

Questions:

Report emergency closures through Resources tab to Expak and LLNJ? Or just Expac?

Is there a possibility of grouping libraries. Libraries in a consortium tend to ship most packages to their member libraries and it would be helpful if those libraries could be grouped to facilitate the processing.

Are we printing a label for each item being shipped?

So if you have multiple items for one location, you have to put them in separate packages? Instead of just one big package with multiple items?

Can we print to a Dymo shipping label printer?

So if there are multiple items in a package, can they all be tracked?

If I have a problem with my printer, can I reprint labels?

How do you print labels without notifying the courier of a pickup? We like to print in advance and in batches for extra. Thanks!

Is there a limit to the number of characters in the Notes field?

Can we pack and print in morning, or does this need to be done the previous day of pick up?

Can you only print labels one time for each pick-up date? For example, can we print 12 labels in the morning and then print additional labels as needed throughout the day for the next pick-up day?

How far in advance can labels be printed?

We generally have deliveries in the mornings, but do not package materials for shipment until the evening...is there a separate drop off and pick up? Is the hour restriction on printing labels something that can be changed?

In our consortium we ship to 75 other libraries. This constitutes 99% of our shipping. Can we save a list most frequently ship to libraries?

How long do printed labels stay in that "existing label" list?

So if a driver can't pick up everything we will have to reprint a new label for the next day?

Why can't we print during the pick up window?

Answers:

Closure reports will be sent to both Expak and LLNJ

TBD

1 label per package (box or bag)

Multiple items (books, CD's) can be placed within each bag or box going to the same location

Please test. We are using thermal printers (Zebra) but have found the configuration varies by model

Items can be listed in the notes section for reference

Yes, go to Order - RePrint. You will need the barcode #

No need to notify the courier, they are required to show during each scheduled delivery day. Printing can only occur between pickup days/times

Unlimited

It can be done anytime between your previous pickup time and the next one, including weekends

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Printing can occur anytime between pickup times, including nights and weekends

This is not currently available but we can review

Until the pickup window starts. After that they can be viewed in the Tracking page

No, the label is still valid

Materials need to be packaged when the driver arrives

What is the length of the pick up window?	2 hours
How close to the pick up time can we print labels?	Up until the actual pickup time
how do we know our pickup window?	It is displayed on the Create page as well as listed on the Schedule under the Resources tab
We are open over the weekend. Will we be able to print labels on both Saturday and Sunday for Monday pickup?	Yes
Do you recommend a particular label stock to print on, or is it just regular paper and then we cut them?	Regular paper is fine
Do we have to scan each one of these labels before pick up?	No scanning is required by library staff; drivers will scan
Is the pick up window accurate now? I am working on a schedule for a p/t to assist with receiving deliveries.	Not at the moment, we are finalizing the route planning
Does the label go on the outside or inside of the package	Outside if the bag has a window or taped to the box. They can be placed inside the clear plastic bags but must be visible
Will our pick-up window be about the same time each day or will there be varying pick-up times?	We are planning on providing a consistent window
Reports only are counting packages/labels...not how many items are within though. Correct?	Correct
When they scan all the packages at pickup, will they have to unpack each box we have the books in? Will they do that here at our library?	No, drivers are simply dropping off the packages
question for LLNJ - no more need for us to keep a log of # packages? Use the reports insted?	Correct. No need for a log sheet. We can see the stats at our end so need for you to report at all.
Just to be clear - we will no longer need the driver to initial that he was on site for pick up / drop off?	Drivers will request a signature on their device or paper manifest upon delivery
We will have the same number of pickups per week that we had with our previous courier.	Yes
How long are reports are kept on the system?	Indefinitely
If something received damaged..can we add a note in the system	Yes, but sites should submit a Claim Report found under the Resources tab
Will the drivers have company vans or will they be using their own vehicles?	A combination of both
If drivers are scanning each package should we leave them on sorting shelves/counters instead of putting into blue bins?	Package them however is convenient for your location
Is there a plan to have this system integrated into JerseyCat so we do not need to use two systems?	No. They are two separate systems from two different vendors serving two different purposes. The State Library runs JerseyCat. LLNJ just has the courier contract.

Should we throw out old, cloudy plastic bags so the driver's scanner will work?	Plastic bags that are dirty will be difficult to scan
Good time to remind libraries about taping bags. Rubber bands are still ideal way to go, I assume.	
Sorry if this was already asked, does the driver scan the bags in the library or the warehouse? Thanks!	Both
If we get items going to same library throughout the day, should we try to group them, or can we just pack as we go?	I would encourage sites to consolidate as many items into one package as possible
if we don't have any bins can we use our shelves	Yes
is there a verification process when bags are received?	Drivers will scan each package upon delivery
Does it make sense to pack the bins if the driver has to unpack and repack them anyway? If we have a set location, can't the driver scan and pack the bins?	This is up to the site, drivers will accept either
can we modify note fields to reflect later additions to a package?	Currently no, but we can look at making that adjustment
Do your drivers use marked vehicles? Do they have name tags? Or wear something with the company logo?	Drivers will have badges or logo shirts
Is the driver required to pick up EVERY package	Yes
can we get a bin if we don't have one	LLNJ will be using the same blue bins that we have always used. You can call the LLNJ office if you need bins.
In your experience with other states, what generally is the turnaround time for items from pickup to delivery?	Our target is 1-2 days
So a driver will need a designated place to work with adequate space while scanning items and will need time in each library to do this?	Driver can scan at the pickup location or at their vehicle
What happens if they don't have room in their truck to pick up EVERY package?	This should not occur but if we find a route is heavier than anticipated we will adjust accordingly.
How will we be notified if you have delivery issues (i.e. driver stuck in traffic, inclement weather)?	Expak CS will notify the site directly or LLNJ if it is a system wide event
What can we expect the week peior to the changeover?	Current vendor will be delivering all remaining items, no pickups will occur. Sites can begin printing Expak labels for the week of 1/2

Currently for items going to Morris County Library we just put them in a bag. Will these have to be bagged like all other libraries now?	We will accept any bag provided it has a label
Is the "notes" field searchable? For example, if we put ILL # on the notes field of the label and want to search the status of the package using that specific ILL.	Currently, no
What is there is something we are supposed to receive and we do not see it when we get the items...do we enter the note against the barcode in the system...	Please contact Expak CS using the Claim Form
How would we report if the library will be closed due to weather?	Temporary Closures will be reported using the Closure Report
Can both borrowing and lending libraries use/edit the Notes field?	Not currently but we can look at getting that added
Are you recruiting any drivers from our existing company? Our driver has been excellent through the years.	Yes, please have them contact Expak at expaklogistics.com
This also implies to winter closures that most universities have in December? We can just update under "resources", and don't need to contact Librarylink for that?	Closure reports will be transmitted to both Expak and LLNJ
Will the lock out period be extended if the courier is running late?	No
So if you have a delivery issue and don't deliver one day, do we have to reprint the labels for the next delivery day?	No, the label is still valid
Once an item is delivered to us, there is no need to keep the printing label, correct?	Correct
What is the length of the lock-out period?	2 hours
If the packing library puts the wrong label in a package, will the receiving library need to reprint a label to re-route to the correct library?	Yes
So if a driver drops off an incorrect package that he/she has scanned, that same delivery label will work if we put the incorrect package with our next delivery?	Yes
If packages are left behind, should that be reported as a problem?	Yes
Our current driver is great & we would strongly recommend him Do you know how many stops each driver will have each day? This is a more time-intensive process than the current Dynamex.	It will vary by route
Can you provide a written step-by-step process of "Pick-up window" and "Lockout period" and printing periods?	Please refer to Section 1 of the reference guide
So on the receiving side, the driver scans all the packages and keeps all the stats. Libraries just do the manual unpacking?	Correct
Is there a limit on box size that we should be aware of? Some staff like to reuse the large B&T boxes we receive new material in.	You have current limits to box size and weight in place already. It is on the LLNJ website. Continue to use that guideline.