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## Empire Library Delivery Presentation

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# ELD Update September 2020

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Empire State  
Library Network  
Discover. Connect. Engage.

# Empire Library Delivery - Member Updates

- ELD Service Includes 134 Libraries in New York State
  - Private academics, SUNY's, CUNY's, and public library systems
  - Map of ELD locations
- Libraries Leaving ELD (July 1, 2020)
  - Niagara University Library System
  - Southern Adirondack Library
  - Mohawk Valley Library System
  - Suffolk Cooperative Library System

# Empire Library Delivery - Service Updates

Empire Library Delivery resumed service to members on June 15th after being shut down for 12 weeks due to COVID.

- As of August 10th there will be 52 locations receiving deliveries.
- For a list of locations see the ELD [start date spreadsheet](#).
- Instructions for restarting your service can be found on the Empire Library Delivery website and are also sent out weekly.
- [Delivery restart survey link](#).

# Empire Library Delivery - COVID Safety Precautions

- Custom Courier has implemented additional safety standards for all drivers and staff.
- Members should include a date that the items were put in the bag on all labels to give receiving libraries an idea of how long they have quarantined.
- It will be the responsibility of the library to determine if additional quarantine time is needed. Empire Library Delivery and the courier will not be holding items between deliveries.

# Empire Library Delivery - Contract Update

- After an extensive bid and review process the ELD Advisory Committee elected to renew the delivery contract with Custom Courier Solutions. Factors for this decision included the following:
  - Feedback from members on needs and past performance.
  - Price - Minimal increase after 5 years
  - Flexibility - Ability to change the number of days of service per week.
  - Ability to provide tracking system (to start in January 2021)
- The new contract began on July 1, 2020.

# Empire Library Delivery - Contract Update

- As part of the new contract, the courier has committed to service improvements and the use of metrics to better track standards.
- A new policies and procedures manual explaining the responsibilities of the members, Empire Library Delivery, and the courier was sent to all locations for review in June. The main points are outlined on the next slides.
- As part of the contract renewal we also asked ELD member institutions to commit to following the policies and procedures and using the tools provided by ELD.

# Member Responsibilities

- **Members will be responsible for the following:**

(See manual for additional details)

- Reporting schedule changes, holidays/days closed, and missed stops.
- Labeling shipments per ELD standards.
- Reporting missing or damaged items.
- Reporting monthly statistics.
- Using tracking system (starting January 2020).
- Keeping ELD bags in good condition and returning excess.
- Providing updated contact information and delivery instructions.



# Empire Library Delivery Responsibilities

- Empire Library Delivery will be responsible for the following:

(See manual for additional details)

- Facilitating communication between members and courier.
- Responding to all issues within 48 business hours.
- Supplying bags to ELD members.
- Providing monthly updates to members. To include statistics reporting forms.
- Providing training for members as needed.
- Updating member roster.
- Processing claims for lost or damaged items
- Sending out monthly updates including statistics form.

# Courier Responsibilities

- Custom Courier Solutions will be responsible for the following:  
(See manual for additional details)
  - Commitment to delivery times within a two-hour window
  - Delivering items within 24 to 72 hours per the provided transit schedule.
  - Payment of items damaged in transit when reported within 48 hours.
  - Payment of items missing in transit when verified using the tracking system.
  - Notifying ELD of unexpected delays or missed stops by 10 a.m.
  - Providing a tracking system to print labels and track bags (starting January 2020).

# Transit Times

CCS Hub/Sort Center	ALBANY	BINGHAMTON	BUFFALO	NEW YORK CITY	ROCHESTER	SYRACUSE
ALBANY	24 HOURS	24 HOURS	48 HOURS	48 HOURS	48 HOURS	24 HOURS
BINGHAMTON	24 HOURS	24 HOURS	24 HOURS	48 HOURS	24 HOURS	24 HOURS
BUFFALO	48 HOURS	24 HOURS	24 HOURS	72 Hours	24 HOURS	24 HOURS
NEW YORK CITY	48 HOURS	48 HOURS	72 HOURS	24 HOURS	72 HOURS	48 HOURS
ROCHESTER	48 HOURS	24 HOURS	24 HOURS	72 HOURS	24 HOURS	24 HOURS
SYRACUSE	24 HOURS	24 HOURS	24 HOURS	48 HOURS	24 HOURS	24 HOURS
ABOVE TIMES DENOTE TRANSIT TIME FROM PICK UP BY CCS AT ELD SENDING LIBRARY TO DELIVERY BY CCS AT ELD RECEIVING LIBRARY.						

# Empire Library Delivery - New Tools

- Online claim form and status updates
  - Members will submit claims for missing or damaged items using an [online claim form](#).
  - The [status of the claim](#) will be updated and available for members to view.
- **Label creation and tracking site to be rolled out in January 2021.**
  - Additional information and training will be provided.
  - See preview on following pages.

# Label Creation and Tracking

Labels will include:


- Each member will have a unique log in to system provided by courier.
- Members will use this to create labels for each package.
- Institutions will be preloaded in the system with the correct address, code, and hub.
- Labels will include a barcode for driver to scan and 7 digit number that will be recorded by members for each shipment.
- Scans will happen at the shipping destination, shipping hub, receiving hub, and final destination.
- Members will use 7 digit number to track shipments in system.

# Shipment Entry

hosted.com/order.asp?newOrder=1

Placed By:	[Optional Contact]
Origin:	<b>Find Origin Address</b>
Country*:	United States ▼
Smart Search:	Search by business name or address
Name*:	CAPITAL DISTRICT LIBRARY COUNCIL VYD (ALB)
Address*:	28 Essex St
Address2:	[Optional Suite, Apt, Floor]
City*:	Albany
State*:	New York ▼
Postal Code*:	12206 - [ ] <b>Verify Origin Address</b>
Phone:	[Optional Phone Number]
Remarks:	You may enter up to 800 characters. 900 of characters left [ ]
Destination:	<b>Find Destination Address</b>
Country*:	United States ▼
Smart Search:	Search by business name or address
Name*:	HUDSON VALLEY COMMUNITY COLLEGE-VXV (ALB)
Address*:	80 Vandenberg Ave
Address2:	[Optional Suite, Apt, Floor]
City*:	Troy
State*:	New York ▼
Postal Code*:	12180 - [ ] <b>Verify Destination Address</b>
Attention To:	[ ]
Phone:	[Optional Phone Number]
Remarks:	You may enter up to 800 characters. 900 of characters left [ ]

# Label Example

3/27/2020 2:55:00 PM	
<b>SHIP FROM:</b> CAPITAL DISTRICT 28 Essex St  Albany, NY 12206  TEST	<b>SHIP TO:</b> HUDSON VALLEY 80 Vandenburg Ave  Troy, NY 12180
<b>EMPIRE LIBRARY ALB</b>	<b>12206 12180</b>
Piece	Weight: 1
 X-0217-D5645411	

# Tracking Information

Tracking Number	CCS HUB Location		Scan Type	ScannedWhen	Signature
5276834	Albany	HUDSON VALLEY COMMUNITY COLLEGE	Pickup	8/6/2019 12:49:06 PM	Karen Ayotte
5276834	Albany	HUDSON VALLEY COMMUNITY COLLEGE	Transit/Delivery	8/6/2019 12:49:31 PM	Karen Ayotte
5276834	Albany	CCS ALB- Transit Scan	Transit/Delivery	8/7/2019 7:22:47 AM	Drop



Questions?  
Comments?  
Suggestions?

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