

INFO EXPRESS

Delivery Services for Indiana Libraries



A Service of the
Indiana State Library

Service Manual 2023-2024

*The Indiana State Library contracts with **Now Courier, Inc.** to provide the **InfoExpress courier**, a delivery service for interlibrary loan materials and other resources for Indiana libraries. All types of libraries – academic, institutional, public, school, and special – are eligible to participate in this voluntary service. Participating libraries pay a fee based on the number of stops at their library per week.*

Table of Contents

Costs & Service Days	4
2023-2024 Rates (Effective July 1, 2023)	5
Who is a Member of InfoExpress?	6
Registering for InfoExpress	6
Renewing InfoExpress	6
Renewal Process	6
Managing Your InfoExpress Account	7
Logging in	7
Change Password or Update Contact Information	7
Reporting a Problem	7
Cancelling Services	7
InfoExpress Policies	8
Permitted Materials in InfoExpress	8
Non-Permissible Delivery Materials	8
Packaging Materials	8
Packaging Fragile Materials	9
InfoExpress Scheduling	9
Selecting Pickup / Delivery Locations	9
Pick-up and Delivery Times	9
Alternatives to Business Hours Deliveries	9
Holidays and Closures	10
Emergency Cancellations	10
Weather Related Cancellations	10
How to Ship with InfoExpress	11
Adding Parcels to the Manifest	11
Printing the Shipping Manifest (Shipping Log)	13
Printing Mailing Labels	14
Delivery Procedures	14
Pick-Up Procedures	14
Misdelivered Items	15
Lost/Damaged Materials	15

Check Parcel Status	15
Insurance	15
Filing a Reimbursement Claim	16
Who is Responsible for Loss/Damage?	16

INFO EXPRESS

Delivery Services for Indiana Libraries

InfoExpress is the statewide library courier service provided by the Indiana State Library. Over 340 public library districts, school districts, academic, institutional and special libraries currently participate in InfoExpress. NOW Courier is the vendor contracted to provide the service.

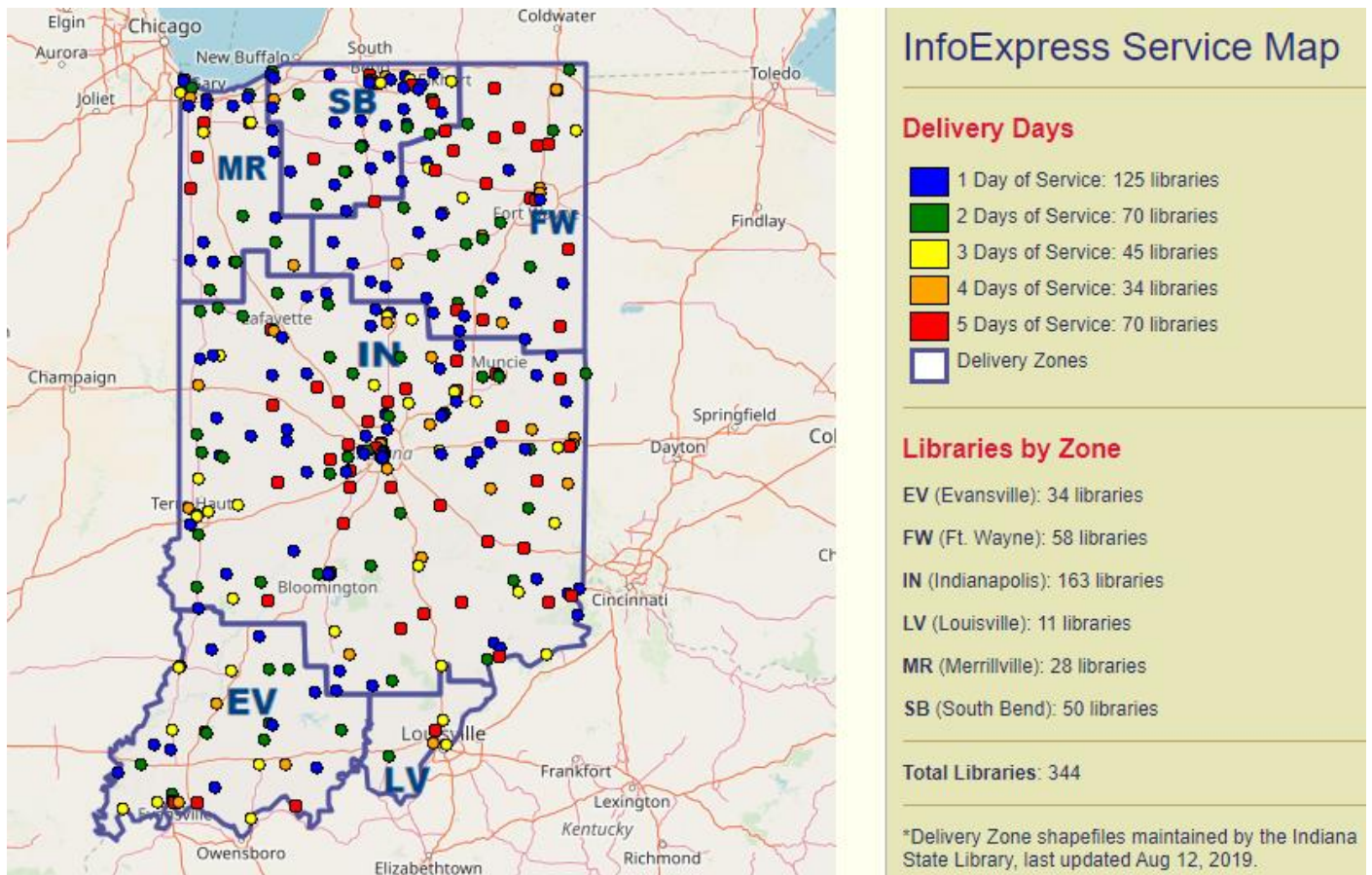
This handbook is designed to give participants the information needed in order to sign-up, manage their account, and participate in InfoExpress operations.

Please address any questions to the InfoExpress Coordinator at:

877-835-0014 toll-free

317-232-3699 or

InfoExpress@library.in.gov



Costs & Service Days

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Fees are based on the number of delivery days per week. New participants may determine how many days a week (weekdays only) they need pickup and delivery.

According to the Public Library Standards (590 IAC 6, effective January 2017) public libraries that participate in the statewide delivery service will subscribe to a minimum of one (1) day per week of service for each two thousand (2,000) packages shipped or received per year, based on the previous year's total volume. New libraries may join with one day a week service. Volume and the minimum number of days will be reviewed annually at the time of renewal.

In order to offer the lowest possible delivery service cost for all Indiana libraries, the State Library will continue to provide subsidized service for one day per week per library district for libraries meeting state standards.

For the 2023-2024 service year, the subsidized annual subscription cost to libraries for one day of service per week will be \$370. This subsidy is limited to one library per system. Branches are not eligible for this subsidy, nor are corporate libraries or public libraries not meeting standards. The cost for non-subsidized libraries is \$980 per service day annually.

The State Library will continue to offer a Resource Sharing Rate subsidy to qualifying libraries if they subscribe to a second day of service. In order to qualify for this subsidy, the library must meet **one** of the following criteria:

- Subscribe to 5-day-a-week InfoExpress service
- Subscribe to an OCLC ILL System
- Participate as a member of Evergreen Indiana
- Participate in SRCS
- Is a net lender (Total number of items loaned exceeds items borrowed.) *For public libraries, this is determined by a ratio of 1.0 or more on the 2022 Indiana Public Libraries Annual Report. Academic and other libraries may submit supporting statistics to support this rate.*

2023-2024 Rates (Effective July 1, 2023)

	Unsubsidized	Subsidized	Resource Sharing
One Day	\$980	\$370	\$370
Two Day	\$1,960	\$1,350	\$1,140
Three Day	\$2,940	\$2,330	\$2120
Four Day	\$3,920	\$3,310	\$3100
Five Day	\$4,900	\$4,290	\$4080

Who is a Member of InfoExpress?

The InfoExpress homepage (InfoExpress.in.gov) hosts the current list of InfoExpress subscribers and their days of service. Click on “Participating Libraries” in the lower left-hand corner of the page to see the current list of libraries receiving courier service.

Registering for InfoExpress

Libraries may sign up for InfoExpress by calling the InfoExpress Coordinator at 877-835-0014; 317-232-3699 or by emailing InfoExpress@library.in.gov. Please evaluate the level of service needed by your library prior to contacting the InfoExpress office. You will need to choose the day(s) of service when registering.

Renewing InfoExpress

Libraries may renew their InfoExpress subscription at InfoExpress.in.gov only after the renewal feature has been turned on and announced. Typically, this is around the first of May each year.

Renewal Schedules for Public, Academic or Special Libraries:

- Renewal requests should be submitted by June 1.
- For libraries that have not renewed by the above date, service will end as of July 1.
- InfoExpress payments must be received by the State Library by July 31.
- If a library’s payment is not received by July 31, service will be suspended from August 1 until full payment has been received.

Renewal Schedules for School Libraries (K-12):

- Renewal requests should be submitted by September 1.
- For libraries that have not renewed by the above date, service will end as of September 1.
- InfoExpress payments must be received by the State Library by September 30.
- If a library’s payment is not received by September 30, service will be suspended from October 1 until full payment has been received.

All renewals or payments processed after the due date are subject to a 2% processing fee.

Renewal Process

To renew, log into InfoExpress and click on the **Renewal Form** button.

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On the renewal page, please verify the following:

- Contact information, to ensure your invoice is sent to the correct email address(es).
- Subsidy and resource sharing rate boxes are appropriate for your library
- Days of service. Libraries may request changes by adding, subtracting, or changing delivery days.

Once you've submitted your renewal request, it will be reviewed by Indiana State Library staff to check standards, verify discounts, and approve any changes. Upon approval, you will receive an email message with your invoice and information about payment options.

Managing Your InfoExpress Account

The InfoExpress system allows you to manage your shipments, view reports, update your user profile (including contact information, password, and dates of library closings), and renew your service.

Logging in

Go to the InfoExpress homepage: InfoExpress.in.gov. Select your library's name from the drop down list, and then enter your library's password. Passwords are case-sensitive.

Change Password or Update Contact Information

Click on **User Profile** in the right navigation, then **Change Password** or **Contact Information**.

At this time, there is only one password per library, so please note that changing the password will affect others at your library who access the InfoExpress website.

The library's primary contact information displays in the list of participating libraries (see link in lower left corner of the site) and is used to populate an email list for periodic InfoExpress announcements.

Reporting a Problem

To report a problem or concern such as a missed pick-up, damaged books, or delayed service, please contact the InfoExpress Coordinator at 877-835-0014; 317-232-3699 or by emailing InfoExpress@library.in.gov. Please try to let us know within a business day of missing service, so that we can address the issue with the courier and resolve any issues that could affect your next scheduled stop.

Cancelling Services

Contact the InfoExpress Coordinator at 877-835-0014; 317-232-3699 or by emailing InfoExpress@library.in.gov to cancel your service. Please note that if you cancel service completely, there is no refund. Prorated refunds are not available.

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InfoExpress Policies

Permitted Materials in InfoExpress

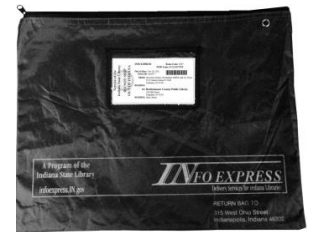
Audio-Visual Materials	Print Materials
CDs	Books
DVDs	Catalogs
Audio Cassettes	Newspapers
Video Tapes	Journals and Periodicals
Microfilm	Magazines
Other AV Materials	Directories
Traditional Arts Indiana Displays	

Non-Permissible Delivery Materials

Food, personal letters, non-library related promotional items, propaganda, shelving/furniture/racks, computer hardware, and other large electronic devices are prohibited.

Packaging Materials

The Indiana State Library provides reusable, nylon courier bags to InfoExpress subscribers. The bags come in two sizes: regular (18" x 14") or large (18" x 14" x 4"). Both sizes come with a clear window for the official InfoExpress labels.



All materials sent via InfoExpress must be enclosed within an InfoExpress nylon zippered bag, or other approved packaging materials, such as a sealed cardboard box or padded envelope. As a rule, individual parcels should weigh no more than **40** pounds and be no larger than 24" x 24". The exception to this rule are the *Traditional Arts Indiana Displays*.

NOTE:

- ALL parcels **must** have a printed InfoExpress shipping label.
- Handwritten labels and manifests **cannot** be accepted.
- All parcels **must** be securely sealed.

Extra InfoExpress bags are available at no charge through the "Request Supplies" form on the InfoExpress website at: InfoExpress.in.gov. As of September 2018, the Indiana State Library no longer supplies nor requires zip ties for the courier bags.

If you have excess InfoExpress bags (more than you could use in a week or two), you may return them to the Indiana State Library at any time. To return the bags, place your extra bags inside of an InfoExpress

bag. You can create a parcel label for them and ship them to the Indiana State Library, or you can simply tape a note in the window of the bag that says “EXTRA BAGS” and NOW Courier will know to return them to us.

Packaging Fragile Materials

When shipping DVDs, CDs, or other fragile materials, please make sure to wrap them in boxes, bubble wrap, or heavy paper to protect against damage, and clearly mark them FRAGILE on the label. Lending and borrowing libraries should inspect materials before shipping to ensure that they are in good condition.

NOTE: Except in cases where the damage was obviously caused by the courier (wet, crushed materials, etc.), the shipping library will be held responsible for any damage caused by inadequate packaging.

InfoExpress Scheduling

Selecting Pickup / Delivery Locations

InfoExpress will use your current pickup/delivery access areas, but please remember to post a sign to identify the area for InfoExpress deliveries & pickups. If you would like to change the locations of your access areas, simply inform the InfoExpress Coordinator by calling 877-835-0014; 317-232-3699 or by emailing InfoExpress@library.in.gov.

Because deliveries may arrive at different times throughout the business day, it is important that you have several staff members authorized to sign for InfoExpress deliveries.

Pick-up and Delivery Times

The InfoExpress courier shall ensure pickup and delivery at each dropsite on their designated service days. Permitted exceptions to normal daily pickup and delivery schedule are road closures and severe inclement weather, as evidenced by library, school or other public building closures. Missed deliveries caused by illness, mechanical failures or scheduling errors will be rescheduled by the courier at no charge.

Service times shall be within a fixed recurring period between 8:00 a.m. and 5:00 p.m. each business day, plus or minus two (2) hours. If these times fall outside of a dropsite’s normal business hours, alternate delivery and pick-up methods may be arranged with the InfoExpress Coordinator.

Alternatives to Business Hours Deliveries

In cases where the courier cannot make deliveries regularly during business hours, 8am – 5pm, the library may want to consider alternative delivery methods, such as:

- Changing delivery day(s) to match driver's route schedule;
- Making arrangements for a staff member to be present during the courier's delivery window;
- Using an external book return as a drop box;
- Installing a separate lockable dropbox outside your library and providing the courier with a key to drop off and pick up materials;
- Asking a willing neighboring business with longer hours, to allow the courier to pick up and deliver to that location. (Your library would be responsible for delivering outgoing materials to this location and for transporting delivered materials back to the library);
- Providing the courier with a key to your library, so that the courier could pick up and deliver to an agreed upon location during non-business hours. (All InfoExpress drivers are bonded);
- Expanding your hours to match the courier's routes.

Holidays and Closures

When libraries that receive only 1-2 service days per week are scheduled to be closed or the courier service is not running on their normal service day (e.g. a state holiday), staff can request an alternate pickup day.

To submit a closure or rescheduling request, log into your InfoExpress account, open your **User Profile**, and select **Days Unavailable**. Enter the date of the holiday or closure under "New Unavailable Date" (or select "More Than One Day," if applicable) and provide your requested replacement date (if desired) and click "Add New." ISL staff will follow up if the requested replacement date cannot be accommodated. This should be done as far in advance as possible. Replacement requests submitted less than 48 hours before the holiday are unlikely to be accommodated due to courier scheduling.

Only one day per week can be rescheduled. A list of state holidays can be viewed here:

<https://www.in.gov/library/about/hours-and-directions/>

Emergency Cancellations

In the event that severe weather conditions or other emergency circumstances requires the library to close on short notice, please contact the InfoExpress Coordinator at 877-835-0014; 317-232-3699 or by emailing InfoExpress@library.in.gov as soon as possible to cancel the stop.

Weather Related Cancellations

The Indiana Department of Homeland Security maintains a County Travel Status Map detailing weather related travel conditions around the state: <https://www.in.gov/dhs/traveladvisory/>.

NOW Courier will determine their ability to provide service based on the three travel advisory levels:

- **Warning (Red):** This is the highest level of local travel advisory. Individuals are directed to refrain from all travel; and travel is restricted to emergency operations only. **NOW Courier will suspend service until warning level is revised.**
- **Watch (Orange):** Means that conditions are threatening to the safety of the public. Travel should be limited to only essential travel, such as to and from work. **NOW Courier will suspend service until warning level is revised.**
- **Advisory (Yellow):** Routine travel or activities may be restricted in areas because of a hazardous situation. **NOW Courier will continue to provide service as best as possible, but delays are expected.**

Service to individual libraries may vary due to conditions at the service hubs, which are located in:

- Evansville (Vanderburgh County)
- Fort Wayne (Allen County)
- Indianapolis (Marion County)
- Louisville, KY
- Merrillville (Lake County)
- South Bend (St. Joseph County)

If a hub county is in orange or red status, they will likely not be able to get drivers on the road to other counties on their assigned routes, no matter what status the other counties are in.

If a hub county is in yellow status or has no active advisory, they will attempt to reach all libraries in the counties they serve that are also in that status.

If your library will be closed due to weather conditions, it is still helpful to report that to the InfoExpress Coordinator to avoid an unnecessary and potentially unsafe trip for the courier.

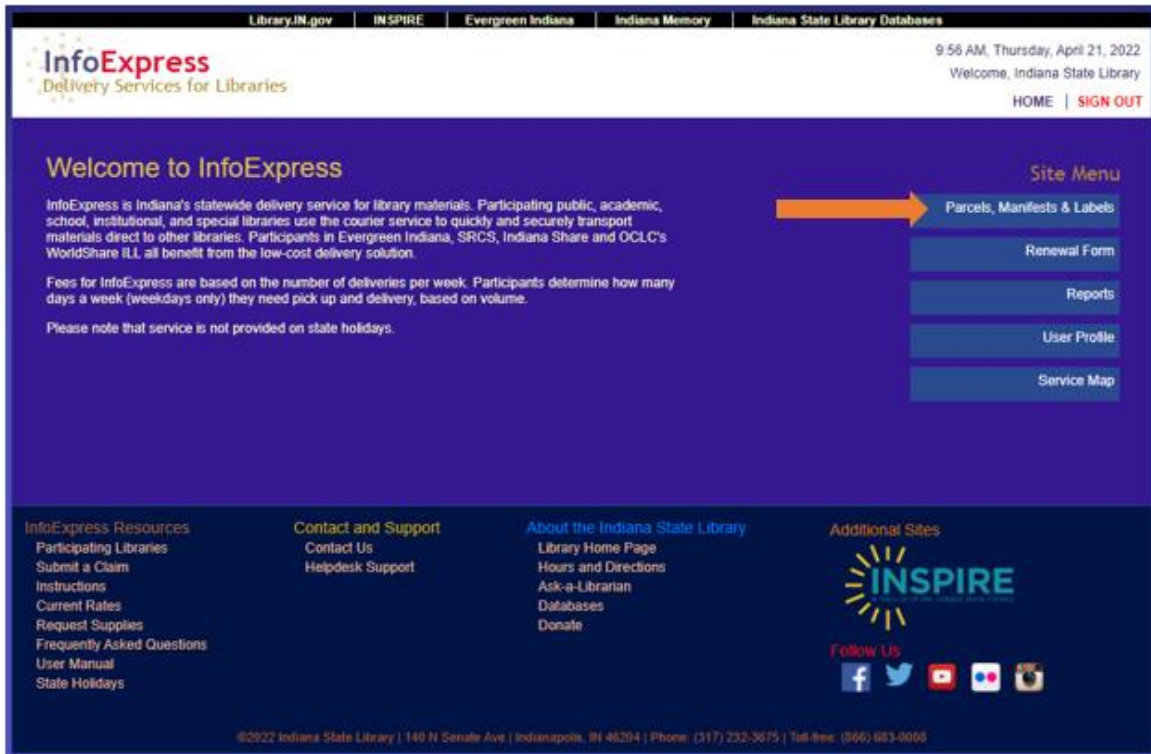
Libraries receiving a single delivery per week, which is missed due to weather may receive a make-up delivery (if feasible), if they contact the InfoExpress Coordinator to reschedule.

How to Ship with InfoExpress

The InfoExpress website allows you to create and print shipping logs, and shipping labels for InfoExpress delivery on or before the date of delivery. The shipping log can be created, updated, and printed from any computer with an internet connection. The shipping log automatically inserts the correct address, saving time and insuring accuracy in delivery.

Adding Parcels to the Manifest

1. Log into the InfoExpress system. From the Home page, click on **Parcels, Manifests & Labels**, then on the next screen, click **Parcel Manager**.



2. Select the pickup date. Notice that the current month and year are pre-selected. If you are adding to an existing log, select the date of the already created log.
3. Use the drop-down menu to select the parcel type as bag, box, tub or other. The default is bag; you must use the drop-down menu to select a parcel type other than bag.
4. Use the drop-down window to select the destination library. You can narrow down the options by selecting a library type, or just begin typing a library's name in the destination field. **Please pay careful attention to the library selected. There are a number of libraries with similar names, so please take care to select the correct destination library.**
5. The notes field may be used for staff reference – it is not required and does not print on the labels. **We strongly recommend including a note indicating the contents of the parcel, as this information is helpful if a parcel is delayed or lost.** Many libraries find it efficient to scan the barcodes of the parcel's contents into the notes field.
6. If you need to direct the parcel to a particular person, use the attention field to print this information on the label.
7. Click the **ADD NEW PARCEL** button to add this item to the manifest.
8. If you need to make a change to a parcel, you may use the **Edit** button next to the parcel in the list on the right-hand side. You may also move the parcel to a different manifest date using the **Move Selected** button and date field.
 - a. Note: Libraries cannot move their own parcels after the original manifest date has passed. If you need to move them in this situation, contact the InfoExpress coordinator for assistance.

The screenshot displays the 'InfoExpress' web application interface for the Indiana State Library. At the top, navigation links include 'Library.IN.gov', 'INSPIRE', 'Evergreen Indiana', 'Indiana Memory', and 'Indiana State Library Databases'. The current date and time are '10:07 AM, Thursday, April 21, 2022', and the user is logged in as 'Welcome, Indiana State Library'. The main navigation path is 'Home > Parcels, Manifests & Labels > Parcel Manager'. The page title is 'Indiana State Library'. Below the title, there are fields for 'Delivery Days: M, T, W, R, F', 'Pickup Date: 04/21/2022', 'Parcel Type: Bag', and 'Library Type: -All-'. A 'Destination' field is empty. There is a 'Notes' text area and an 'Attention' field. A map of Indiana is shown with a blue outline of the state. On the right side, there is a 'View/Print Manifest & Labels' button. Below it, a section titled 'Pickups for Apr 21, 2022' shows a date selector set to '04/22/2022'. A table lists several pickup locations, each with a checkbox, a 'Parcel' ID, a 'Library' name, and an 'Edit' button. The first entry is '7393353 Mishawaka-Penn-Harris Public Library'.

Printing the Shipping Manifest (Shipping Log)

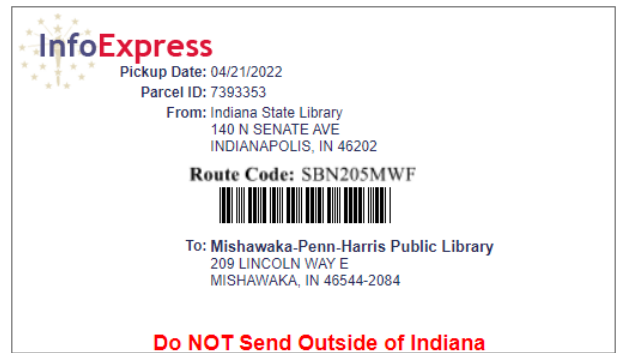
For outgoing items, the library needs to provide a single paper copy of that day's shipping log. This manifest must include all items being shipped. Handwritten additions are not permitted.

Once all of the day's parcels have been entered into the system, print off a copy of that day's Shipping Manifest.

1. From within the Parcel Manager, click on the **View/Print Manifest & Labels** button.
*You can also get to your manifest from the Home page by clicking on **Parcels, Manifests & Labels**, then on the next screen, click **Daily Manifest & Labels**.*
2. Use the calendar to verify/select the Month, Day, and Year that you want to print, then click the **Print Manifest** button.
3. A pop-up window will load, with a **Print** button in the upper-right corner. Clicking the **Print** button will engage your browser's print function.
4. Provide this printed copy of your shipping manifest for the driver to sign. Failure to do so will invalidate all claims for damage or loss.

Printing Mailing Labels

All parcels must include an official InfoExpress shipping label. This is generated after the delivery manifest form is completed online at InfoExpress.in.gov. NOW Courier will use a distinct Parcel ID number to process and track deliveries. The labels must be legible and cannot be resized from the original formatting.



1. From within the Parcel Manager, click on the **View/Print Manifest & Labels** button.
*You can also get to the labels from the Home page by clicking on **Parcels, Manifests & Labels**, then on the next screen, click **Daily Manifest & Labels**.*
2. Verify that you're on the correct manifest day.
3. You can use the check boxes to print all labels or only specific labels as needed.
4. Click the **Print Labels** button.
5. A pop-up window will load, with a **Print** button in the upper-right corner. Clicking the **Print** button will engage your browser's print function.
6. After printing, cut the labels apart and place them facing outward in the window on the InfoExpress bags or secure them with clear tape on boxes/totes as needed.

**ALL parcels must have a printed InfoExpress shipping label.
Handwritten labels and manifests will not be accepted.**

Delivery Procedures

The InfoExpress courier will scan all items into their device upon delivery. They may do this before they bring them inside or they may do it in your department. This scan updates each item as DELIVERED in our system and tags it with the delivery date and time. When you sign the manifest on the driver's device, you need to review the displayed total count of the scanned items. Your signature confirms that the driver made it to your library, the number of parcels delivered and the date and time of the delivery.

Pick-Up Procedures

For outgoing items, the library needs to provide a single paper copy of that day's shipping manifest. This manifest must include all items being shipped. Handwritten additions are not permitted. The courier should count all outgoing parcels; confirm that the total number matches the total listed on the manifest. The driver will also record the number of items delivered on the form and must sign the library's copy of the shipping manifest, indicating that they have delivered the stated number of items and are picking up the listed number of items.

Maintaining the signed manifests can be helpful in the event there is a disagreement about a missing or damaged parcel. Libraries should keep these signed manifests until the likelihood of a problem has passed. Typically this is once the longest loan period for the materials has expired or three months, whichever is longer. Any time after that point, these documents may be discarded.

Misdelivered Items

In the event that the courier delivers materials that do not belong to your library, we ask that you accept these items and set them aside for a special pick-up. As soon as possible, contact the InfoExpress Coordinator at 877-835-0014; 317-232-3699 or by emailing InfoExpress@library.in.gov and inform them of the misdelivery.

The Coordinator will contact the courier to schedule a special run for either the same day (when possible) or for the next day to pick up the misdelivered items and get them back in the workflow for proper delivery.

Lost/Damaged Materials

Occasionally, parcels get lost or damaged in shipping. The InfoExpress Coordinator will work with your library and the courier to track missing parcels or submit claims for lost or damaged items as needed.

Check Parcel Status

The InfoExpress system offers two ways for you to see the status of parcels.

1. Go to **Parcels, Manifests, & Labels**. Click on **Check Parcel**. Enter the parcel number you want to check, then click the **Check Parcel** button. You'll see the status of the parcel based on data retrieved from the courier.
2. On your previous daily manifests, you can see the last known status of each parcel shipped on a given day.

If you're wondering about the status of a parcel shipped to you by another library, please have them check their manifest or contact the InfoExpress Coordinator for assistance.

Insurance

The InfoExpress vendor (**NOW Courier, Inc.**) insures every shipment in full against damage or loss for replacement cost only.

NOTE:

Revised Nov 2023

- Neither the State of Indiana nor the Indiana State Library is liable for damaged or lost materials shipped by InfoExpress.
- When shipping DVDs, CDs or other fragile material, **it is the responsibility of the shipping library to securely wrap them** in boxes, bubble wrap or heavy paper to protect against damage.
- Except in cases where the damage was obviously caused by the courier (wet, crushed materials, etc.), the shipping library will be held responsible for any damage caused by inadequate packaging.

Filing a Reimbursement Claim

To file a reimbursement claim for lost or damaged materials, InfoExpress participants must report the content lost/damaged and its replacement/repair cost using the “Submit a Claim” form available online at InfoExpress.in.gov. Please report lost or damaged items as soon as possible. You will need to provide the Parcel ID number for proof of shipment and an invoice showing where and for how much the item was purchased or an indication of replacement cost.

Who is Responsible for Loss/Damage?

If the parcel’s history indicates delivery to the proper library, and/or the damage was not done by the courier, the Indiana State Library refers to the [Interlibrary Loan Code for the United States](#), as approved by the Interlibrary Loan Committee, Reference and User Services Association in 2016.

The code indicates that **the requesting library** shall:

4.9 Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. ***If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library.***

4.15 Package material to prevent damage or loss in shipping and comply with any special instructions stated by the supplying library.