Vol. 10, Issue 4 ● Winter 2010

Express Gazette

Featuring Trans-Amigos Express and TExpress Courier News

TAE Quick Links

- View Participating Institutions
- Report Service Issues & Lost Items
- Report Holiday Closings
- Report Shipping & Receiving Statistics
- View Statistics
- Export Statistics
- TAE/TExpress Guidelines
- Sign Up for Service

Continuing Education

Amigos will offer these Interlibrary Loan Live Online courses beginning in February:

- Implementing Unmediated ILL in OCLC
- Everything You Always Wanted to Know About ILL But Were Too Busy to Ask

For the complete training calendar, go to http://www.amigos.org/learning/calendar/.

We're Here for You!

Please contact Erica Owusu at Amigos with any comments, suggestions, or questions about your courier service at tae@amigos.org or 1-800-843-8482 (972-851-8000 in the Dallas area), ext. 2827.

New Participants!

To celebrate the new year, please welcome the following new courier participants to the Trans-Amigos Express/TExpress courier service. These participants are members of the North Texas Library Consortium that joined the courier service January 1, 2010. Items can be sent to these institutions through the courier service effective immediately. For an updated participant list, go to http://www.amigos.org/tae/participants.

Site #	Hub	Institution	City	State
8801	DAL	*Alvarado Public Library	Alvarado	TX
8802	DAL	*Aubrey Area Library	Aubrey	TX
8803	DAL	*Bridgeport Public Library	Bridgeport	TX
8804	DAL	*Crowley Public Library	Crowley	TX
8805	DAL	*Decatur Public Library	Decatur	TX
8806	DAL	*Kennedale Public Library	Kennedale	TX
8807	DAL	*Krum Public Library	Krum	TX
8808	DAL	*Lake Cities Library	Lake Dallas	TX
8809	DAL	*Betty Foster Public Library	Ponder	TX
8810	DAL	*Roanoke Public Library	Roanoke	TX
8811	DAL	*Saginaw Public Library (John Ed Keeter Public Library)	Saginaw	TX
8812	DAL	*Sanger Public Library	Sanger	TX
410	DAL	*Mineral Wells Public Library (Boyce Ditto) **	Mineral Wells	TX

* represents a member without an OCLC symbol.

**MWPL is a consortium member but has been a courier service participant since September 2008.

Amigos Library Services
Resource Sharing Through Technology

TAE Tips

Follow these useful tips to save staff time and guarantee prompt shipments:

- Check your labels to be sure the location number and hub city match what is on the Amigos website for both your location and the receiving location. Please refer to labeling instructions.
- Update your participant list to ensure a shipment is not returned to your library for a wrong address or a non-participating location. See list.
- Pack your items properly to ensure the item's safe passage through the courier service. Make sure the label is clearly visible. When reusing envelopes, please be sure to black out previous markings and labels.
- Designate a TAE pick-up/drop-off location separate from the United States Postal Service pick-up. Each year, hundreds of misdirected packages come to Amigos that were meant for the USPS.
- Report your statistics every month. Amigos uses these statistics to encourage more participation. Additionally, failure of Texas libraries to report statistics could result in the loss of the current subsidy from the Texas State Legislature. This convenient form makes reporting statistics quick and easy.

New Amigos Website

Check out the new Amigos Library Services website to update your Trans-Amigos Express bookmarked links. The new TAE web page can be found at http://www.amigos.org/tae. The TAE Guidelines section has been updated to include information about the new courier bags. Take a few moments to navigate the new website. We think you will find it even more user-friendly than before.

Buzzed About Bags

"My staff LOVES the new packages! They think it really speeds up the work of getting items ready for the courier." – Victoria at University of Texas at Dallas

"We received (our bags)!!! This is a wonderful idea! This will make things easier for all." – Luis at the University of Texas at Brownsville

"(The mail bags) look good and, so far, my students like them."
– Lisa at Southwestern University

Amigos appreciates the positive feedback on the new bags. They have exceeded our expectations too, as we didn't anticipate how much of a time saver they would be for packing materials. Please continue to use these bags as soon as you get them, and please refrain from hoarding them, as this can impede circulation throughout the entire system. Amigos plans to add more bags in the near future, but if you run out please continue to use your previous packing materials until bags return to you. Please refer to the courier bags web page to refresh your ILL staff on use instructions, FAQs, and tips. As always, contact Amigos at tae@amigos.org with questions or suggestions.

Last Chance to Participate in the 2009 TAE/ TExpress Customer Survey

We encourage you to take a few minutes to complete the FY2009 Annual TAE/ TExpress customer satisfaction survey. For your convenience, the participation deadline has been extended to January 30, 2010. Amigos will use your feedback to evaluate and improve the courier service where necessary. Your answers should reflect only the period between September 1, 2008, and August 31, 2009. Click on or copy and paste this link in your browser: http://survey.constantcontact.com/survey/a07e2lpdf85g0sajvy1/start.

Remember to Report Your Closings

A couple of holidays are coming up soon, so please take a few minutes to submit your institution's closing dates. If you like, you can also report your closings for the entire year. To do so, go to: http://www.amigos.org/tae/closings.

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