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 live online courses and conferences in the coming weeks:

- **January 18-21:** *Basics of WorldCat Resource Sharing*
- **February 15-18:** *Everything You Always Wanted to Know about ILL but Were Too Busy to Ask*
- **March 8:** *Constructing Custom Holdings in OCLC*
- **March 15:** *Creating Copy, Loan and Deflection Policies in OCLC*
- **March 28:** *Know & Go: OCLC WorldCat Direct*
- **March 29-April 1:** *Mysteries of the WorldCat Resource Sharing Administrative Module Explained*

See the complete Amigos training calendar here.

Updating Address Records Electronically

It is important to make sure your TAE/TExpress information is updated for OCLC in the Constant Data Records of the WorldCat Resource Sharing Administrative Module. Please use the following screen shots as a reference.

In the screen shot below, the location number and hub must be in the "Ship Via" field under "Borrowing Library Information." We also recommend entering the location number and hub city code in the "Ship To" field beside the mailing address.

Updating Address Records Electronically continued on page 2.

Amigos Library Services
Resource Sharing Through Technology

Follow these useful tips to save staff time and ensure quick shipments.

- **Check your labels** to be sure the location number and hub city match what is on the Amigos website for both your location and the receiving location. See labeling instructions.

- **Update your participant list.** See http://www.amigos.org/node/137 to help prevent delays due to returned or lost shipments.

- **Pack your items properly** to ensure safe passage through the courier service. Make sure the label is clearly visible and secured to the shipment. It is okay to reuse envelopes but please be sure to black out previous markings on labels to avoid mis-shipments. It's also a good idea to place a strip of invisible or Scotch® tape on the inside flap of the window on the nylon bags to prevent the label from slipping out during transit *(see photo on page 3)*.

- **Designate a TAE pick-up/drop-off location** separate from your United States Postal Service pick-up location. Each year, hundreds of misdirected shipments arrive at Amigos that were meant for the USPS.

Please report your statistics every month. Amigos uses them to encourage participation in the courier program. 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.

Scrolling further down the page, you will see the "Lending Information" section. If you lend items, also be sure to enter your location number and hub info in the "Return Via" field. We also recommend you include this information in the "Lending Notes" and "Return To" fields.

Libraries pull your shipping information from your institution's Constant Data Records, and updated information ensures fewer shipping errors. If you also maintain a separate set of address records, please be sure all participant information is updated according to the master participant list.

Misdirected Packages

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

Below is an example of a Misdirected Package Notice that would be included inside a shipment going from Austin Public Library (153/AUS) to Kaufman County Library (a non-participant):

If you receive this particular notice inside of one of your shipments and have questions, please contact Amigos, tae@amigos.org.

Label Talk

Using the correct labels and completing them correctly is the best way to ensure your shipments arrive on time. Labels must include the shipping location and hub, the receiving location and hub, and the date shipped. Dates are important for tracking purposes. It is also important to check and determine if the library is an actual participant. Bookmark this webpage and take the time while processing daily ILL requests to verify whether or not an institution is actually on the list. Label errors may result in a shipment being returned to you. In the end, correct labeling can save the days to weeks it may take to redirect a package. See labeling instructions.

It is also important when securing a shipping label to make sure it is visible. Amigos continues to receive locked bags with shipping labels missing from the clear plastic windows. To avoid delaying your shipments, please take a moment to place a piece of clear Scotch® or other invisible tape over the center of the inside flap to prevent the label from becoming lost during transit (*see photo below*). Use only clear Scotch® or invisible tape, as its adhesive isn't strong enough to damage the bag.
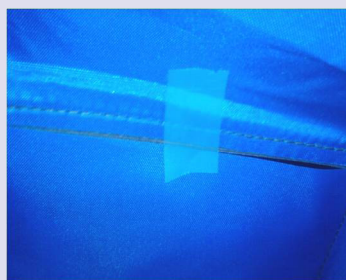
Hub Changes

Amigos continues to receive misdirected shipments due to labels containing old hub city codes. We return these packages to the lending institutions to correct the labels and remind them to update their systems with current hub city codes. Please update your information to reflect new hub designations for the following locations. As always, please check to be sure shipments are labeled correctly to protect against delays or losses.

Institution Name	New Hub	Location #	OCLC Symbol	Old Hub
Arkansas Tech University Library	TUL	853	AKP	LTR
Baylor University Libraries	DAL	80	IYU	WAC
Blinn College Library	HOU	56	YT7	AUS
Central Texas College Library	AUS	82	ZH7	WAC
Clara B. Mounce Public Library (Bryan College Station Public)	HOU	207	BCSPL	AUS
Howard Payne University	DAL	31	HPU	ABI
Lawton Public Library	OKC	400	LPL	DAL
Midwestern State University, Moffett Library	DAL	21	TMI	WFL
Mineola Memorial Library	TYL	9,249	n/a	DAL
New Boston Public Library	TEX	9,254	n/a	SHV
Northeast Texas Community College Library	TYL	198	NTX	SHV
Prairie View A&M University, John B. Coleman Library	HOU	142	PVA	AUS
Sulphur Springs Public Library	DAL	9,272	T3T	TYL
Tarleton State University, Dick Smith Library	DAL	20	TTS	ABI
Terrell Public Library	TYL	96	DB@	DAL
Texarkana Public Library	TEX	123	RKA	SHV
Texas A&M University – Central Texas	AUS	230	TAMCT	WAC
Texas A&M University - Texarkana, John F. Moss / Palmer Memorial Library	TEX	117	IET	TEX
Texas A&M University, Sterling C. Evans Library	HOU	41	TXA	AUS
Texas State University-San Marcos, Albert B. Alkek Library	SAT	64	TXI	AUS
University of Arkansas - Mullins	TUL	855	AFU	LTR
University of Mary Hardin-Baylor, Townsend Memorial Library	AUS	81	MHB	WAC
Victoria College & University of Houston - Victoria Library	HOU	58	TXV	VCT
Victoria Public Library	HOU	100	TVP	VCT
Waco-McLennan County Library	DAL	120	TXW	WAC
Wichita Falls Public Library	DAL	112	ZH8	WFL

Annual Survey Forthcoming

Next week, the annual courier service customer service satisfaction survey will be distributed to each institution's designated Trans-Amigos Express contact. If this contact has changed, please let Amigos know at tae@amigos.org. We want to hear about the quality of the service you received last year, your experience with the transition to the new service provider, your impressions on the state of the program today, and any suggestions for improvements as we move forward. This year's survey will combine the standard questions regarding the previous year's performance with questions about the transition and suggestions for the future. Your input is invaluable and will help us shape the program to better meet your needs, so please take a few moments to complete the survey and return this important information to us.