

Courier

Transit Slips

Whenever possible, transit slips printed from Evergreen should be used. When a library must manually create a transit slip, the following information must be included:

- Courier Code
(*eg: 444/111 - this must be in large, clear text for easy sorting at the courier's warehouses*)
- Short (Policy) Name
(*eg: STATELIB-L - this must be large and clear for easy sorting at the HQ libraries*)
- Destination Library Branch Name
- Destination Regional System Name

See also: [Spreadsheet of STAT Courier Codes](#)

Packaging

A “green bag” (ie, the heavy-duty green, zippered PINES bags purchased for courier use) may contain multiple items destined for a single branch, but should not contain books meant for different branches in the same system. (A single green bag should *not* contain one item meant for ARL-ATH and another item meant for ARL-BOGART.)

Green bags meant for all destinations should then be placed in a “tote” (ie, the large bins that the courier uses to transport materials). The drivers collect the bins from each HQ library and bring them to centralized warehouses where they are then sorted. The sorters use the numeric courier code on the transit slip for sorting, and will not open the green bags.

The transit slip must be placed in the clear plastic window where it is clearly readable. Any materials that are not appropriately secured and labeled will be sent to the PINES office, leading to transit delays.

Packaging AV Materials

The green bags provide sufficient protection for most library materials. However, audio-visual materials must be packed with additional care in order to minimize damage. The key points are to ensure that the item is padded and is not sliding around loosely inside of the green bags or boxes.

Best Practice:

1. If you are sending out an AV item that has a locked security case, please remove it from the security case prior to sending it out (the receiving library may not use the same type of case and would be unable to open it).

2. Place the AV item inside a bubble wrap envelope, and then place the envelope inside the green bag. You may place multiple AV items into the same envelope if they are going to the same destination and they fit comfortably.
3. **Do not seal the bubble wrap envelope.** These envelopes were chosen because they can be reused again and again if used as directed. If they are sealed, then they have to be cut open, reducing their life span. If you are concerned that the AV item is going to slip out of the bubble wrap envelope inside the green bag, you could fold over the top and put a rubber band around it before placing it inside the green bag.
4. The transit slip that goes on the outside of the green bag needs to have the numeric courier code for the receiving branch visible (eg, 444/111). If the courier only sees the policy name (eg, ARL-ATH) then they will set it aside and send it to our office to sort out and relabel, which will delay the transit time for several days. (This is true for all items, not just AV items.)
5. If you receive an AV item that is packaged without appropriate padding, particularly if this has resulted in damage, please contact the sending library directly to alert them as there may be a need for additional training.

If the item will not fit into a bubble wrap envelope or if you have run out of bubble wrap envelopes, consider using sheets of bubble wrap, recycled bubble wrap envelopes, or small boxes. If using sheets of bubble wrap, it is better to secure them with rubber bands rather than tape so that they can be easily reused without having to be cut apart. If using a small box, ensure that the item will not slide around and hit the sides, which can easily damage the corners of the case.

See also: [AV Packaging Committee Report, September 2021](#)

Examples of protective packaging:



Normal packaging, top of bubble wrap bag folded over



Several DVDs that are going to the same location can be placed in one bubble wrap bag if they fit comfortably



Recycled bubble wrap envelopes (remove any labels that contain personal information)



Bubble wrap sheet, secured with rubber bands

Bag and Tote Requests

When you get low on green bags or totes (aka, tubs or bins), put in a Help Desk ticket and the PINES staff will have more sent to your branch from the courier's Atlanta warehouse.

If your library has more bags or totes than you need, please send them via your courier to the Atlanta Warehouse, Attn: Brian Clingen.

In case of extreme bag or bin shortage, materials may be sent in alternative protective packaging as long as it will stand up to the rigors of sorting and transit, and as long as the transit slip is clearly legible and firmly attached to the outside of the package.

Claim Form

If an item is damaged during transit from one library system to another, fill out this form and submit it to the Help Desk as soon as possible upon discovering the damage.

- STAT Claim Form

(The PINES contract with STAT only covers deliveries between library systems, from headquarters to headquarters. If your library system has an additional contract with STAT to deliver from branch to branch within the system, then any claim for an item damaged during one of those transits should go directly to your contact with STAT.)

Courier Service Between Public and University Libraries

Georgia's public libraries and state university libraries utilize a courier service that includes interlibrary loan deliveries within the state.

Courier Expansion Policies and Procedures

[Processing Interlibrary Loan Items in PINES](#)

[Courier Email Discussion List](#)

Public Libraries

- All Public Library Courier Codes (MS Word)
- Public Library Courier Label Datasource (MS Excel)

USG Libraries

- Courier Codes for USG Libraries (PDF)
- USG Courier Labels Datasource (MS Word)
- USG Courier Labels Mail Merge (MS Word)

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