

The logo for the Colorado Library Consortium (CLiC) features the letters 'CLiC' in a bold, teal, sans-serif font. The 'i' is lowercase and has a distinct dot. The letters are set against a white background with a light teal gradient at the top.

Colorado Library Consortium

THIS IS A CLiC PRESENTATION



**Courier Customer
Service in partnership
with WPL**

Randon Robb, Courier Support
Associate



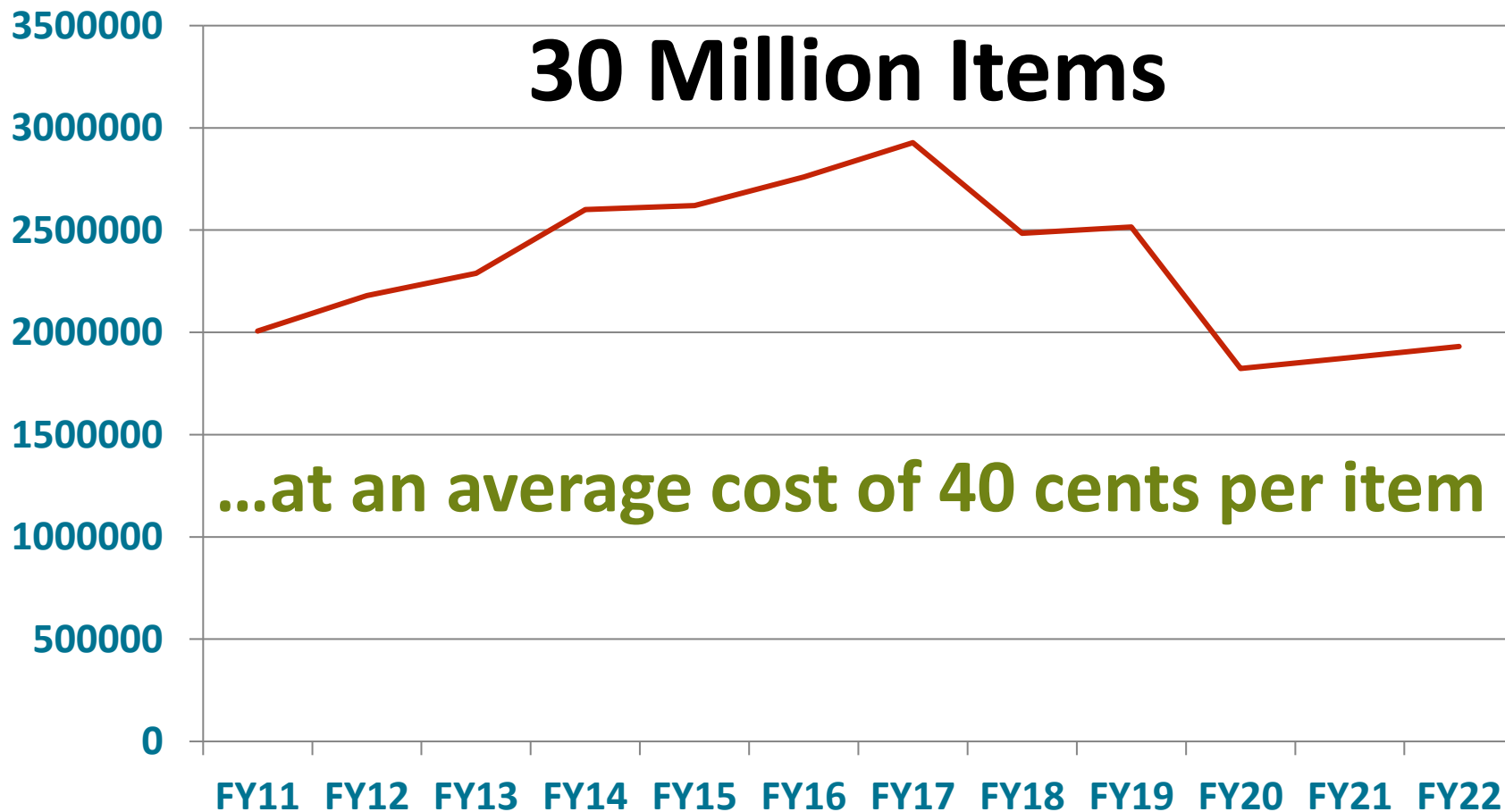
“The Greater Good”

Actions taken for the benefit of the public;
on behalf of more people than oneself.

**BECAUSE SAVING
TAXPAYER MONEY
IS ALWAYS
THE RIGHT THING
TO DO...**

CLiC DELIVERS.

ITEMS TRANSPORTED on Statewide Library Courier





Whirlwind Warehouse Tour

Western Peaks Logistics delivers across the entire state, for companies such as Office Depot, Cisco, pharmacies, florists.....



Whirlwind Warehouse Tour

Overnight, semi trucks deliver
hundreds of CLIC bins



Whirlwind Warehouse Tour

Bins get moved to the sorting area



Whirlwind Warehouse Tour

Thousands of library items move through the Denver warehouse everyday



Whirlwind Warehouse Tour

The heart of the operation - sorting



Whirlwind Warehouse Tour

AND WPL stages discarded library
items going to Better World
Books....



Whirlwind Warehouse Tour

James Brentner, Warehouse
Manager & Rob Kaslon, Regional VP



Libraries have a role in keeping the sorting flowing.



Libraries have a role in keeping the sorting flowing.

CLiC

Colorado Library Consortium

Destination Bin

DO NOT OPEN

**See Courier Slip attached to
this bin for Destination
Code**

Colorado Library Courier
Routing Slip
TO:

C000

Colorado Library Consortium (CLIC)

DATE:

FROM:

C000

Colorado Library Consortium
(CLIC)

Questions?

Contact CLIC
(Colorado Library Consortium)
www.clcweb.org
courierhelp@clcweb.org

**Libraries have a role in
keeping the sorting
flowing.**



Libraries have a role in keeping the sorting flowing.

Colorado Library – Courier Services

Use our [Courier Code Lookup Page](#) to search for codes and libraries, schools or academic institutions on the Colorado courier system:

Courier Code Lookup

Use our [Routing Slip Creator](#) to create and print courier slips.

Print Courier Slips

If you'd like to report a service issue, please visit our ["Contact Library Courier" page](#) and select the relevant form.



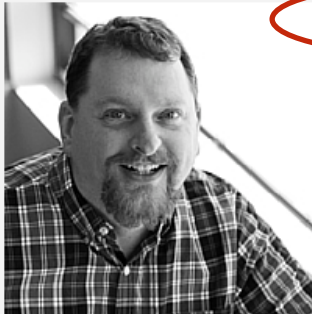
**CLiC is retiring the CMS
(Courier Management
System)**

New tools are replacing the CMS



Contact Library Courier

We know logistics, and we encourage resource sharing across Colorado and beyond.



Randon Robb

Courier Support Associate
courierhelp@clicweb.org
Office: 303-422-1150

Help us track your service issue, request or question by submitting one of the forms below. We're primed and ready to serve you!

Colorado ONLY Service Forms

Need more bins? Had a missed delivery? Want to compliment your driver? Have a general request or question? Use this form:

- [Report a Service Issue or Request](#)

Specialized forms:

- [Report a Lost Item](#)
- [Report Multiple Lost Items](#)
- [Report a Damaged Item](#)
- [SWAAAC](#)

No Delivery

Report every service issue within one business day



Monthly Report

Daily reports populate a month report



Daily Report

Every day, M-F, Randon sends a report to WPL



YTD Report

Monthly reports populate the YTD report.



Accountability
is at the heart
of reporting
service issues.





Connecting. Energizing. Inspiring.
Services for libraries throughout
Colorado.