














Public and USG Library Courier Service for Interlibrary Loan Materials: Policies and procedures

Georgia libraries have a long history of collaboration that now includes an expansion of University System of Georgia (USG) Libraries and Georgia's public libraries common courier service to accommodate ILL and lost item delivery between those libraries. The policies and procedures here should guide the courier service between the USG academic libraries and Georgia's public libraries headquarters. These policies do not expand or replace unmediated borrowing via PINES or GIL Express for library patrons.

General Instructions




-  ***The single most important objective of these policies and procedures is that the correct returnable (book, film, fiche, etc.) is placed in the correctly colored shipping bag with the correct identifying information for the courier to sort and deliver to the correct site.***
-  ILL transactions between USG Libraries and public libraries will continue to travel between the USG library's ILL staff and the public library headquarters' ILL staff.
-  You must use **blue** bags and **blue** labels for all deliveries to USG institutions; **green** bags and white labels for all deliveries to public libraries.
 -  USG libraries use two sizes of blue zippered bags, each having an 8 ½ X 5 ½ window.
 -  Public libraries use two sizes of green zippered bags with a 3X 5 or a 4 x 6 window.
 -  For example:
 1. A University of Georgia book being lent to West Georgia Regional Library will be put in a green public library bag with a white label containing West Georgia Regional's courier code. For return to UGA, the book will be put in a blue USG bag with a blue label for UGA's courier code.
 2. A Live Oak Public Libraries book being lent to Albany State will be put in a blue GIL Express bag with a blue USG ILL label containing Albany State's courier code. For return to Live Oak, the book will be in a green public library bag with a white label for Live Oak's courier code
-  Include an empty courier bag of the appropriate size and color with any item so that the borrowing library can use it to return the item (consider this a return envelope). It is not necessary to include a bag if you are completing the transaction by returning the material to the lending library. You may also, as a courtesy, include a return label with your library's courier code.
-  Please remember that the courier service cannot track packages. Secure the bag with a plastic zip or other tie. If you are sending sensitive material, you may elect to use USPS, FedEx, UPS, or other carrier. **A lending library's request for materials to be returned via a more secure carrier must be honored.**
-  As the borrowing library, you remain responsible for the material from the time it leaves the lending library until it safely returns.

-  Handle the lending library's materials with the same care and attention as you would your own materials. Do not force materials into a too small bag. If necessary, you may use a sturdy cardboard box, making sure the label is securely affixed (blue for USG institutions). Courier delivery time may be adversely affected, however. If there is any question concerning sending a specific package through the courier, consider using another carrier such as USPS, Fed-Ex, UPS, etc.
-  If any courier bag is undeliverable by the courier for any reason, it will be delivered by the courier to the Georgia Public Library Service for resolution by PINES staff.
-  Courier delivery is between USG libraries and Georgia public libraries **ONLY**. Materials to all other GOLD libraries must be sent via another carrier.
-  **Why the color blue for USG ILL?**

Within the USG courier procedures, the current practice is to use blue labels for ILL and white labels for GIL Express. This is important when the bags reach the destination library. Libraries with heavy lending/borrowing activity need a quick visual cue to sort bags to the correct department. If bags are routed incorrectly within the library, ILLs will not be correctly processed by ILL staff. This could mean potential overdue fines or charges for lost materials. USG libraries ask that the public libraries use the color blue (either blue paper or blue marker) for labels on ILL requests as well.

USG Libraries

There are numerous variables in the way USG libraries handle internal workflows. The most obvious factor is that some USG libraries use ILLiad to manage processes and some use WorldShare. Each USG library already has a routine for printing pull slips, pulling and processing loans, and creating labels to send the material to the correct location; this document will not attempt to change or prescribe the right way to deal with internal processes. Since within the USG libraries there also exists many variables in the generation of mailing labels (USPS domestic and foreign, ARCHE, Stat Courier, UPS, and FedEx, among others), label production will be left to each library to fit it into its own workflow, at least for the time being. See the section "Creating and Printing Labels: All Libraries" in this document for instructions on utilizing the courier label files which are available for download at <http://pines.georgialibraries.org/courier>.

-  Any label having to do with ILL will either be printed on blue paper or have a blue highlighter marking (see explanatory note below).
-  USG and public libraries will be provided with number of bags of both colors. USG libraries should make it a habit to include an empty, folded blue bag in the green bag as a return envelope along with the loaned material when lending material to a public library. Public libraries will include one of their empty green bags folded and included in the blue USG bag when lending one of their items to a USG library. Doing this will help avoid the need for massive swaps of bags between USG and public libraries or panic calls for bags when someone runs out. If you do need bags, use any standing procedures for obtaining more blue bags. To obtain more green bags, you can contact the Georgia Public Library Service helpdesk at 404-235-7210 or 877-475-7435. You may also, as a courtesy, include a return label with your library's courier code.
-  When you receive a request for ILL materials, verify whether it is from one of the public libraries so that you can use the courier service. Check the ship-to address and the borrowing notes in

the request. The borrowing library should have entered their courier information in one of those places. You can also use the attached list of public libraries and OCLC symbols for verification. Other GOLD libraries do not participate in this courier service.

- 📖 The one common denominator among **all** participants of this project—both USG and public—is that every library is an OCLC user and has access to the OCLC Administrative Module, where constant data can be modified. Go to this module and modify your Borrowing Notes to include ***your own library's courier identifying information***. Then, as you generate a request to borrow an item, that request will have the necessary information for the supplying library to generate a mailing label with the correct information for the courier to deliver the material to your library.

For example:

- 📖 The University of Georgia's courier identifier is: 1-ATH-GUA
- 📖 UGA's request to another USG or public library will have borrowing notes that read:
Borrowing Notes: USG/Public Library Courier 1-ATH-GUA; ASERL
RECIP/ARL/SOLINE/GOLD/GS#P; Odyssey or email preferred to articles; FEIN 58-6001998; CCCmember.
- 📖 Based on the code UGA has supplied in their borrowing notes, your mailing label should read something like this:
1-ATH-GUA
Main Library/ILL Express
University of Georgia/Ilah Dunlap Little Library
Athens, Ga 30602

- 📖 Packaging transactions between USG libraries will remain the same as they have since the advent of GIL Express: blue ILL labels, blue USG bags. It is extremely important that ILL material between USG libraries have blue labels, so that ILL material will be routed to ILL staff. If USG owned books borrowed through ILL go to USG access services or staff, the material could be discharged as if they were GIL Express items. However, they will ***not be cleared in ILLiad/Worldshare***. This could result in ILL overdues, charges for lost material, etc. between the ILL departments. Public libraries will also use the color blue (either blue paper or blue marker) for labels on ILL requests. This is important, especially when the bags reach the destination library. Libraries with heavy lending/borrowing activity need a visual cue to sort bags to go to the correct department.

📖 **A Note for ILLiad users:**

ILLiad users have the ability to create a queue for incoming public library requests, to allow marking and tracking during processing, if they so wish. ILLiad users may also create addresses for the project by going to "Address" on the Lending ribbon (top right corner), click to get blank form, and fill in appropriately. Then as new requests are received, the appropriate mailing label can be chosen which will print at the appropriate time, if so desired. We cannot find that WorldShare users have the ability to create new cues outside those already provided by OCLC.

Public Libraries

- 📖 All materials, lends or returning borrowed items, going to USG libraries must be in blue courier bags with the courier code and other address information on blue paper or marked clearly with a blue highlighter. USG institutions require the blue paper for mail sorting of ILL items from GIL Express items so that they can be directed to the appropriate departments for processing within

individual libraries. Please be aware that the courier code by itself is insufficient for courier delivery to USG institutions. The courier requires more information for them than for public libraries. See the courier address files for download at <http://pines.georgialibraries.org/courier>. See the section “Creating and Printing Labels: All Libraries” in this document for instructions on utilizing the courier label files at the above URL.

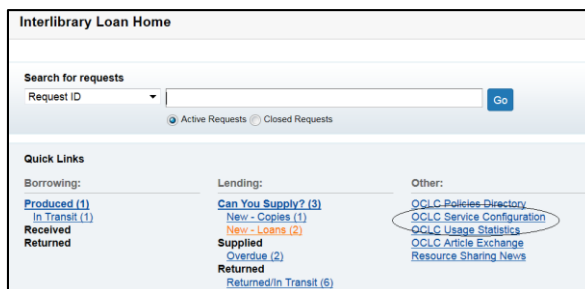
- 📖 Bags will be distributed to all libraries. When you loan material to a USG institution, include a green courier bag suitable for the return of the material. USG libraries will include a suitable blue bag with their loans to public libraries. You may also, as a courtesy, include a return label with your library’s courier code. You will need to make sure you have blue courier bags on hand for loaned items. If you run low on bags, ask the staff member at your library responsible for opening a helpdesk ticket to request additional blue or green courier bags at <http://help.georgialibraries.org/>.
- 📖 The window for USG courier bags is 9.5 by 6.5 inches and can accommodate a half sheet of 8 ½ by 11 inch blue paper. If you print on smaller stock, you may securely affix the label to a half sheet of blue paper. If you are out of blue paper, you may use a blue highlighter on a label to communicate to USG staff that the bag should be routed to ILL staff.
- 📖 When you receive a request for ILL materials, verify whether it is from one of the USG institutions so that you can use the courier service. Check the ship-to address and the borrowing notes in the request. The borrowing library should have entered their courier information in one of those places. You can also use the attached list of USG institutions and OCLC symbols for verification. Other GOLD libraries do not participate in this courier service.

📖 Adding courier information to the borrowing note in existing constant data in WorldShare ILL

To assist USG and public libraries identify each other in WorldShare ILL, you should alter your default constant data with a note about your courier information. As a borrower, if your lender string includes symbols for other libraries, even other Georgia libraries, you must use constant data for borrowing that has your **mailing** address, In addition, you should add a borrowing note with courier information. See the attached list of USG libraries, their OCLC symbol, and basic courier code for assistance.

Follow basic instructions for creating constant data for WorldShare ILL found at: <http://www.oclc.org/support/training/portfolios/resource-sharing/worldshare-ill/tutorials/creating-and-editing-constant-data.en.html>

From the **Interlibrary Home** page, click on **OCLC Service Configuration**:



A new tab will open. In the notes section under both Lender Data and Borrower Data, add:

USG/Public Library Courier: Your courier code, ILL [or ILL Dept, etc.], Your policy name,
Your library delivery name

For example:

USG/Public Library Courier: 444/111 ILL STATELIB-L Georgia Public Library Service.




Always check the borrowing notes in requests to your library for this information.

Repeat for any other constant data you use.

Creating and Printing Labels: All Libraries

There are a number of ways to create or print labels for the courier bags. As long as they are legible, contain the correct information, and are on the correct color of paper for the receiving library's bags, use the method that works best within your normal ILL processing workflow.

Printing labels

-  When processing a few items, the easiest method may be to write the courier information on an appropriate sized piece of paper and place in the bag window so that it is secure and visible.
-  If there is an internal process to print appropriate labels, please continue to use that method. These instructions are not meant to replace a system that functions within your workflow. Just make sure you use blue paper for USG institutions and white paper for public libraries.
-  **Printing from a PDF file**

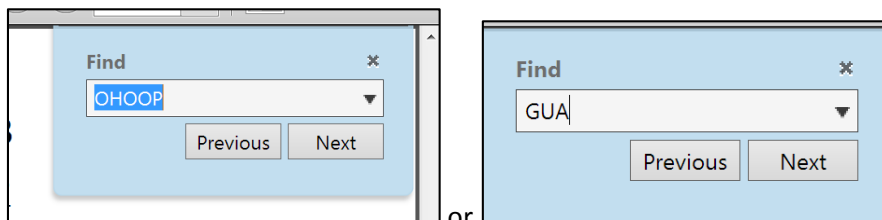
PDF files of public library and USG library courier codes are available for download at <http://pines.georgialibraries.org/courier>. (The free Adobe Reader can be downloaded at: <https://get.adobe.com/reader/>)

The pdf file *Courier Codes for Public Libraries* contains labels for all public library headquarters and is formatted so that you can print one page that contains six instances of an institution's label. Use white paper for these labels.

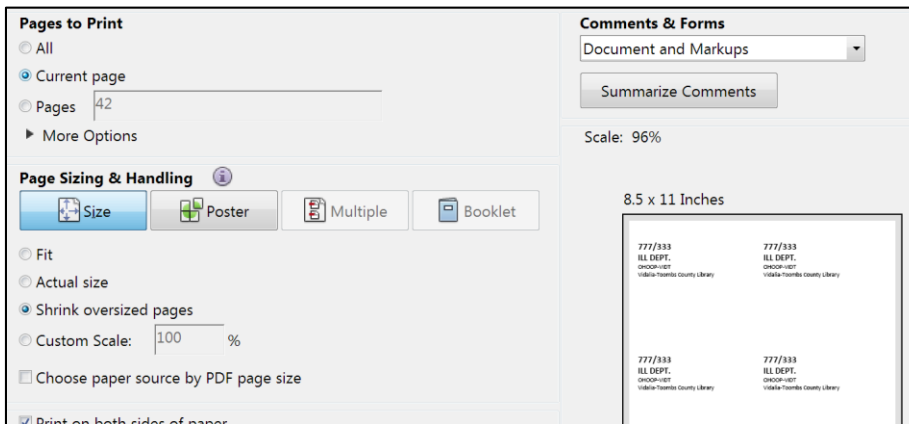
The pdf file *Courier Codes for USG Libraries* contains labels for all USG libraries and is formatted so that you can print one page that contains two instances of an institution's label. Use **BLUE** paper for these labels.

The easiest way to locate the desired label in either file is to use the Find command under Edit (or use the CTRL + F keyboard command) and search by OCLC symbol, institution name, or policy name (see the list of Georgia public libraries and USG Institutions with this document to cross reference symbols or names if needed)

Enter the search term in the dialog box and click on Next:



To print the page, click on the print icon or **File – Print**. Under **Pages to Print**, choose **Current Page**. Click the Print button when ready.



Cut the label out and place in the bag window so that it is secure and visible.

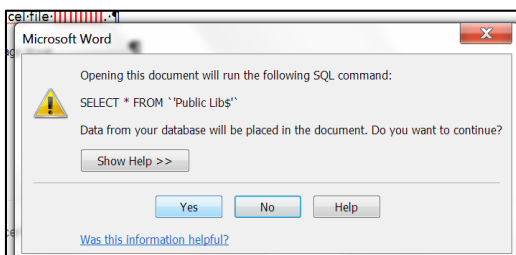
Mail merge (MSWord)

Mail merge files are located at <http://pines.georgialibraries.org/courier>.

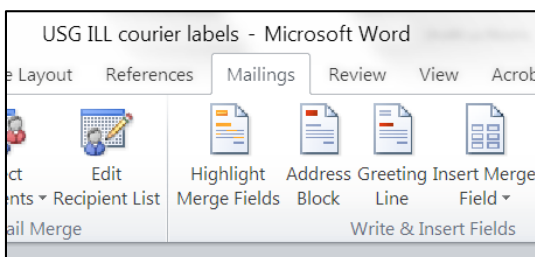
For public library labels download and save the files: Public Library Courier Labels Mail Merge and Public Library Courier Labels Data Source. Be sure to name the MSEXcel file **Public Lib HQ codes OCLC symbols mmerge**.

For USG labels, download and save the files: USG Courier Labels Mail Merge and USG Courier Labels Data Source. Be sure to name the data source file **USG Addresses with codes data**.

When you open the mail merge files, a dialog box linking the data sources to the mail merge will open:



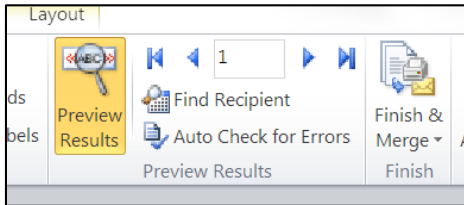
Click on yes. The mail merge will open displaying only the first page of labels. Make sure you are in the Mailings tab:



To print the labels you need, select Edit Recipient List. A dialog box will open with the list of addresses. By default, all are selected. Click on the top check box to clear the list. Expand the

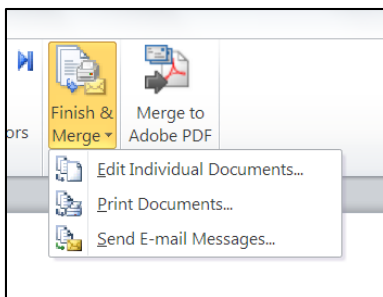
box so that you can see enough columns to pick your labels. Click OK when you finish choosing the labels. The first page of labels should display.

To preview all the labels, click on the navigation arrows next to Preview Results:

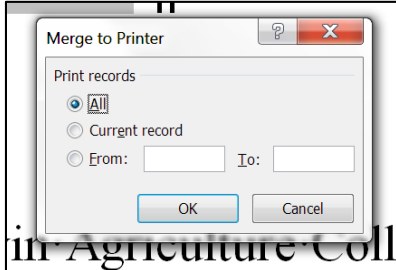


If you are printing USG labels, make sure blue paper is in the printer before you proceed.

To print, in Finish and Merge, select Print Documents:



A small dialog box for Merge to Printer will open, Click on OK:

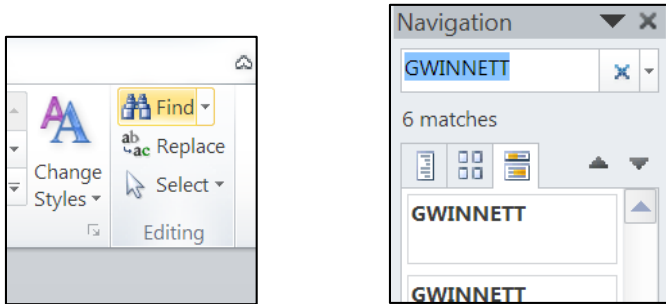


When you are finished, close the document. When asked to save, click NO.

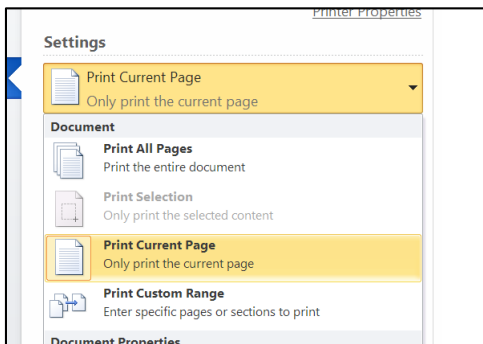
 **Printing public library labels from the MSWord file:**

Download the file All Public Library Courier Codes from <http://pines.georgialibraries.org/courier>. This file is formatted to print six copies of each label per page.

Use the Find command to locate the desired library using search terms for OCLC symbol, policy name, or library name (see the accompanying list of public libraries for reference, if needed.).



Choose Print Current Page from the drop down menu under settings (this may differ for other versions of MSWord):



Georgia Public Libraries

OCLC Symbol	Policy name	Name for Courier	Courier Code
C8Y	CRLS-DAWSN	Dawson County Library	222/111
CCPLG	GCHR-CCO	Columbia County Library	555/555
GACCL	COWETA	Coweta Co public Library	333-777
GACCR	CCL-RING	Catoosa County Library	333/555
GAP	ATLANTA	Atlanta Fulton Public Library	000-222
GAWCL	WORTH-SYLV	Worth County Library	999/666
GBP	PMRLS-EXT	Extension Services	999/999
GCV	CHATTAHOOCHEE	Chattahoochee Valley Regional Library	999-777
GDK	DEKALB	Decatur Library	000-333
GE2	ROCK-NG	Conyers-Rockdale Library System	444/555
GG7	HCLS-MD	McDonough Public Library	444/444
GRA	ARL-ATH	Athens-Clarke County Library	111/222
GSC	LIVE OAK	Bull Street Branch	777-888
GSL	STATELIB-L	State Library of Georgia Collection	444/111
GV#	TLLS-MV	Mary Vinson Memorial Library	777/777
LEP	LEE-OAK	Oakland Library	888/888
MRGLN	MOGL-BWK	Brunswick-Glynn County Library	999/888
Y32	FORSYTH	Cumming Branch & Headquarters	222-555
ZG@	MGRL-WA	Washington Memorial Library, Genealogy	000/111
ZGA	BARTOW	Bartow County Library	000-666
ZGB	BTRL-MWL	Mary Willis Library	555/333
ZGC	BROOK-HQ	Brooks County Library	888/222
ZGD	TRRLS-HQ	Three Rivers Regional Library	999/444
ZGE	CHAT-SMRVL	Chattooga County Library	333/333
ZGF	CHRL-LW	LaFayette-Walker County Library	333/444
ZGG	HALL-GVL	Hall County Library	222/444
ZGH	CLAYTN-HQS	Clayton County Library System	444/222
ZGI	CPRL-R	Coastal Plain Regional Library	999/555
ZGJ	COBB	Central Library, Cobb Co. PLS	000-555
ZGK	NGRL-DW	Dalton-Whitfield County Public Library	333-666
ZGL	DTRL-CAMI	Hdqtrs Library/Camilla	888/666
ZGN	DCPL-CEN	Central Library	888/777
ZGO	ARCPLS-MAIN	Augusta-Richmond County Public Library	555/444
ZGP	ECPL-ECPL	Elbert County Library	111/333
ZGQ	FBHCL-MAIN	Fitzgerald-Ben Hill County Library	999/111
ZGR	FRRLS-GR	Griffin-Spalding County Library	444/333
ZGS	HART-HQ	Hart County Library	111/444
ZGT	HOU-PE	Perry Public Library	777/111
ZGU	JCL-LVILLE	Louisville Public Library	777/666
ZGV	KRLS-KI	Kinchafoonee Regional Library	888/999
ZGW	LBRLS-LB	Lake Blackshear Regional Library	666/555
ZGX	GWINNETT	Library Headquarters and Lawrenceville Branch	111-555
ZGY	MGRL-WA	Washington Memorial Library	000/111
ZGZ	MCCLS-HQ	Moultrie-Colquitt County Library	888/333

Georgia Public Libraries			
OCLC Symbol	Policy name	Name for Courier	Courier Code
ZHA	MRLS-MRL	Mountain Regional Library System	222/222
ZHB	NEG-SYSTEM	Northeast Georgia Regional Library System	22/33/77
ZHD	ORLS-HDQ	Murrell Memorial Library	666/333
ZHE	OCRL-DUBLN	Oconee Regional Library	777/222
ZHF	OHOOP-VIDT	Vidalia-Toombs County Library	777/333
ZHG	OKRL-WWC	Waycross-Ware County Public Library	999/333
ZHH	PPL-TPL	Thomas Public Library	666/222
ZHI	PIED-JEF	Jefferson Public Library	111/111
ZHJ	RML-MAIN	Roddenbery Memorial Library	888/444
ZHK	SHRL-RM	Rome-Floyd County Library	333/222
ZHN	SRL-DOUG	Douglas-Coffee County Library	999/222
ZHO	SJRLS-SCL	Screven County Library	777/555
ZHP	SEQUOYAH	R.T. Jones Memorial Library	000-444
ZHQ	SGRL-VALDOSTA	Valdosta-Lowdnes County Library	888/111
ZHS	SWGRL-DEC	Gilbert H. Gragg Memorial Library	888/555
ZHT	STRL-SBORO	Statesboro Regional Library	77-44-55
ZHU	TCPLS-THOMAS	Thomas County Public Library	888/000
ZHV	THRL-LAG	LaGrange Memorial Library	666/444
ZHW	URRLS-MA	Morgan County Library	555/222
ZHX	WGRL-HQ	Neva Lomason Memorial Library	333/111
ZJF	NCLS-COVTN	Newton County Library Headqtrs.	555/111

University System of Georgia Institutions

NOTE: More information is required for the STAT labels than just the information in this table. This table is to assist you in locating the correct courier address for the USG library.

OCLC Symbol	Institution name	STAT Courier code
ALQ	Albany State University	0-ALB—ALQ
FQ8	Georgia Highlands College	3-ROM—FQ8
GAC	Armstrong State University	8-SAV—GAC
GAS	Kennesaw State University - Marietta Campus	6-MAR—GAS
GAT	Georgia Institute of Technology	4-ATL—GAT
GBB	College of Coastal Georgia	9-BRU—GBB
GBM	Atlanta Metropolitan State College	4-ATL—GBM
GCD	Georgia Perimeter College	5-CLA—GCD
GCO	Columbus State University	0-COL—GCO
GFV	Fort Valley State University	0-FTV—GFV
GG4	Georgia Gwinnett College	1-LAW—GG4
GGC	Georgia College & State University	7-MIL—GGC
GGG	University of North Georgia - Gainesville Campus	2-OAK—GGG
GGJ	Gordon State College	4-BAR—GGJ
GHA	Georgia Southwestern State University	0-AME—GHA
GJG	Georgia Regents University	5-AUG-GJG
GKJ	Kennesaw State University - Kennesaw Campus	6-KEN—GKJ
GMC	Middle Georgia State University - Cochran Campus	7-COC—GMC
	Middle Georgia State University -Dublin Campus	7-DUB—WN9
GMJ	Clayton State University	4-MOR—GMJ
GND	University of North Georgia	2-DAH-GND
GOM	Middle Georgia State College - Macon Campus	7-MAC-GOM
GPM	Georgia Southern University	8-STA—GPM
GSS	Savannah State University	8-SAV—GSS
GSU	Georgia State University	ATL—GSU
	Georgia State University Law Library	ATL—LAW-GLL
GTM	Abraham Baldwin Agricultural College	9-TIF—GTM
GUA	University of Georgia	1-ATH—GUA
GWC	University of West Georgia	6-CAR—GWC
GXM	Georgia Regents University- Greenblatt Libr	5-AUG—GXM
GYG	Valdosta State University	0-VAL—GYG
ZHY	Dalton State College	3-DAL—ZHY
ZII	East Georgia State College	8-SWA—ZII
ZIS	Bainbridge State College	0-BAI—ZIS
ZIU	Darton State College	0-ALB—ZIU
ZIX	South Georgia State College - Douglas Cam	9-DOU—ZIX
ZIZ	South Georgia State College - Waycross Cam	9-WAY—ZIZ