

July 16, 2015

## **Progress Made on ISL's Delivery Advisory Committee Recommendations in FY2015**

In May 2013, Illinois State Library (ISL) Director Anne Craig charged the Delivery Advisory Committee with crafting a single, seamless statewide delivery service model. The thirty-three member Delivery Committee was made up of representatives from twenty-seven ILLINET members, retired librarians, and the library systems' staff as well as six ISL staff. Wrapping up their work in June 2014, the committee made 38 recommendations for planning and implementation. Since then, ISL, IHLS, RAILS and CARLI (ILDS) have been working collaboratively to execute the committee's recommendations.

### **Accomplishments to Date**

One year after beginning the implementation phase of the project, several of the committee's major recommendations have been substantially completed, including:

- ISL created this centralized website, which serves as a standardized resource for delivery information.
- All delivery service providers have agreed to a uniform holiday delivery schedule, making delivery days standard across the state.
- ISL and the library systems have updated and implemented a current statewide volume-based frequency standard.
- Delivery statistical data are now collected, compiled, analyzed, and disseminated by the library systems, CARLI/ILDS, and the Illinois State Library.
- Several of the Delivery Advisory Committee's operational recommendations have also been implemented in the past year.
- Library systems now annually provide the Illinois State Library with an updated list of the delivery status for each ILLINET member.
- Delivery route schedules are routinely reviewed by delivery staff (the library systems, CARLI/ILDS) and modified accordingly.
- All delivery service providers are using vehicles properly registered and licensed with the Illinois Office of the Secretary of State's Vehicle Services Department and can provide proof of insurance that covers cases of loss or exposure to risk.
- A maximum weight limit of forty pounds per container and delivery load leveling techniques were adopted for system provided service.
- Web-based trouble tickets/reporting forms were implemented for reporting delivery issues.

### **Delivery Statistics**

The first annual statistics were recently collected using the new standards. Approximately 15.6 million items were delivered by IHLS, RAILS and ILDS in Fiscal Year 2015 (July 1, 2014 to June 30, 2015).

**The Future**

ISL, IHLS, RAILS and CARLI (ILDS) are continuing to move forward on implementing the Delivery Committee's remaining recommendations. One of the goals for the upcoming fiscal year is to grow the number of Community Delivery Partnerships (CDPs). As of March 2015, there are 212 CDPs operating in Illinois. One of the benefits of a CDP is more frequent service to many libraries, so that materials requested by patrons will get into their hands more quickly. The goal is to offer 5 day per week service to all libraries participating in a CDP. This will allow for more equitable library service for all citizens of Illinois.