

## **Delivery Operational Plan**

### Introduction

The delivery of materials to member libraries is a vital function of the system. Delivery facilitates the physical transfer of library materials between full member libraries and acts as a conduit to the statewide Intersystem Library Delivery System. The system's delivery service is provided as a means to encourage and support reciprocal access between member libraries. The amount and method of delivery to member libraries is based on volume of materials to be delivered and the convenience of member libraries whenever possible. To facilitate the delivery of materials, the system provides van or mail delivery to 100% of its members.

### Administration and Service

The system shall:

- Provide delivery to all member libraries
  - The system uses a number of methods for the delivery of materials and communication. These include but are not limited to: FAX, e-mail, listservs, blogs, the system website, US Mail/UPS, and vehicular delivery. Messages and communications will be handled primarily by FAX, e-mail, listservs, blogs, via the system website, and other means.
  - Delivery frequency will be based on three criteria: volume, participation and feasibility.
  - Member libraries whose volume does not warrant vehicular delivery will receive materials from the System via mail/UPS. Mail/UPS delivery will be on a per-needed basis.
  - The system will deliver to one location per member. Arrangements may be made for additional locations or delivery more than once a day on a cost recovery basis.
  - Vehicular delivery directly to member libraries will be from a minimum of twice a week to a maximum of five days a week, Monday thru Friday. Delivery schedules and frequency of delivery are in the Delivery Procedures Manual.
  - There will be 3 delivery hubs (Coal Valley, Rockford and Shorewood) and one or more transfer location. From each hub there will be vehicular delivery service to member libraries.
  - Daily delivery (Monday thru Friday) will be made to a transfer point or via ILDS for the purpose of transferring intra-system materials from one hub to another.
- Develop uniform procedures
  - A uniform labeling system has been developed to ship materials via system vehicular deliveries. Specific instructions for using delivery labels can be found in the Delivery Procedures Manual.
  - System delivery staff will collect statistical data for inclusion into the system's annual report and to use for revision of delivery schedules.
  - The system will strive for delivery accuracy but will not be responsible for loss or damage in transit.

### Staff and Resources

- The system employs sufficient delivery drivers, substitutes and staff to perform delivery service.
- Each year, delivery staff analyzes data to determine the most efficient method of delivery possible and the frequency of stops needed for each member library.
- The system endeavors to complete deliveries as scheduled a minimum of 98% of the time barring unforeseen circumstances (accident, vehicular maintenance problems, inclement weather, etc.)

### Member Responsibilities

- Member libraries should have designated staff to oversee delivery at their libraries. This person will serve as the contact for the system and is responsible for training other staff members within the library. Each library is also responsible for contacting the system on days that library is closed so that appropriate arrangements can be made for modifying the delivery schedule. The System delivery supervisor should be notified of any problems related to delivery so they may be resolved.
- Member libraries are responsible for designating a location for the delivery and pickup of materials from system vehicular delivery that is convenient, easily accessible, secure, and well marked.
- Member libraries that receive delivery through UPS/U.S mail must submit itemized statements, with receipts, to the system quarterly for reimbursement.
- Member libraries should comply with all uniform delivery procedures outlined in the Delivery Procedures Manual. Failure to comply with these procedures may result in system drivers refusing to deliver materials.
- Members should utilize the system and statewide delivery services unless a more cost-effective method is available to them.
- Member libraries should be able to receive electronic transmission of library materials 24 hours per day.
- Member libraries must complete delivery statistics forms when requested by system staff.