

Summary of Bag Survey

Bags in the Libraries:

1. 42 of the 53 PINES library systems responded over a period of 10 days (November 15-25, 2013). There were approximately 6,200 unused bags in the responding PINES libraries at the time the survey was taken. The responses ranged from 0 bags to 1,151 bags per library.
2. Libraries send 0 to 75 packages in something other than PINES bags per week.
3. Libraries send 1 to 150 packages in boxes or tubs instead of PINES bags or other forms of envelopes per week.
4. 29 libraries use small bags more often. 13 libraries use large bags more often.

Bags in the Atlanta Warehouse:

STAT's Atlanta warehouse had approximately 1,400 bags in storage for redistribution at the time this survey was taken.

All bags stored for redistribution are kept in the Atlanta warehouse and can be delivered to any library system within 2 days. The courier does not store bags at separate warehouses because it would require extra work to continuously monitor and redistribute them. Brian (our STAT representative) does not recommend buying totes to use in lieu of bags. He thinks that would be more confusing to the drivers and warehouse sorters. Some libraries already use totes because they have explained it to the driver and the totes do not go to the warehouse for sorting. They are for neighboring libraries on the same route and the driver delivers them the same day.

Brian recommends purchasing large bags if any are purchased. His reasoning is that any item can fit in a larger bag but large items cannot fit in a small bag.

Process for Requesting Bags:

1. Library places a Help Desk ticket asking for more bags.
2. The ticket is assigned and placed in the status of "Pending Third Party".
3. PINES staff contact STAT and ask for bags to be sent and contact is made to the library asking for a confirmation that bags are received.
4. The ticket remains open and is investigated daily until the library receives a supply of bags.