



Express Gazette

Featuring Trans-Amigos Express and TExpress Courier News

TAE Quick Links

- [View Participating Institutions](#)
- [Report Service Issues & Lost Items](#)
- [Report Holiday Closings](#)
- [Report/View/Export Statistics](#)
- [TAE Guidelines](#)
- [Sign Up for Service!](#)

Continuing Education

Amigos will offer the following Interlibrary Loan Live Online courses in August and September:

- August 17-20: [Mysteries of the WorldCat Resource Sharing Administrative Module Explained](#)
- August 24: [Implementing Unmediated ILL in OCLC](#)
- September 15: [Constructing Custom Holdings in OCLC](#)
- September 16: [Ins and Outs of the OCLC Request Manager](#)

For the complete training calendar, click [here](#).

BIG NEWS!

Exciting changes are coming soon to your TAE/TExpress courier program!

Watch for details.

FY2011 TAE/TExpress Pricing Announced

Amigos Library Services has finalized pricing for the TAE/TExpress Courier Service for September 2010 through August 2011. There is no change in pricing from last year.

5-day service: \$4,500

3-day service: \$3,075

2-day service: \$2,425

The Texas State Library will continue subsidizing Texas courier participants in FY2011 as follows:

5-day service: \$900

3-day service: \$540

2-day service: \$360

If your library decides to change service levels, please complete a new enrollment form at http://www.amigos.org/files/agreement_tae.pdf. Simply fill out the form, write the word "Change" at the top, and return to Amigos via fax or mail. Remember, changes should be made one month in advance. The deadline to begin a new service level starting September 1, 2010 is August 2, 2010. Pricing will be prorated for any changes made after the start of the fiscal year.

Invoices for FY2011 will be sent out in early September. If you need your invoice beforehand, please contact [Amigos](#) to request early billing.

New Search Feature for Statistics Page

Now when you report your statistics at www.amigos.org/tae/stats, you can quickly find your library by typing in either the location/site number or your institution's name. A dropdown menu will automatically generate suggestions before you finish entering your institution's name, making it easy and fast to report. Remember to report your statistics for the number of shipped and received packages every month.

TAE Tips

Follow these useful tips to save staff time and guarantee quick shipments!

- **Check your labels** to be sure that the location # and hub city match what is on the Amigos web site for both your location and the receiving location. [Labeling instructions](#)
- Save shipping time by **updating your participant list** to ensure the shipment is not returned to your library for a wrong address or a non-participating location.
- It's very important to **pack your items properly** to ensure the item's safe passage through the courier service. Make sure the label is clearly visible and secured to the package. It is okay to reuse envelopes but please be sure to block out previous markings and labels to avoid confusion. Place a strip of invisible or Scotch® tape on inside flap of the window in a bag to prevent the label from slipping out during transit.
- **Designate a TAE pick-up/drop off location** separate from the United States Postal Service pick-up. Each year, hundreds of misdirected packages come to Amigos that were meant for the USPS.
- **Report your statistics every month.** Amigos uses them to encourage more participants. For Texas participants, these statistics are important tools that TSLAC uses to persuade the Texas Legislature to continue its funding of the courier program. Use this convenient reporting [form](#).

Wayward Packages

On average, approximately 100 misdirected packages per month are delivered to Amigos Library Services. Common errors are:

- mislabeling
- misdelivery
- USPS mail ending up in courier bins
- shipping labels slipping through the window inside the transit bags

Misdirected Package Notice! SAMPLE

Today's Date: 7/9/10 Coming from: 153-AUS Going to: Kaufman County Library

Reason

Not TExpress/TAE participant: doesn't participate

Incorrect labeling: # 9236 is an invalid location code

Label slipped out of bag window

Other:

Amigos Action

As a courtesy, the item was re-labeled to avoid further shipping delays. Forwarded to:

The item is being returned to sending library. Returned to: 153-AUS

Re/Placed label in window and taped the opening shut to prevent sliding. Forwarded to:

Library Action (if applicable)

Please be sure to verify participant information (participant list found on Amigos web site: <http://www.amigos.org/tae/participants>)

Label correctly: send package by other means

Thank you for your cooperation in making your courier system operate more efficiently and to prevent loss and delays!

If you receive a package containing a bright yellow-orange slip of paper, that package has been routed to Amigos for redirection. This slip is a Misdirected Package Notice completed by an Amigos representative. It notes why the package was misdirected, where it will be sent, and, if the package is returned to the sending library, instructions on how to avoid future labeling mistakes so that further delays can be avoided.

On the left is an example of a Misdirected Package Notice that would be included

inside a package going from Austin Public Library (153/AUS) to Kaufman County Library (a non-participant).

Amigos has been including these slips inside packages since last year. If you receive this particular notice inside of one of your packages and have questions, please contact [Amigos](#).

Purple is Green!

In addition to being a cost saver for TAE/TExpress courier participants, last year's introduction of purple nylon transit bags is one of the more environmentally friendly methods for sharing resources, says Dennis Massie, Program Officer for OCLC Research. In his report, *Greening Interlibrary Loan Practices*, published in May 2010, Massie highlighted results of an environmental study commissioned by OCLC on current ILL practices.

Key findings from the report appear in the report's Executive Summary below. To view the complete 64-page report, go to <http://www.oclc.org/research/publications/library/2010/2010-07.pdf>.

EXECUTIVE SUMMARY (reprinted with permission)

In September 2009, OCLC Research commissioned a study of current Interlibrary Loan (ILL) practices by California Environmental Associates, a firm of environmental impact consultants. The study was completed in January 2010, with findings reviewed and amended in March 2010.

The largest environmental impacts directly associated with ILL operations are packaging, shipping, and paper use.

The single most important finding of the study is that an ILL unit can cut its greenhouse gas emissions in half simply by re-using packaging materials.

Perhaps the most surprising fact to emerge from the study is that padded mailers are much friendlier to the environment than cardboard boxes, based on the impact of their respective manufacturing processes.

The assumed effectiveness of common-sense practices to reduce ILL's impact on the environment is borne out by scientific analysis:

- Re-used packaging is preferable to new
- Ground shipment is preferable to air
- Near is preferable to far
- Aggregation is preferable to 1X1
- Nylon bags are preferable to plastic bins (unless the bins are always shipped full)
- 30% recycled paper equals New (dollar-wise)

Amigos plans to add new bags to the TAE/TExpress courier program each year until the service eventually has enough to cover almost all items shipped. Look for your new supply of bags in the next couple of months.