



## Process for Fulfilling Kudzu ILL LOAN Requests via Lanter Couriers Updated November 2014

When an ILL request arrives...

- 1) Verify call number, availability of item, and location.
- 2) Pull item from shelf
- 3) Scan item's barcode info into ILLiad. ILLiad auto-populates transaction status to "Shipped."
- 4) Prep items for shipment in pink courier bag
  - a. Inspect existing barcode label – if worn/illegible, replace with new barcode label. Contact ASERL office If additional barcode labels are needed: [jburger@aserl.org](mailto:jburger@aserl.org).
  - b. Log each item to be shipped (some use database/spreadsheet , some use paper)
    - i. Borrowing library
    - ii. ILL number or Item Title or Transaction number
    - iii. Lanter Bag barcode number
- 5) Add Lanter barcode number into ILLiad 'Notes' field for each requested item. Add the shipping date if needed (shipping date may be auto-populated by ILLiad.)
- 6) Pack items going to same library into pink courier bag
  - a. **Don't over pack!** Keep loss/damage liability (\$100 per bag) limit in mind
  - b. Wrap items in plastic grocery bags for added protection from rain
  - c. Pack items so spines are touching
  - d. Use rubber bands to pack multiple items together. Paperback items should be in the middle; hard-bound items on outside for strength.
  - e. Use boxes to protect videos, CDs, DVDs, and microfilm during shipping. (Some libraries opt to use FedEx/UPS for these items due to their value.)
- 7) Use **address labels from Kudzu website** – see <http://bit.ly/1fYR1Uk> (Do **NOT** use locally-created address labels!)
  - a. Affix address label onto oat-tag (old file folders)
  - b. Insert label into clear plastic sleeve on courier bag, making sure 2-digit sort code is easily visible at top of card

- c. Close each bag with its zipper and add plastic tie for additional security.
- 8) Complete a Lanter Shipment PickUp Record (<http://bit.ly/1fYQkdK>) form for each day (lists bag barcode numbers and destinations). Note any items that are sent in non-standard packaging (i.e., anything sent not a pink courier bag).
  - a. Each Pick Up Record should be signed by library staff.
  - b. Make/Retain a copy of each Lanter Shipment PickUp Record for local records
  - c. Give a copy of Lanter Shipment PickUp Record to Lanter driver.
  - d. Email a copy of each day's Lanter Shipment PickUp Record to [cgreen@lanterdeliverysystems.com](mailto:cgreen@lanterdeliverysystems.com) and [khenry@lanterdeliverysystems.com](mailto:khenry@lanterdeliverysystems.com)
- 9) Boxes / Other non-standard containers may be used when needed. All other processes above apply.
  - a. Log item as a box/non-standard container in your library's local log and on Lanter PickUp record
  - b. Don't over pack! Keep loss/damage liability (\$100 per container) limit in mind
  - c. Always use address labels from Kudzu website – see <http://bit.ly/1fYR1Uk>. Do NOT use locally-created address labels.
  - d. Always add a Lanter barcode to any shipping container
  - e. Some sites attach pink paper to outside of non-standard containers to aid in visibility.

## **Process for Receiving Items Delivered by Lanter Courier**

1. Receiving Library should verify the delivery address of each bag. Any mis-delivered bags should be placed with the next outgoing shipment and add "MISDELIVERED BAG" notation on Shipping Manifest.
2. OPTIONAL: Log incoming shipments into database (bag number, date of receipt, note any signs of damage)
3. Remove plastic tie and address label and save for re-use, as appropriate.
4. Unpack items, save packing materials for re-use as appropriate
5. Update ILLiad record as "Received" for each item
6. Notify patron of item's availability

## PROCESS FOR MISSING / LOST / DAMAGED LANTER ITEMS

1. An item is to be declared “missing” if not delivered within three business days of pick-up. Items not delivered within five business days of the scheduled delivery shall be determined to be “lost.”
  - a. Lenders and borrowers need to monitor WorldShare Request Queues for delayed items, which are flagged within as “Not Received,” “Overdue,” or “Received / Returned but Missing.”
2. When a bag/tote does not arrive in a timely manner, the receiving library should first contact the shipping library to confirm shipping date and bag number.
3. Missing items should be reported promptly to Lanter’s centralized Customer Service Department (**800-830-6126** and John Burger ([jburger@aserl.org](mailto:jburger@aserl.org))). Please supply **bag number**, **last known location**, and the **date the item was shipped**. Other information (number of items in each missing bag, if the missing items are in a box or other non-pink bag/container, etc.) may be helpful but not required.
4. Lanter will respond to all notifications within 1 business day to the reporting library and ASERL.
5. Claims for items that are lost or damaged are filed by the shipping library using Lanter’s “Presentation of Loss or Damage Claim” form (<http://bit.ly/RGgZXQ>) along with documentation of items’ value (copy of purchase invoice if available, Amazon list price, etc.) If the shipper was not the library that owned the lost item, the shipper should work with the owning library to determine/document the value and provide reimbursement to the owner as needed, after Lanter pays the claimant.
6. Claims can be submitted via email to Darla Tretter:  
[dtretter@lanterdeliverysystems.com](mailto:dtretter@lanterdeliverysystems.com)
7. Lanter will acknowledge receipt of each claim within 5 business days. Lanter will make payments within 30 days.
8. Lanter’s limit of liability is \$100/bag, regardless of number of items in the bag or their value. The Lending Library may ask the Borrowing Library to reimburse the replacement cost that are not covered by Lanter, including any processing fees charged by the Lending Library for ingesting replacement items. In such cases, the Lending Library will provide invoice to the borrowing library along with documentation of value of lost items.