



Illinois Library Delivery Service Participant Location Instructions December 2010

Audience of this document

This document is written for Illinois libraries and regional library system headquarters that are direct delivery locations on the Illinois Library Delivery Service. Libraries that are not ILDS direct delivery locations should consult with their regional library system for instructions on delivery service provided by their system.

ILDS

ILDS is the Illinois Library Delivery Service. On January 2, 2008, ILDS began providing interlibrary loan delivery service in Illinois. The locations served by ILDS are listed at <http://www.illinoisdelivers.net/memlist.html>. ILDS is funded by the Illinois State Library, with program management provided by the Consortium of Academic and Research Libraries in Illinois (CARLI) and trucking/courier services provided under contract with Lanter Delivery Systems.

ILDS locations and non-ILDS locations

Not every Illinois library or even every academic library is an ILDS direct delivery location. The list of ILDS participants is posted at: <http://www.illinoisdelivers.net/memlist.html> and is listed in drop-down menus on the ILDS web based label system. Illinois libraries that are not direct ILDS locations receive their direct delivery through their regional library system's delivery service. ILDS interconnects the nine Illinois regional library systems' delivery services. The library system headquarters serve as transfer points in the ILDS system for materials traveling to or from points not directly served by ILDS delivery. Therefore:

Materials traveling between any two ILDS locations in any library system (even if they are in the same library system) travel point to point in ILDS only.

Materials traveling between two non-ILDS libraries that are in the same system travel in their system's own delivery system only.

Materials traveling between an ILDS and a non-ILDS library that are in the same system usually travel between the ILDS library and its system headquarters in ILDS, and between the system headquarters and the non-ILDS library in system delivery.

Materials traveling from an ILDS library to a non-ILDS library that are in different systems travel from the ILDS library to the non-ILDS library's system headquarters by ILDS, and then on to the non-ILDS library in its system delivery service.

Materials traveling from a non-ILDS library to an ILDS library that are in different systems travel from the non-ILDS library to its system headquarters in its system delivery, and then on to the ILDS library in ILDS.

This can be very confusing, so we've prepared a "Delivery Workflow" reference chart that is located at the end of this document. See Appendix 1.

Reminder: To find out which regional library system a library is a member of, refer to the Illinois State Library's directory at <http://www.librarylearning.info/libraries/>.

ILDS service schedule

ILDS serves every location 5 days a week, Monday through Friday, except for the following holidays: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, Christmas Eve, and Christmas Day. Your library will receive service every day; there is no need to call for pickup. If your library is closed on a day when service would be provided, you may inform the ILDS program coordinator by sending email to support@carli.illinois.edu.

Requesting interlibrary loan materials and processing requests for your materials

ILDS does not change how your library creates or receives interlibrary loan requests or how you enter the request status in your circulation or interlibrary loan system. Items being loaned should be accompanied by any request paperwork that will be needed by the borrowing library.

Reminder: All items traveling in library delivery systems must have permanent property markings on the item and/or the item's own case that identify the owning library so that the item may be returned if its paperwork is lost. A barcode label or stamp is an example of this kind of mark.

Overview of the process

First, you will gather and bag your outgoing items by destination. Next, you will use the ILDS web based label system to create labels for each bag. Once you have your bags labeled, you will use the ILDS manifest system (which is a part of the web based label system) to create two copies of a "manifest" that summarizes your entire outgoing shipment. The delivery vehicle arrives at approximately the same time every day. The driver will deliver your incoming shipment, pickup any outgoing shipment and leave you a signed copy of the outgoing shipping manifest for your records.

Supplies and equipment

You will need a computer with an Internet connection, a Web browser, software that can open PDF files such as Adobe Reader; a printer and standard 8.5 x 11" paper; scissors or paper cutter; and a supply of ILDS bags. ILDS best practice recommends "locking" each bag with a zip tie (cable tie). CARLI provides bags and label holders for the canvas drawstring bags. All other supplies are to be provided by the library.

ILDS bags

There are three types of ILDS bags: two sizes of purple zippered bags and the canvas drawstring bags. All three types of bags can and will be used interchangeably. The zippered bags have a window slot to hold their delivery label. The canvas bags will need to have one of the "luggage tag" style of label holders attached to the bag by slipping the tag loop through one of the drawstring grommets.

Bag labels

Every time a bag is shipped in ILDS it must have a label with a unique number for that specific usage of that bag. The web label system automatically creates unique bag numbers for you, but it is helpful to understand the format of these ILDS bag numbers. If you are not able to connect to the ILDS web label system, you may need to create labels by hand. We have created offline backup label templates for you to use in these instances. Using the offline backup templates requires you to create and insert unique bag numbers following the format used by the web label system.

Bag number format

ILDS bag numbers follow this format: DATE-FROM-TO-BAG-ITEMS

The components of the number are described in detail, below:

The **date** is formatted as follows (YYYYMMDD). For example January 2, 2008 would be: 20080102

The date to use is the date on which you are creating the label. This is not necessarily the date on which the item will actually be picked up by the delivery truck. Pickup will often be the next business day.

The **“from”** and **“to”** are the sending and receiving ILDS destinations' 3-letter ILDS codes. Use the 3-letter ILDS codes found at <http://www.illinoisdelivers.net/memlist.html> Please don't use OCLC or other 3-letter codes.

The **“bag”** number is a count of bags going from your library to the ILDS destination in this shipment. It will be “1” unless you are sending more than one bag to a particular destination in the current outgoing shipment. If you are sending more than one bag, just increment this number by one for each additional bag to that destination.

The **“items”** field is the number of items in this particular bag.

Example 1:

A bag that is being labeled on January 2, 2008, that is going from Augustana College (AUG) to Western Illinois University (WIU), which is the only bag Augustana is sending to Western in that shipment, and which contains 3 items, would have this bag number:

20080102-AUG-WIU-1-3

Example 2:

UI Urbana (UIU) is sending 3 bags of items to the Alliance Library System (ALS) on January 3, 2008. These bags contain 6, 8, and 4 items respectively. Their bag numbers would be:

20080103-UIU-ALS-1-6

20080103-UIU-ALS-2-8

20080103-UIU-ALS-3-4

Computer software requirements

The ILDS web label system uses a web browser to create PDF files for printing. It has been tested with Internet Explorer version 8.0, and Firefox version 3.6.1, and with Adobe Reader versions 8 and 9 (for PDF file support) on Windows and Mac operating systems. Other software may work, but has not been tested. The browser must be set to allow pop-ups, accept cookies, and support Java Script. Labels and manifests will open in another window/tab in your browser. If you have trouble seeing or printing the PDF, try printing again, watch the browser tool bar at the top of the screen and check to see if it is displaying a warning message about pop-ups. If so, set the browser to allow pop-ups from the ILDS website.

Bagging items

Gather your outgoing items and sort the items by their ILDS destination. No sorting distinction needs to be made between items being loaned or returned to a specific destination. Loans and returns going to the same destination may be packaged in the same ILDS bag. Use a separate bag for each ILDS location. Bags going to library systems headquarters may, and often will, hold items going to multiple non-ILDS libraries in that system.

You may use either the purple zipper-top ILDS bags or the canvas drawstring bags with an attached tag holder. It is recommended that you use a plastic cable tie (also called a “zip tie”) to secure the bag. Run the zip tie through the grommets on the top right of the purple zippered bags, or through the metal clasp on the canvas bags. Leave some slack in the zip tie to allow the receiving library to more easily cut the

tie. As the receiving library will have to cut the zip tie to open the bag, which shows that the bag has not been opened in transit. Zip ties are not reusable.

Create bag labels

Reminder: You must use a new label with a unique bag number each time a bag is used. Do not cross out information on an old label and reuse it.

To create labels using the ILDS web label system, first, connect to <http://labels.illinoisdelivers.net> (See Figure 1). You do not need to login to create bag labels. Click the “Add or Print Labels” button.

Connect to the ILDS web labels system

Point your browser to:

<http://labels.illinoisdelivers.net>

ILDS
WWW.ILLINOISDELIVERS.NET

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No ILDS Service November 25-26, 2010
ILDS will not provide delivery service Thursday, November 25 or Friday, November 26 for the Thanksgiving holiday.

The end of the semester is approaching rapidly. Please remember to share bags generously with your colleagues as you see requests come through the ILDS-ig listserv.

[\[More\]](#)

Incoming Manifests Now Available from the ILDS Site
ILDS participants are now able to print a copy of their incoming manifest directly from the LDS website, listing the bags their location is receiving on any given day. ILDS sites are no longer receiving paper copies from their Lanter Delivery Systems driver. [Detailed instructions](#) document how to use this new feature of the ILDS label system to generate incoming manifests are available from the Documentation tab. Please make sure that the appropriate staff in your library are aware of this change.

[\[More\]](#)

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Figure 1. The ILDS “home” screen. Click on “Labels” to start creating labels. You do not need to login to create labels.

Select your library

Select your library from the drop-down menu labeled “Select your library.” To scroll more quickly down this list, enter the first letter or letters of your library’s three letter ILDS code.

The screenshot shows the ILDS website interface. At the top left is the ILDS logo with the URL WWW.ILLINOISDELIVERS.NET. To the right is a link to 'Join the ILDS E-mail lists'. Below this is a navigation menu with links for Home, News, FAQ, Participants, Documentation, Schedule, Labels, Manifests, Statistics, and Contact Us. The main content area has a heading 'Welcome to the ILDS label and manifest system.' followed by an email address 'support@carli.illinois.edu'. The 'Select your library:' dropdown menu is set to 'KIS - Kishwaukee College'. Below it is a 'Select the destination:' dropdown menu. There is an input field for 'Enter the item count for this bag:' and a checkbox labeled 'This bag contains only delivery bags'. At the bottom of the main area are buttons for 'Add', 'Print', and 'Delete Bag'. The footer contains copyright information for 2010 Illinois Library Delivery System and a toll-free number 866.904.5843.

Figure 2: Select your library from the “Select your library” drop-down menu. We are Kishwaukee College in this example. Kishwaukee’s ILDS code is “KIS”.

Select the destination library

From the menu labeled, “Select the destination,” select the destination library for the first bag. To scroll more quickly down this list, enter the first letter or letters of the destination library’s three letter ILDS code.

Reminder: If the final destination is an Illinois library that is not an ILDS location, select the destination library’s regional library system as the destination in the web label system.

You can look up any Illinois library’s system membership in the Illinois State Library’s online directory at <http://www.librarylearning.info/libraries/>. The final destination for the item must be noted on the paperwork with the item. The paper ILDS label can be used to for this. For copies of the paper label, see: <http://illinoisdelivers.net/PaperILDSlabel.pdf>.

Reminder: Please use best practice conservation and shipping practices when attaching any labels or other request or return address forms to books and other items being shipped.

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Figure 3: Select the destination library from the drop-down menu. Kishwaukee College is sending this bag to Carl Sandburg College. You can navigate more quickly down the drop-down menu by typing the first letter(s) of the destination library’s 3-letter ILDS code. “CSC” is the ILDS code for Carl Sandburg College.

Enter the item count

Enter the number of items in the bag going to the selected destination and click “Add.” The display will update to show the source, destination, and item count for the new bag (See Figure 5 for example).

The screenshot shows the ILDS web application interface. At the top left is the ILDS logo with the URL WWW.ILLINOISDELIVERS.NET. To the right is a link to "Join the ILDS E-mail lists". Below this is a navigation menu with links for Home, News, FAQ, Participants, Documentation, Schedule, Labels, Manifests, Statistics, and Contact Us. The main content area has a heading "Welcome to the ILDS label and manifest system." followed by contact information: "For questions and comments please email support@carli.illinois.edu". Below this are two dropdown menus: "Select your library:" with "KIS - Kishwaukee College" selected, and "Select the destination:" with "CSC - Carl Sandburg College" selected. There is a text input field for "Enter the item count for this bag:" containing the number "3", and a checkbox labeled "This bag contains only delivery bags" which is currently unchecked. Below the input field is the text "There are no labels currently defined." At the bottom of the form are three buttons: "Add", "Print", and "Delete Bag". The footer contains the copyright notice "Copyright © 2010 Illinois Library Delivery System, All rights reserved." and the toll-free number "Toll Free at 866.904.5843".

Figure 4: Enter the number of items in this bag going to this location.

Enter the entire shipment bag by bag

Continue adding bags to the label system until you have described your entire outgoing shipment. If you are sending a bag that contains only delivery supplies, please check the box next to “This bag contains only delivery bags”. Review the list of bags shown on the screen. If there are no errors in the list of bags, you are now ready to print bag labels and then create a shipping manifest.

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From	To	Count
KIS	CSC	3
KIS	IEF	1
KIS	BEN	5
KIS	GSU	2
KIS	KNX	1

At the bottom of the form are three buttons: "Add", "Print", and "Delete Bag". The footer contains copyright information for 2010 Illinois Library Delivery System and a toll-free number: 866.904.5843.

Figure 5: Continue creating labels until you have logged your entire shipment. When you are ready to print labels, click “Print” to create a PDF file of labels. The label PDF file will open in a separate window of your browser.

If you enter incorrect bag information

Watch the display as you enter label information. If you note any errors, click “Delete Bag”. Select the bags with errors, and click “Update” to delete them from the list. You may then click “Add or Print Labels” to return to the screen where you can create correct labels for these bags. Labels will be kept in the ILDS web label system memory until you approve the manifest for this shipment.

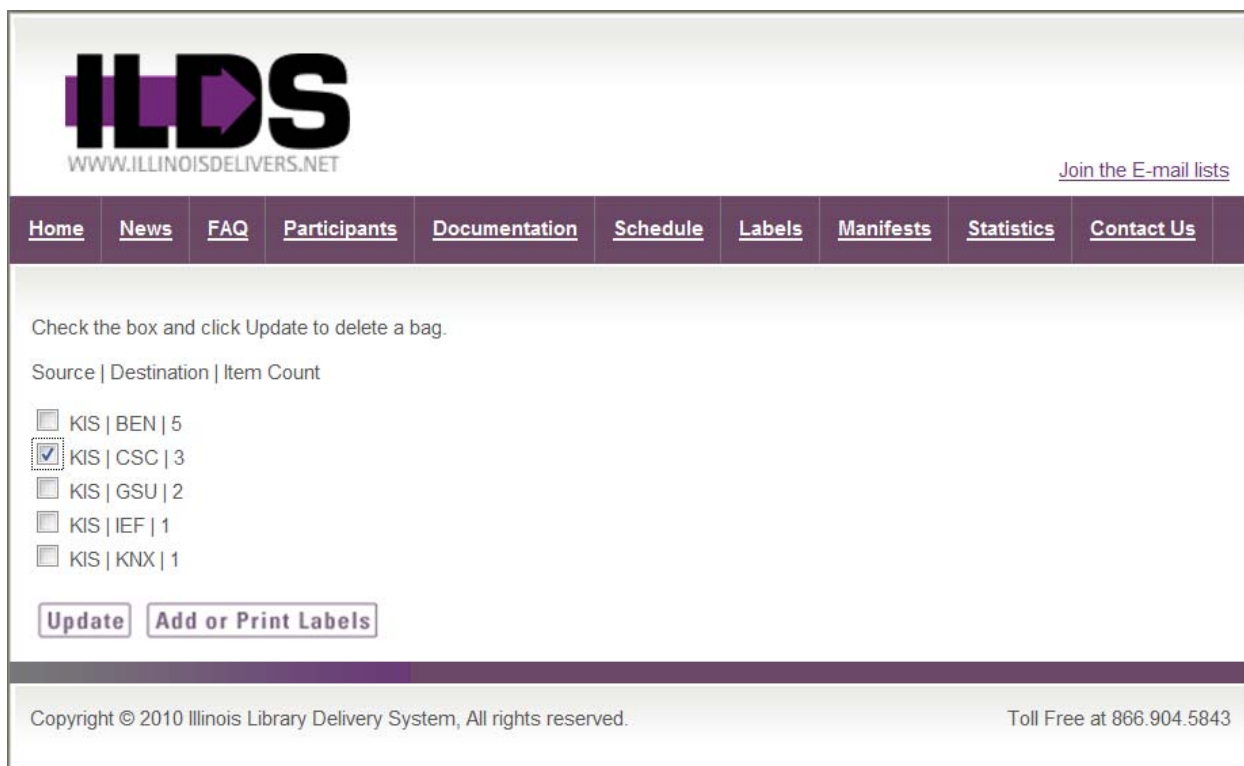


Figure 6: To delete a bag, select “Delete Bag” (See the “Delete Bag” button in Figure 5) and then check the bag(s) to be deleted from this screen, and click “Update”. If you clicked on “Delete Bag” in error, click “Add or Print Labels” to return to the previous screen.

Printing labels

Click on “Print” to create a PDF file of the bag labels. All labels created since your library last approved a shipping manifest will be included in this file. **The step of Approving a manifest clears all of your library’s labels out of memory, so always print your labels before approving your manifest.**

Saving the file is optional, but may be a good idea. Open the file with Adobe Reader (or another PDF application such as Preview). Up to six labels will print on an 8.5 x 11” page. If you do not wish to print all the labels in the PDF file, you may review the PDF file and select to print only the pages needed.

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Welcome to the ILDS label and manifest system.
For questions and comments please email support@carli.illinois.edu

Select your library:

Select the destination:

Enter the item count for this bag: This bag contains only delivery bags

From	To	Count
KIS	CSC	3
KIS	IEF	1
KIS	BEN	5
KIS	GSU	2
KIS	KNX	1

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Figure 7: Click “Print” to create the PDF file of labels to print. The PDF label file will display in a different window or tab. If you don’t see the labels, look at your web browser toolbar and see if a “pop-ups blocked” message is displayed and if so, set your browser to accept pop-ups from this site.

ILDS bag label PDF file

The label PDF file will display. Use the Print command in Adobe Reader to print the file. (Click File and Print in the Adobe menu, then Print in your printer menu.) Alternatively, you may save the file to your computer and print later. If you save the file to print it later, make a note of the file name and location.

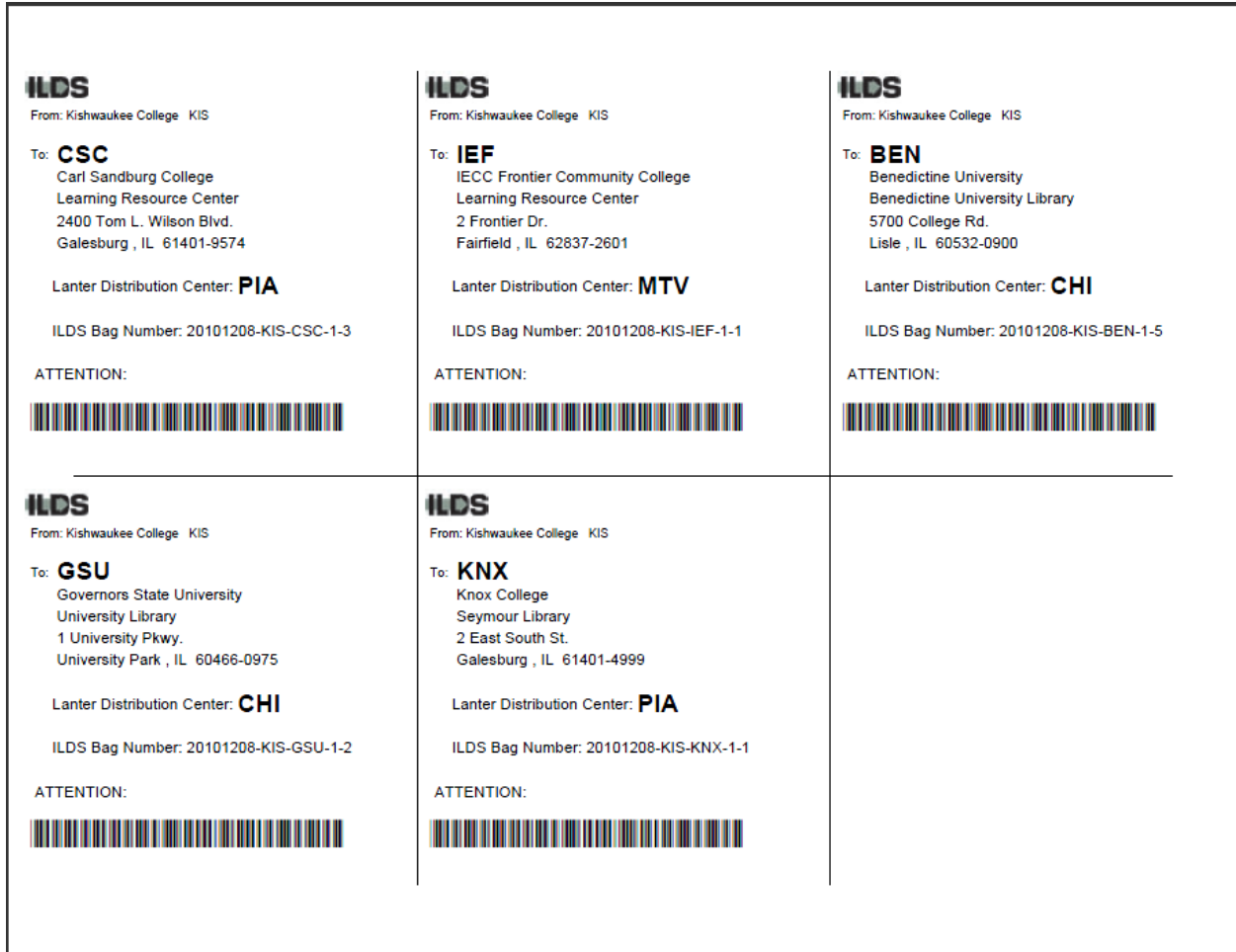


Figure 8: Labels will be created 6 per page. You may save the label file to your computer, or print now.

Label the bags

Cut the labels you printed along the lines and insert them in the window pouches in ILDS zipper bags or in plastic “luggage tag” sleeves attached to ILDS canvas drawstring bags. Remove and discard any old labels that might be in the label sleeves.

Exit the label system and begin the manifest

There are two manifests available under the “Manifests” tab, an outgoing manifest and an incoming manifest. Since we are working with your outgoing shipment in this example, we will proceed with the instructions to print an outgoing manifest. After labels are printed, you are ready to approve and then print the outgoing manifest. The information you entered for labels will be used to create the manifest. You do not need to enter it again.

Some libraries may choose to have different staff approve manifests from the staff that create labels. This is your choice.

Click on the “Manifests” tab to begin working with your outgoing manifest.

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Welcome to the ILDS label and manifest system.
For questions and comments please email support@carli.illinois.edu

Select your library:

Select the destination:

Enter the item count for this bag: This bag contains only delivery bags

From	To	Count
KIS	CSC	3
KIS	IEF	1
KIS	BEN	5
KIS	GSU	2
KIS	KNX	1

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Figure 9: Click on the “Manifests” tab to proceed to printing the outgoing manifest.

Create an outgoing shipping manifest

After you have created and printed all the bag labels for the day's shipment, you will create a manifest that summarizes the number and destinations of the bags being shipped in ILDS from your location in the current shipment. Typically, a library will create only one manifest per day, but it is possible to create additional manifests if needed (e.g., if something was left off the first manifest).

IMPORTANT: Note that by creating a manifest, the ILDS web label system will remove your most recent set of labels from the web label system's memory, so be sure to print or save your labels before creating a manifest. If you forgot to print the labels and did not save the file, you will need to create a new set of labels for these bags and then proceed to the manifest. CARLI cannot recreate lost labels for you.

Login to the manifest system

Each library's login is currently their 3-letter ILDS code and the password for all users is "ILDS" (omit quotes).

The screenshot shows the ILDS website interface. At the top left is the ILDS logo with the URL WWW.ILLINOISDELIVERS.NET. To the right is a link to 'Join the E-mail lists'. Below this is a navigation menu with links for Home, News, FAQ, Participants, Documentation, Schedule, Labels, Manifests, Statistics, and Contact Us. The main content area features a login form titled 'Login to work with Manifests:'. The form includes a dropdown menu for 'Select source institution' with 'KIS - Kishwaukee College' selected, a password field with four dots, and a 'Log in' button. A link for 'Forgot your password?' is also present. The footer contains copyright information for 2010 Illinois Library Delivery System and a toll-free number: 866.904.5843.

Figure 10: To create the manifest, first login from the Manifests Home screen.

Review the manifest and edit (if necessary)

Logging into the manifest system will display a list of the bags in the current shipment. Compare this list to the bags to be shipped. If there are errors in any of the bags’ sources, destinations or item counts; delete the bag(s) with the error(s). If an omitted or deleted bag needs a new label, create new label(s) by clicking the “Labels” tab at the top of the page. Remember to print any additional labels before approving the manifest.

When the manifest list is accurate and complete, click “Approve Manifest” to create a PDF file of the manifest. Print two copies of the manifest and sign in the library signature box. You may wish to also save a copy of the PDF on your computer. If you chose to save the manifest to print it later, make a note of the file name and location.

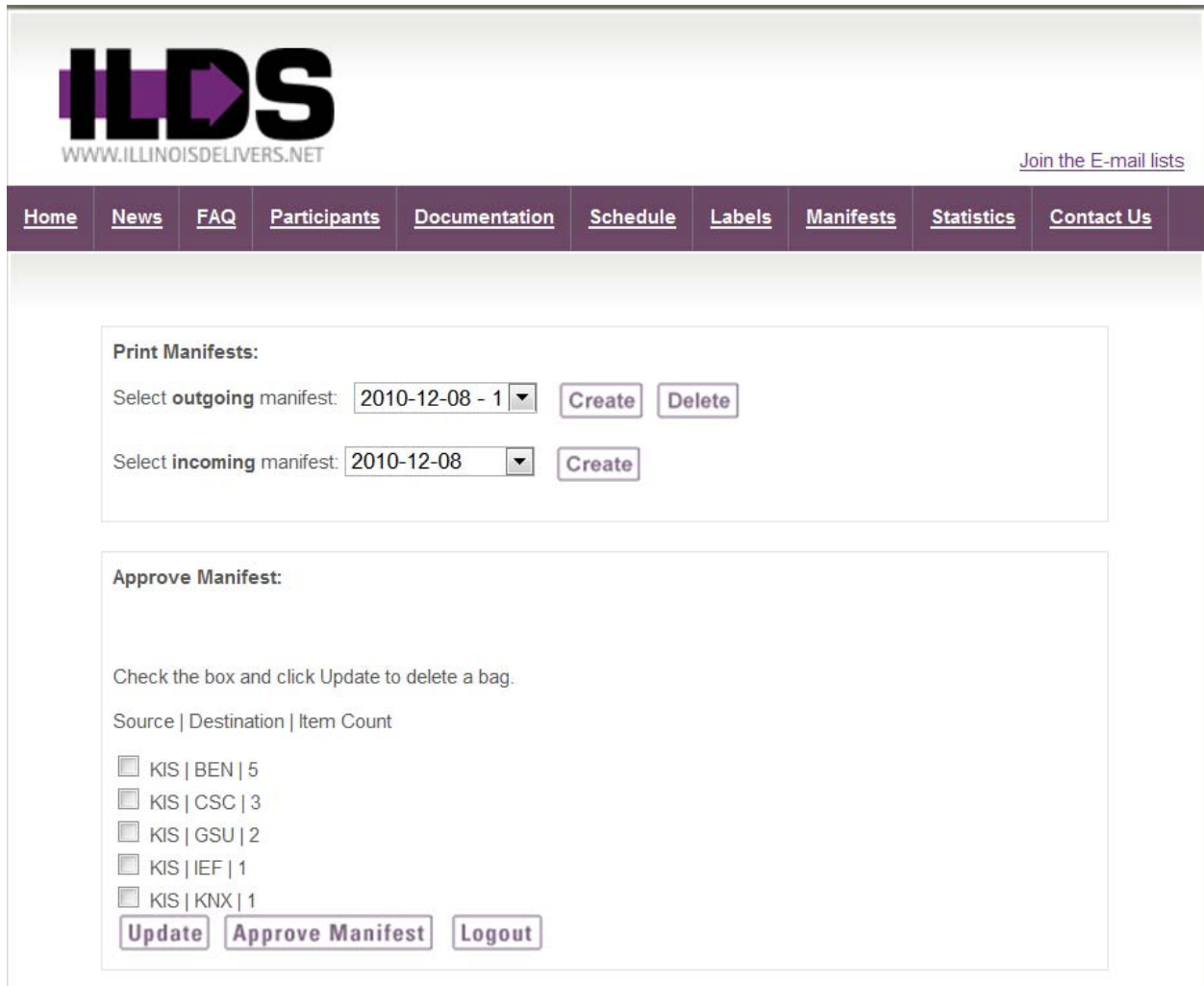


Figure 11: Review the shipping list and make any changes. To delete a bag, check it and click “Update.” To add a bag, click the “Labels” tab at the top of the page. Remember to print any additional labels before approving the manifest. When the manifest is correct, click “Approve Manifest.”

Manifest approved confirmation

After approving a manifest you will see a confirmation message. Click "OK" to proceed.

The screenshot displays the ILDS web application interface. At the top left is the ILDS logo with the URL WWW.ILLINOISDELIVERS.NET. A navigation menu includes links for Home, News, FAQ, Participants, Documentation, Schedule, Labels, Manifests, Statistics, and Contact Us. The main content area is divided into two sections. The upper section, titled "Print Manifests:", contains two dropdown menus: "Select outgoing manifest:" with the value "2" and "Select incoming manifest:" with the value "20". The lower section, titled "Approve Manifest:", contains a message: "There are no labels defined for the current manifest." Below this message are two buttons: "Add or Print Labels" and "Logout". A modal dialog box titled "Message from webpage" is overlaid on the interface, featuring a yellow warning icon and the text "The Manifest has been approved." with an "OK" button.

Figure 12: The manifest is approved.

Select the manifest to print

The ILDS web labels system will store the last several manifests created by your library. The newest one will be displayed in the drop-down menu. Manifests can be distinguished by their date. If more than one manifest is created in a day they can be distinguished by an incremental number to the right of the date, with the higher number being the later manifest.

Reminder: If you create more than one manifest in one day, you must print all of them to reflect the entire shipment.

The screenshot shows the ILDS website interface. At the top left is the ILDS logo with the URL WWW.ILLINOISDELIVERS.NET. To the right is a link to 'Join the E-mail lists'. Below this is a navigation menu with links for Home, News, FAQ, Participants, Documentation, Schedule, Labels, Manifests, Statistics, and Contact Us. The main content area is divided into two sections:

Print Manifests:

Select **outgoing** manifest: 2010-12-08 - 2 [Create] [Delete]

Select **incoming** manifest: 2010-12-08 [Create]

Approve Manifest:

There are no labels defined for the current manifest.

[Add or Print Labels] [Logout]

At the bottom of the page, there is a copyright notice: Copyright © 2010 Illinois Library Delivery System, All rights reserved. and a toll-free number: Toll Free at 866.904.5843.

Figure 13: Select the correct outgoing manifest to print and click “Create.” The most recently created manifest will display in the drop-down menu. Click on the down arrow of the drop-down menu to reveal and select older manifests should you wish to view or print them for any reason. If you create more than one manifest in a day, the number “1” that displays following the date will increment with each manifest. Normally, you will create only one manifest in a day, but this allows you to add a last minute item to your shipment, should you need to do so. If you determine at this point that you have made a mistake on the outgoing manifest or the associated labels, select the appropriate manifest from the drop-down menu, and click on “Delete”. **Please note that this will also delete all of the labels associated with this manifest so you will have to create labels again for each bag.**

ILDS Outgoing Manifest PDF file

The outgoing manifest PDF file will display. Print two copies of the manifest. Use the Print command in Adobe Reader to print the file. (Click File and Print in the Adobe menu, then Print in your printer menu.) Alternatively, you may save the file to your computer and print later. Make a note of the file name and location if you save the file to print it later.

ILDS Outgoing Manifest

Shipped From: Kishwaukee College (KIS)

Manifest Date: December 08 2010 (2)

Manifest ID: 97206

Shipping To:	Address	City, State, Zip	Lanter	Bag ID
Carl Sandburg College	2400 Tom L. Wilson Blvd.	Galesburg , IL 61401-9574	PIA	20101208-KIS-CSC-1-3
IECC Frontier Community College	2 Frontier Dr.	Fairfield , IL 62837-2601	MTV	20101208-KIS-IEF-1-1
Benedictine University	5700 College Rd.	Lisle , IL 60532-0900	CHI	20101208-KIS-BEN-1-5
Governors State University	1 University Pkwy.	University Park , IL 60466-0975	CHI	20101208-KIS-GSU-1-2
Knox College	2 East South St.	Galesburg , IL 61401-4999	PIA	20101208-KIS-KNX-1-1
TOTAL ITEMS IN SHIPMENT: 12				
TOTAL BAGS IN SHIPMENT: 5				

Library Signature:	Lanter Signature:
--------------------	-------------------

Figure 14: The outgoing manifest PDF file.

Preparing your shipment for pickup

Sign the outgoing manifest copies at “Library Signature” and leave both copies with your outgoing bags. You can select who on your staff may sign these. The signer does not have to be a person who is on the CARLI ILDS contacts list. Lanter will leave you a signed copy.

Put the signed manifests with the labeled and closed ILDS bags. You may wish to place the current manifest on the ILDS clipboard by your shipping location. Lanter will leave you a signed copy when they pick up the shipment.

Reminder: You do not call to request a pickup. Lanter will visit each ILDS location every business day (Monday through Friday, except holidays). Also, do not call to cancel service on days on which you are not sending anything. Lanter will stop at your location every day and bring you any incoming items. If there are no items, they will proceed on to their next location.

Create an Incoming shipment manifest

Click on “Manifests” from the ILDS “home” screen. Select the correct incoming manifest to print from the drop-down list, and click “Create”. The incoming manifest PDF file will display. Use the Print command in Adobe Reader to print the file. (Click File and Print in the Adobe menu, then Print in your printer menu.) Alternatively, you may save the file to your computer and print later. Make a note of the file name and location if you save the file to print it later.

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Figure 15: Select the correct incoming manifest to print and click “Create.” The most recently created manifest will display in the drop-down menu. Click on the down arrow of the drop-down menu to reveal and select older manifests should you wish to view or print them for any reason.

ILDS Incoming Manifest PDF file

The incoming manifest PDF file will display. Use the Print command in Adobe Reader to print the file. (Click File and Print in the Adobe menu, then Print in your printer menu.) Alternatively, you may save the file to your computer and print later. Make a note of the file name and location if you save the file to print it later. Compare your incoming manifest to the bags that you receive for the day to check for any discrepancies.

Important Note: There are some occasions when a delivery bag may not show up on your incoming manifest. The most common reason for this is that the barcode on the printed label could not be scanned. The causes include a barcode that is printed too lightly, a part of the barcode is missing, and other printer problems that result in defective barcodes. If you do not receive bags that are listed on your incoming manifest, please send an email to the ILDS Program Coordinator at support@carli.illinois.edu.

ILDS Incoming Manifest

Shipped To: Kishwaukee College (KIS)

Manifest Date: 12-09-2010

ILDS Code	Shipped from:	Bag ID:	Bag number	Items
PAR	Prairie Area Library System-Rockford	20101207-PAR-KIS-1-4	1	4
PAC	Prairie Area Library System-Coal Valley	20101206-PAC-KIS-1-5	1	5

TOTAL ITEMS IN SHIPMENT: 9
TOTAL BAGS IN SHIPMENT: 2

ILDS Troubleshooting

You printed an incorrect label, had a printer problem, or lost the label...

Discard/recycle the bad label. Go to the Labels Home screen, then add and print the correct label. If you have not finalized your manifest, be sure not to delete any of the correct labels from the list. To reprint only the newly corrected label rather than all of the day's labels, preview the file in your PDF viewer (usually Adobe Reader) and select the range of pages to print.

You approved your manifest, and then found more items to be shipped...

Keep the outgoing manifest you have already created and start a second one for the additional bags. Create and print the additional labels you need, and then create the second manifest for these additional bags and attach it to the manifest you created earlier. When you create more than one outgoing manifest in a day, they can be distinguished from each other in the drop-down menu by the digit that follows the manifest date.

You have more items to insert in a bag that you have already labeled...

If you have not already finalized your outgoing manifest, you can follow the instructions under "You printed an incorrect label", above. If you have finalized your manifest, start a new bag to the destination and follow the instructions under "You finalized your manifest, then found more to be shipped," above.

You are out of bags, tag holders, or tag loops...

Send an email to the ILDS-ig (ilds-ig@carli.illinois.edu) email list to request more bags or tag holders and loops to attach tags to canvas bags. Supplies will be shipped to you in ILDS. You must be a member of the ILDS-ig listserv in order to post a message to it. You can subscribe to the listserv at <http://www.illinoisdelivers.net/email-lists.html>.

An item won't fit into an ILDS bag...

Package the item into a secure and appropriately sized container, e.g., a map tube. Mark any containers you expect to be returned to you to indicate the return requirement and your institution's name. Use the ILDS labels web based system to create a label for the item as if it was a single item in a bag to its destination. Attach the label to the container in a secure manner. Put the item with your outgoing shipment. Some items may not be suitable for shipping in ILDS. Please email support@carli.illinois.edu or phone (toll free) 1-866-904-5843 if you have specific questions.

The ILDS website is down or you cannot connect to it...

Label and manifest templates have been created that you may use during computer or network problems. The backup labels are located at <http://illinoisdelivers.net/backuplabels.pdf> and the backup manifests at <http://illinoisdelivers.net/backupmanifest.pdf>. The manifest is also available as an MS Excel file at <http://illinoisdelivers.net/backupmanifest.xls>. The backup labels are already addressed to each possible ILDS location. Make copies of the ones you need, and fill in your library's 3-letter ILDS code and create a bag number. (See "Bag number format" at the beginning of this document.) A directory of all ILDS locations has also been provided to each location in paper format and is available at <http://www.illinoisdelivers.net/memlist.html>. ILDS codes and library addresses are also available in the Illinois State Library's directory at <http://www.librarylearning.info/libraries/>.

Your library is going to be closed for a planned period of time, has an emergency closure, is moving to another location, or has a new ILDS contact person...

Please email support@carli.illinois.edu or phone (toll free) 1-866-904-5843.

ILDS Supplementary Materials

Paper ILDS Routing Label

This is primarily used by non-ILDS libraries sending items to ILDS libraries or to non-ILDS libraries in a different regional library system. See <http://www.illinoisdelivers.net/PaperILDSLabel.pdf>

ILDS Bag Label Offline Backup Templates

Used when either the ILDS label system is down or you are unable to connect to it.

For labels see:

<http://www.illinoisdelivers.net/backuplabels.pdf>

For the manifest template see:

<http://www.illinoisdelivers.net/backupmanifest.pdf>

Library Directories

ILDS locations see: <http://www.illinoisdelivers.net/memlist.html>

For all Illinois libraries see: <http://www.librarylearning.info/libraries/>

For Assistance, Questions, Change of Address, or to Report Closures

Contact CARLI at support@carli.illinois.edu or call toll-free: 1-866-904-5843

Appendix 1

Illinois Library Delivery Workflow Chart

Use the chart on the next page to help you determine how to label and send materials to other Illinois libraries in various lender/borrower scenarios.

For all scenarios, the following apply:

- Make sure your library's materials have permanent property markings identifying your library.
- Process any interlibrary loan (ILL) requests or return transaction(s) in your ILL system and/or circulation system as needed to reflect the items' status.
- Place the request paperwork from your interlibrary loan system inside or with each item.
- Use best practice conservation techniques when attaching any paperwork or labels to items.
- Use the Every Library in ILLINET Directory at <http://www.librarylearning.info/libraries/> to determine an Illinois library's address or regional system membership. ILDS locations are also listed at <http://www.illinoisdelivers.net/memlist.html>
- Use a separate ILDS bag for each ILDS destination in your shipment.
- Consult with your regional library system about any questions about their system delivery service.
- Contact CARLI support for any questions about ILDS: support@carli.illinois.edu or 1-866-904-5843

Illinois Library Delivery Workflow Chart

Item from	Going to	Labeling and Shipping Instructions
ILDS location	Any other ILDS location in <i>any</i> Illinois regional library system	These items do <u>NOT</u> need paper ILDS routing slips. Place the item in an ILDS bag with any other materials you are sending to the same ILDS destination. Create a bag label in the ILDS web label system, label the bag, and send the bag with your ILDS shipment.
ILDS location	Non-ILDS Illinois location in a <i>different</i> Illinois regional library system	Each item <u>WILL</u> need a paper ILDS routing label, available at: http://www.illinoisdelivers.net/PaperILDSlabel.pdf . On this label, fill in the "Final Destination," with the name of the non-ILDS library receiving the item, and the "From" field with the name of your library. Circle or highlight the ILDS code for the <u>regional library system of the Final Destination library</u> on the left side of the label. Place the item in an ILDS bag with any other materials you are sending to the <u>same regional library system</u> headquarters. You may put items going to different non-ILDS libraries in the same regional library system in the same bag. Create a bag label in the ILDS web label system, using the Final Destination libraries' regional system as the destination. Label the bag, and send the bag with your ILDS shipment.
ILDS location	Non-ILDS Illinois location in the <i>same</i> Illinois regional library system	<i>Note: Unless your library system has informed you of an alternate procedure for sending materials within your system, follow these instructions.</i> Each item <u>WILL</u> need a paper ILDS routing label, available at: http://www.illinoisdelivers.net/PaperILDSlabel.pdf . On this label, fill in the "Final Destination," with the name of the non-ILDS library receiving the item, and the "From" field with the name of your library. Circle or highlight the ILDS code for the <u>regional library system of the Final Destination library</u> (in this case, this is also your regional library system) on the left side of the label. Place the item in an ILDS bag with any other materials you are sending to your regional library system headquarters. You may put items going to different non-ILDS libraries within your regional library system in the same bag. Create a bag label in the ILDS web label system, using your regional system as the destination. Label the bag, and send the bag with your ILDS shipment
Non-ILDS location	Any ILDS location in <i>any</i> regional library system (even if it is the same system)	Each item <u>WILL</u> need a paper ILDS routing label, available at: http://www.illinoisdelivers.net/PaperILDSlabel.pdf . On this label, fill in the "Final Destination," with the name of the ILDS library receiving the item, and the "From" field with the name of your library. Circle or highlight the destination library's ILDS code on the right side of the label. Send the item to your regional library system in your system delivery service for them to route on to the destination location in ILDS.
Non-ILDS location	Non-ILDS location in a <i>different</i> Illinois regional library system	Each item <u>WILL</u> need a paper ILDS routing label, available at: http://www.illinoisdelivers.net/PaperILDSlabel.pdf . On this label, fill in the "Final Destination," with the name of the non-ILDS library receiving the item, and the "From" field with the name of your library. Circle or highlight the ILDS code for the <u>regional library system of the Final Destination library</u> on the left side of the label. Send the item to <u>your</u> regional library system headquarters in your system delivery service for the system to route on to the destination location's regional system in ILDS. The item will subsequently be routed to the Final Destination location via the destination library's regional library system delivery.
Non-ILDS location	Non-ILDS location in the <i>same</i> Illinois regional library system	Consult with your regional library system about the label to use for intra-systems delivery. These items will be routed to the destination location in your regional library system's delivery.
Any Illinois library	Any non-Illinois library	Not covered by this document. Contact your regional library system if you have questions.