not printing, otherwise they are still valid
15-Dec-17	If printed labels are not deleted during lockout period, how many labels will be sitting in create site. Weeks worth?	the existing labels section only displays the labels created for the next pickup day/time

15-Dec-17	What happens if we receive a package meant for another library? Do wew have to make a claim in the system for that package?	no claim is ncessary, simply contact Expak CS and send it out for delivery
15-Dec-17	When is the lockout period? How long is it?	2 hours
15-Dec-17	What happens if a driver is expecting a number of packages but there is 1 less because something fell behind a bin or was accidentally left on someone's desk? Can it just go the next day once found?	yes, the label is still valid
15-Dec-17	If i have 3 books with 3 different bar codes going to the same place, do I print one label or 3 labels?	one label per package, not per item
15-Dec-17	A word about JerseyCat	JerseyCat is a completely separate system from the delivery service provided by LibraryLinkNJ. Shipping labels or other printed order materials generated by JerseyCat may not be used for the purpose of labeling items that are placed in the LLNJ delivery service All library packages placed in the LLNJ delivery service must use special barcoded labels generated by the ExpakShip software - see the section on packaging below. Packages labeled with JerseyCat generated labels will not be picked up by the courier
15-Dec-17	So how do we get them to the lending library?	You use the expak label and place in the delivery system if the library is in the LLNJ delivery system. If the destination library is not in the LLNJ delivery system, you send by another way. Whatever you have used.
15-Dec-17	What link do we use to testt labels?	the site is currently active and users are encourage to test as much as they like http://llnj.expakship.expaklogistics.com/Login.aspx