

# Illinois Library Computer Systems Organization

## Circulation and Universal Borrowing Assessment of ILDS Delivery within ILCSO Working Group

Final Report  
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## **ILCSO Delivery Report**

The IUAG-CUB Delivery Working Group was charged with “assessing the delivery and return of returnable materials through ILCSO.” The Working Group has employed a variety of methods to gather information on the state of delivery for ILCSO libraries across the state. These methods included:

- A survey of all ILCSO member libraries on delivery.
- Discussions with each regional library system in the state.
- Discussions with the State Library regarding delivery.
- Data gathering using the Voyager reports server

In analyzing the data gathered, the committee found several layers of issues regarding timely delivery. Issues range from the number of times delivery is received per week to general misinformation about how delivery works. This report will discuss the issues, report the unique needs of ILCSO libraries, discuss the statistics gathered and offer a suggested plan for implementing positive changes in statewide delivery services.

### **Delivery Issues**

There are several issues involving delivery across the state. Academic libraries are especially sensitive to these issues because of the critical nature of delivery for these institutions. While there are many layers to delivery statewide, several key issues emerged from the committee’s investigations.

#### *Misconceptions on Delivery System*

A large number of the 65 ILCSO libraries surveyed were unaware of how the delivery system worked. This is especially true for libraries that are not direct stops on the statewide route. Many libraries did not know that their library system provided delivery services, and assumed that the state controlled all aspects of delivery. What the committee found through conversations with the systems and the state library is that delivery works in the following manner:

Libraries that receive direct service (those who are listed separately on the state ILDS label) are serviced by vans that originate from UI-Chicago, UIUC, Western Illinois University, Lewis and Clark Library System and Shawnee Library System operating under contracts with the Illinois State Library. Each direct library receives its own items, and sorts items into separate drawstring canvas sacks for delivery to other direct libraries or regional library systems. Libraries that receive direct service do so for either historical or volume reasons. Some direct libraries serve as pass-through points where sacks are left by one van driver and picked up by another without the library processing the items inside.

Regional library systems receive items from the state-run vans, sort items internally for their member libraries, and deliver items according to self-determined schedules. While

the library systems are funded with state funds, the State Library does not directly control their operations. Statistics are reported to the State Library, but day-to-day operations are handled by internal system policies.

This information was gathered from a variety of sources that not all libraries have ready access to. ILCSO libraries will be better able to troubleshoot delivery issues if they better understand how the system works.

#### *Lack of Standards on Packaging Delivery Items*

One of the primary issues raised by regional library system personnel, and echoed by several libraries, was that of the consistency of packaging. Items which are consistently not clearly labeled, are mislabeled, or come apart from their wrapping delay delivery times. Some libraries use non-standard book wrappers for item identification and ILDS label, causing confusion at the sorting points. Others wrap up to eight items under one label with one rubber band, causing issues with sorting and delivery, especially if packaging does not come back intact. Some libraries include return ILDS labels, and each borrowing library chooses whether or not to utilize these labels.

The result of these findings is that ILCSO libraries are decreasing their chances for speedy delivery with labeling and packaging issues. Standards for delivery practices will greatly assist in resolving this issue.

#### *Inconsistent or Insufficient Delivery*

In the survey of member libraries conducted by the working group, 25% of libraries receive a delivery of items 1, 2 or 3 days per week. 50% of libraries unsatisfied with delivery services fall into those with less than five-day delivery or whose five-day delivery is regularly compromised. While a few libraries were satisfied with less frequent delivery, this issue emerged quite clearly among unsatisfied libraries. All of the libraries with frequency issues are not direct libraries, and receive delivery through their regional library system. Solutions focusing on increasing the frequency of delivery and managing such issues with regional library personnel will be key to the success of continued ILCSO resource sharing.

#### **Uniqueness of ILCSO Libraries**

While some delivery issues faced by ILCSO libraries are shared by other library types, there are factors that make ILCSO libraries unique. These issues make delivery a top issue for those involved in patron service at these libraries.

*ILCSO patrons' requests are always time sensitive*

Patrons at ILCSO institutions are working on projects and assignments that have concrete, narrow deadlines. It is not good enough to receive an item in three to four weeks – it must come in within a two-week window to be most useful to the patron.

#### *ILCSO libraries are designed for rapid delivery*

Call slips are generated within the same hour that they are requested. Most libraries fill requests within 24-48 hours of receiving a call slip. OCLC loans and photocopy requests are treated in the same manner, but often arrive at their destinations before items sent though delivery because of the frequency of ILDS delivery. ILCSO libraries understand the urgency of requests sent by other ILSCO members, and need frequent delivery to respond appropriately.

#### *Demand for ILCSO items is seasonal*

While items can be requested at any time, ILCSO libraries' items move most at specific times of year. Those times coincide with the beginning of terms, midterms, and three weeks before the end of a term. Less demand for items occurs during the summer, which can skew delivery statistics used to make service decisions. Regional library system personnel need to understand these peaks and take them into account when setting frequency of delivery.

#### *ILCSO materials are unique*

ILCSO materials, and academic items in general, are unique in the delivery system. ILCSO materials are heavier, larger, and more expensive than most works sent by public libraries. Consideration in packaging and handling needs to occur in order to protect these items.

#### *ILCSO patrons expect trackability of items – ILCSO libraries want to provide it*

One of the major flaws of the delivery system overall is the “black hole” phenomena. From the point that an item is routed to a patron to when it arrives at its destination, there is no mechanism to track the item. Patrons expect to have concrete information on when they can expect their resources. ILCSO libraries would like to track items not only to provide patron service, but also to know the status of their collections.

### **Statistical Results of Surveys and Voyager Reports**

The working group surveyed all member libraries using an online survey tool. The response rate was very high, with 51 out of the 65 libraries responding. The working group also ran “days in transit” statistics on the Voyager reports server to determine how many days items were taking to travel between ILCSO libraries. The results presented should be taken in the spirit of striving to improve delivery services. The full details and responses can be found in Appendix A.

- 74% of responding libraries receive 5-day delivery.
- 75% of responding libraries receive their delivery directly to the library itself. Other libraries receive delivery to the shipping dock or campus mailroom.
- On a five-point scale, general satisfaction is rated as follows:

Satisfaction	Number	Percent
Very Satisfied	13	25.49%
Somewhat Satisfied	23	45.10%
Neutral	4	7.84%
Somewhat Unsatisfied	9	17.65%
Very Unsatisfied	2	3.92%

- In analyzing the statistics, a notable percentage of libraries who are neutral or unsatisfied have less than five-day delivery. Four of the six of five-day delivery libraries who are unsatisfied receive delivery from the same agency:

#### Satisfaction by Delivery Times

	1-2 Times		3 Times		5 Times	
Very Satisfied	0		2	33.33%	11	28.95%
Somewhat Satisfied	1	14.29%	4	66.67%	18	47.37%
Neutral	2	28.57%	0		2	5.26%
Somewhat Unsatisfied	2	28.57%	0		7	18.42%
Very Unsatisfied	2	28.57%	0		0	

- The satisfaction rating by delivery agency was most striking. Those systems providing satisfactory and unsatisfactory services are well represented by the following:

#### Satisfaction by Delivery Agency

	Direct	ALS	CPL	DLS	LCLS	LTLS	MLS	NSLS	PALS SHWN	RPLS	SHLS
Very Satisfied	39%			50%			25%	66%	50%		
Somewhat Satisfied	50%	17%	16%	50%		66%	75%		50%	100%	100%
Neutral	11%	33%									
Somewhat Unsatisfied		17%	83%		100% (1 library)	33%					
Very Unsatisfied		33%						33%			

- Statistics provided from the Voyager reports server also highlighted problem areas. The report looked at all “Sending library to Receiving library” delivery combinations possible in ILCSO. (An example of a combination would be

items coming from St. Xavier University to UIUC.) The report provided average days in transit, the largest number of days in transit, and the number of items sent through delivery for each combination. This data was tracked from 9/15/2004 to 11/15/2004, a key eight-week period in academic libraries. An average of ten days in transit or greater was considered problematic. Three sending/receiving locations appeared multiple times in the nineteen combinations with an average of ten or more days in transit.

- Chicago Public Library (used by MLS for delivery in Chicago)
    - Appeared in the top 19 combinations six times (32%), twice receiving, four times sending.
    - 141 items took an average of eleven days to arrive, with the maximum transit time being 44 days.
    - Half of the combinations had Roosevelt University as a recipient. The other half of the combinations were to non-Chicago-area systems.
  - Roosevelt University (Direct Library)
    - Appeared in the top 19 combinations eight times (42%), six receiving, two sending.
    - 137 items took an average of ten days in transit, with the maximum transit time being 44 days.
    - Two-thirds of the items sent were to local Chicago-area libraries.
  - Harper College
    - Appeared in the top 19 combinations five times (26%), twice receiving, three sending.
    - 106 items took an average of 11 days in transit, with the maximum time being 42 days.
    - All but one combination were with local Chicago-area libraries.
- The Voyager transit data also highlighted the volume of delivery in the system from 9/15/2004 to 11/15/2004. This data highlights the demand ILCSO libraries place on the systems and the direct libraries.

<b>System</b>	<b>Volume</b>	<b>Libraries Served</b>	<b>Average items per library per system</b>
CPL	11,035	8	1379
ALS	6126	6	1021
DLS	7017	4	1754
LCLS	2533	2	1266
LTLS	2013	2	1006
MLS	6571	5	1314
NSLS	7737	6	1289
PALS	7087	5	1417
RPLS	4545	3	1515
SHLS	1091	1	1091
Directs	57,164	24	2040

## **Suggestions for Improvement and Next Steps**

The investigations of this working group show clear issues that need to be addressed. Some issues should be addressed on the individual institution or system level, but many should be addressed to the ILCSO membership as a whole. The suggested actions for ILCSO are addressed in the following categories.

### *ILCSO Member Education*

The primary way to improve delivery services across the consortium is through education. Almost every library had some misconceptions about delivery services, or had practices that caused problems in the process. The working group suggests that a topic for an IUAG seminar in the near future cover delivery information and practices based on the following best practices. The working group also recommends that the best practices and other delivery resources be posted on the ILCSO website.

## **ILDS Delivery Best Practices: ILCSO Delivery Study Group**

Loan deliveries, whether outgoing or returns, are governed by National, State, Regional and local interlibrary loan codes. All libraries must be familiar with their codes and for this report especially, the sections that refer to packaging and delivery. Appendix B includes those relevant sections and the sources for them.

### **ILDS\_ Delivery Group Best Practices Recommendations: (suggestions taken from the individual Systems policy and procedures and from local ILCSO practices)**

#### **I. Bundling/Packaging:**

**Goals: protect material from damage, facilitate ease in carrying/storing bags, provide for easy unpacking**

- Sort items and bundle similar sized items together,
- Minimize use of rubber bands; prefer that string not be used. One large band lengthwise with another across the width
- Avoid over use of tape, one piece to secure label to bundle bands is sufficient, use common sense and think of those having to remove the bands and labels
- Keep bundles to a reasonable size. 3-4 item limit per bundle i.e. a bundle that may be easily lifted with one hand when unpacking
- Only bundle items going to the same location, and make sure the location is clearly marked on the label.
- Whenever possible, avoid bundling single items, try to sort and batch
- Special formats: All special format items need packaging:
  - Videos and microfilm need separate boxes
  - Fiche and jewel cases at minimum require padded envelopes or must be backed with cardboard to avoid bending
  - Remove CDs from books and wrap in protective padding.
  - Over size may need special packing as well, any large item that can bend easily MUST be packed to avoid this. Items that do not fit in a ILDS bag must be sent boxed via approved carrier (i.e. U.S. Mail or UPS)
- Only send library-related materials through ILDS. Do not send equipment, personal items or anything flammable, liquid or perishable.

#### **II. Bagging**

**Goals: Clear routing of bags, easy lifting and storing on trucks, protect condition of library materials, consideration of colleagues transporting and unpacking bags**

- Pack the bundles compactly. Bundles should be packed to avoid damage. Pack those with the largest dimensions first, most fragile and items that are of a special format (for example, jewel cases) go on top.
- All bags must be packed so that the bottom layer lies flat and so that the bag remains upright
- Do not over pack. No single bag should weigh over 30 pounds.
- For drawstring bags, pull bag opening ropes tight, be sure bag will close securely with nothing hanging out. For open bags or crates, leave 2-3 inches at the top to prevent item loss.
- Weed out bags that are no longer useable: discard or send back to library systems.

### III. Labeling

**Goals: clear routing directions (note that basic instructions were sent out by the Illinois State Library June 2004) see:**

**<http://www.rpls.ws/Forms/ildsillinetmemoJune2004.pdf>**

- The ILDS label is available at:  
<http://www.rpls.ws/Forms/ILDS.pdf>  
Recommend that this version be made available in smaller form to fit three on a page for long bookband creation. (See proposed example in appendix C)
- *All libraries:*
  - The library name must be included as completely as possible, printed legibly on top of the label. Avoid abbreviations.
  - Circle the appropriate ILDS drop point and route number
- *Non-direct libraries*
  - It is recommended that any library not on a direct route include a return ILDS label (which may be the reverse of the label)
- *Direct libraries*
  - Material that is bundled that fills whole bags and is sent to one single direct delivery destination may not require the ILDS label, the Bag tag is sufficient
  - All Direct delivery bags will have the System route tags completed and affixed to the Bag
- Library System routes may be referenced on ELI:  
<http://www.elillinois.org/>

### IV. Problem Resolution

- General Delivery Problems
  - *Direct Libraries:* Contact Mary Downing at the Illinois State Library.
  - *Non-direct Libraries:* Contact delivery manager at your library system. Directory of systems found at:  
[http://www.ilsdo.org/sl\\_memberdir.html](http://www.ilsdo.org/sl_memberdir.html)
- The ILLINET Online Library Resource Sharing Code addresses problem resolution for issues that occur with lending and borrowing between institutions. This policy can be found at :  
<http://office.ilcso.illinois.edu/About/ResourceSharing.html> or  
[http://cyberdriveillinois.com/departments/library/who\\_we\\_are/pdfs/ill\\_loan\\_code2003.pdf](http://cyberdriveillinois.com/departments/library/who_we_are/pdfs/ill_loan_code2003.pdf)

## **Suggestions for Improvement and Next Steps (cont'd)**

### *Delivery Agency issues to be addressed*

In the survey and statistical data compiled, four organizations need to be specifically addressed. Recent in-transit data from the two individual institutions, Roosevelt (a direct library) and Harper College (a three-day delivery NSLS library), were examined to see if the transit issues are ongoing, or have resolved themselves. Harper College has improved by reducing the number of times they have average transit times at ten days or higher. The working group recommends a follow-up in one year. Roosevelt University has the same number of average transit times over ten days affecting institutions in the same Chicago-area library systems as were affected in the earlier data. The working group recommends that staff at Roosevelt work with ILCSO to address internal delivery procedures.

Metropolitan Library System ILCSO libraries served by the Chicago Public Library delivery service consistently reported poor service from CPL. Members have reported poor responsiveness and multiple incorrect shipments. One school reported being told that the academic deliveries were only sorted every other day even though they receive five-day delivery. The satisfaction ratings from the survey show 83% dissatisfaction, and CPL accounts for one-third of the highest delivery times in the in-transit study. The working group recommends that ILCSO work with the Metropolitan Library System to improve delivery to its Chicago-based locations.

The Alliance Library System has taken an unfavorable stance on delivery for the academic libraries in their system. ALS has reduced delivery to all libraries within its borders to two days a week, and will not increase service regardless of volume. The smallest of colleges within this system is satisfied due to their low volume, but all other ILCSO libraries in ALS are struggling to meet patron expectations and item demand due to this issue. Alliance has stated in system meetings that the budget prohibits them from increasing service. The working group recommends that ILCSO work with Alliance Library System to encourage an increase in delivery frequency to academic institutions. If this effort is not successful, the working group recommends arrangements with other direct delivery ILCSO institutions to provide an alternative service.

### *Statewide issues to be addressed*

The working group is appreciative of the Illinois State Library's strong commitment to a statewide delivery system for library materials. The working group believes that the State Library should continue to make delivery to academic institutions a budget priority. Delivery is the primary core service that the State Library and state-funded library systems provide to academic libraries, and should not be under funded. ILCSO at core is a resource-sharing organization, and needs the State Library's continued support of the statewide delivery system to successfully meet that mission. As ILCSO continues to grow, delivery services must be up to the challenge of increased volume and high patron service expectations.

Both individual libraries and library system personnel expressed interest in a universal tracking system for library items. At a minimum, libraries need a better way to log and count delivery traffic. The committee recommends the ILCSO and/or the State Library and library systems investigate grant funding for an item tracking system to provide better tracking of under performing areas, increase the reliability of statistics, and increase patron service statewide, perhaps using an automated web interface.

## **Appendix A – Complete Survey Responses**

**Times of Delivery  
Per Week**

	Number	Percentage
<i>1-2 Times</i>	8	14.81%
<i>3 Times</i>	6	11.11%
<i>5 Times</i>	40	74.07%
	<b>54</b>	

**Delivery Location**

	Number	Percentage
<i>Library</i>	40	75.5%
<i>Campus Mailroom</i>	3	5.7%
<i>Shipping Dock</i>	8	15.1%
<i>Other</i>	2	3.8%
	<b>53</b>	

**Satisfaction**

	Number	Percentage
<i>Very Satisfied</i>	13	25.49%
<i>Somewhat Satisfied</i>	23	45.10%
<i>Neutral</i>	4	7.84%
<i>Somewhat Unsatisfied</i>	9	17.65%
<i>Very Unsatisfied</i>	2	3.92%
	<b>51</b>	

**Satisfaction by Delivery Times**

	<i>1-2 Times</i>		<i>3 Times</i>		<i>5 Times</i>	
<i>Very Satisfied</i>	0		2	33.33%	11	28.95%
<i>Somewhat Satisfied</i>	1	14.29%	4	66.67%	18	47.37%
<i>Neutral</i>	2	28.57%	0		2	5.26%
<i>Somewhat Unsatisfied</i>	2	28.57%	0		7	18.42%
<i>Very Unsatisfied</i>	2	28.57%	0		0	
	<b>7</b>		<b>6</b>		<b>38</b>	

**Satisfaction by Delivery Agency**

	Direct	ALS	CPL	DLS	LCLS	LTLS	MLS	NSLS	PALS SHW	RPLS	SHLS
<i>Very Satisfied</i>	7	0	0	1		0	1	2	2	0	0
<i>Somewhat Satisfied</i>	9	1	1	1		2	3	0	2	3	1
<i>Neutral</i>	2	2	0	0		0	0	0	0	0	0
<i>Somewhat Unsatisfied</i>	0	1	5	0	1	1	0	0	0	0	0
<i>Very Unsatisfied</i>	0	2	0	0		0	0	1	0	0	0
	18	6	6	2	1	3	4	3	4	3	1

	Direct	ALS	CPL	DLS	LCLS	LTLS	MLS	NSLS	PALS SHW	RPLS	SHLS
<i>Very Satisfied</i>	38.89%			50.00%			25.00%	66.67%	50.00%		
<i>Somewhat Satisfied</i>	50.00%	16.67%	16.67%	50.00%		66.67%	75.00%		50.00%	100.00%	100.00%
<i>Neutral</i>	11.11%	33.33%									
<i>Somewhat Unsatisfied</i>		16.67%	83.33%		100.00%	33.33%					
<i>Very Unsatisfied</i>		33.33%						33.33%			

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
Augustana College	Direct	Library System	5	Library	We use the State Library-provided ILDS label because we have had items returned to us from some library systems who were more interested in following rules than in giving good customer service to the libraries within their system. The books were plainly marked who they were to be delivered to but the system returned them to us. We had a library director who said that rules were made for people who don't want to think.
Aurora University	DLS	State van	5	Library	
Benedictine University	MLS	Library System	5	Library	
Bradley University	Direct	State van	5	Library	
Catholic Theological Union	CPL	State van/Library System	5	Library	For the Library delivery system we use an ACTS routing slip which include the name of the Library and School and the Date.
Chicago State University	CPL	State van/Library System	5	Library	In addition, on the book itself, we use a book wrapper. Not all of our books are UB Borrowing requests, when the books are returned, they are sorted according to our book wrapper to the proper discharging station. We have different records for OCLC/ILL requests.
Columbia College	CPL	State van	5	Library	
Concordia University	MLS				
Danville Area Community College	LTLS	State van	3	Library	
DePaul University	Direct	State van	5	Library	we use a band around the front cover. We hope it facilitates the return of the book to us.
Dominican University	MLS	State van/Library System	5	Shipping Dock	
Eastern Illinois University	Direct	State van	5	Library	

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
Augustana College	Yes	Yes	We get items much faster. It eliminates the system library.	
Aurora University	No	No		
Benedictine University	No	No		
Bradley University	Yes	Yes	We receive and deliver items much more quickly.	
Catholic Theological Union	Yes	Yes		
Chicago State University	No	No		
Columbia College	No	No		
Concordia University				
Danville Area Community College	No	No		
DePaul University	Yes	Yes	I do not know for sure why we are designated as a direct library, I would guess it is because the volume is large. except for CPL all the bags get numbered tags	we have a shuttle system for delivery between campuses
Dominican University	No	No		
Eastern Illinois University	Yes	Yes	Not sure what you mean by "direct" library	

School	9. Satisfaction?	10. Comments
Augustana College	Very Satisfied	
Aurora University	Very Satisfied	
Benedictine University	Somewhat Satisfied	
Bradley University	Somewhat Satisfied	
Catholic Theological Union	Somewhat Unsatisfied	We occasionally receive materials that do not belong to us. Sometimes it takes up to two weeks and more for us to receive materials.
Chicago State University	Somewhat Satisfied	
Columbia College	Somewhat Unsatisfied	
Concordia University		
Danville Area Community College	Somewhat Satisfied	
DePaul University	Somewhat Satisfied	Overall I am happy. I wish we received a phone call when the delivery is not going to be made.
Dominican University	Somewhat Satisfied	
Eastern Illinois University	Very Satisfied	

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
Elmhurst College	Direct	State van	5	Library	
Eureka College	ALS	State van	1-2	Library	
Governors State University	Direct	State van	5	Shipping Dock	
Greenville College	LCLS	Library System	5	Library	We wanted labels that made our own books easily identifiable.
Harper College	NSLS	State van	3	Campus Entrance	
Heartland Community College	ALS	Library System	1-2	Library	

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
Elmhurst College	Yes	Yes	I feel it speeds the process because it does not need to stop at a sorting spot..	
Eureka College	No	No		
Governors State University	Yes	Yes	Well, not completely, anyway, as a number of items get sent to us as if we were a part of the local Library System.	
Greenville College	No	No		
Harper College	No	No		
Heartland Community College	No	No		

School	9. Satisfaction?	10. Comments
Elmhurst College	Somewhat Satisfied	It is important to educate the processers... The delivery people deliver to where we want them to. Errors mostly occur because of mislabelling..
Eureka College	Somewhat Satisfied	Eureka College has seen a great increase in items requested and sent through ILDS since last July when we joined the ILCSO consortium. It would really be a beneficial to our patrons and other libraries' patrons if we had our deliveries increased to at least three times per week instead of just two.
Governors State University	Somewhat Satisfied	Those guys are my heros.
Greenville College	Somewhat Unsatisfied	Some items come in three or four days, but it's not unusual for an item to take two weeks to arrive.
Harper College	Very Satisfied	
Heartland Community College	Somewhat Unsatisfied	We are very satisfied with the QUALITY of our delivery service. We have no problems with lost, or damaged items. We would however like to receive delivery more than 2 times a week.

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
Illinois Central College	ALS	Library System	1-2	Shipping Dock	
Illinois College	ALS	Library System	1-2	Library	
Illinois Institute of Technology	Direct				
Illinois Math and Science Academy	DLS				
Illinois State University	Direct	State van	5	Library	
Illinois Valley Community College	PALS SHWD	Library System	5	Library	We use PALS system labels for items being transferred between PALS libraries.
Illinois Wesleyan University	Direct	State van	5	Library	
John Wood Community College	ALS	Library System	1-2	Library	

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
Illinois Central College	No	No		All ILDS items are shipped to and from the main campus library at which location they are sorted as to which library they need to be at. All ILDS deliveries that require routing to another campus are delivered via this internal system and are returned to the main campus in the same fashion. To insure that all materials are where they belong, we do an occasional check of the catalog to see what is still listed as in transit and check the shelves for those items.
Illinois College	No	No		
Illinois Institute of Technology				
Illinois Math and Science Academy				
Illinois State University	Yes	Yes	It keeps us extremely busy and enables us to process ILCSO requests more efficiently.	
Illinois Valley Community College	No	No		
Illinois Wesleyan University	Yes	Yes	Some times we can receive same day service from other direct libraries on our route, and most items from direct libraries arrive within 1-3 days.	
John Wood Community College	No	No		

School	9. Satisfaction?	10. Comments
Illinois Central College	Neutral	I am disappointed with any ILDS interaction with the Chicago area libraries as those interactions seem to be cursed with losses and time difficulties, even amongst ILCSO libraries in that area. I think that the librarians that process ILL/UB materials also need to be a little more thorough when filling out their mailing labels and including internal return information in the book - there are occasions when it is unclear what school owns a given item that has arrived which then causes a processing delay while we search for the needed information.
Illinois College	Very Unsatisfied	We feel that we need delivery 3 days a week, especially since we have joined ILCSO. Our volume is nearly 250 per cent more.
Illinois Institute of Technology		
Illinois Math and Science Academy		
Illinois State University	Somewhat Satisfied	
Illinois Valley Community College	Very Satisfied	
Illinois Wesleyan University	Very Satisfied	
John Wood Community College	Neutral	

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
Joliet Junior College	PALS	Library System	5	Library	We use ILDS labels for ILDS but system delivery labels for libraries within our library system, PALS.
Judson College	SHWD				
Kankakee Community College	NSLS				
Kendall College	Direct				
Lake Forest College	CPL	State van	1-2	Security Desk	
Lewis and Clark Community College	NSLS				
Lewis University	LCLS				
Lewis University	PALS SHWD	Library System	3	Library	Pals-asks us to use color coded labels within our library system
Lincoln Christian College and Seminary					We use a library specific interlibrary loan label for all outgoing items (ILCSO and OCLC) which states what library the items is being sent to, when we shipped it, date due (if OCLC), OCLC ILL #, patron, etc. It also contains exact contact information "just in case". For our ILDS label we have a pre-printed label for each ILCSO school (modelled after the ones used by UIUC and then by Greenville). We find this quick and convenient in that we just need to pull the label instead of filling it out and remembering what system a particular library is part of. The labels are also much easier for delivery personnel to read. However, we continue to use the state-provided label for loans to non-ILCSO libraries.
Lincoln Land Community College	RPLS	Library System	5	Library	
Lincoln Land Community College	RPLS	Library System	5	Library	
McKendree College					
McKendree College	SHLS	State van	3	Library	

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
Joliet Junior College	No	No		We have a small library at our campus branch. The college has a daily delivery to the branch so we send library materials through that.
Judson College				
Kankakee Community College				
Kendall College	No	No		
Lake Forest College				
Lewis and Clark Community College				
Lewis University	No	No		
Lincoln Christian College and Seminary	No	No		
Lincoln Land Community College	No	No		
McKendree College	No	No		

School	9. Satisfaction?	10. Comments
Joliet Junior College	Very Satisfied	I think the delivery--especially from libraries with drop off points on the ILCSO route--seems very good. I still haven't figured out how to do a turn around time study with Voyager requests--the time between a patron requesting the item via Voyager and when it arrives here.
Judson College		
Kankakee Community College		
Kendall College	Somewhat Unsatisfied	
Lake Forest College		
Lewis and Clark Community College		
Lewis University	Somewhat Satisfied	Lewis University is often confused with Lewis & Clark or National Louis. This causes a delay in the delivery of the books, when they arrive at the wrong school.
Lincoln Christian College and Seminary	Somewhat Satisfied	The delivery system usually works well. Being smack in the center of the state we know that to get a book from other central Illinois locations (i.e. libraries in Rolling Prairie, Lincoln Trails, Lewis & Clark, or Alliance) generally takes 4-5 working days. If items are coming from the northern/metropolitan areas of the state or the southern part of the state, we expect it to take closer to 7-8 days. Regardless, it is still the best bargain around.
Lincoln Land Community College	Somewhat Satisfied	
McKendree College	Somewhat Satisfied	Our drivers are very professional and polite. We would like to see items get here quicker, but are happy for the service we get. It helps out a small academic library like McKendree.

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
Millikin University	RPLS	State van	5	Library	
National-Louis University	NSLS	Library System	5	Library	
Newberry Library	CPL	State van	5	Library	
North Central College	DLS	Library System	5	Library	
North Park University	CPL				
Northeastern Illinois University	Direct	State van/Library System	5	Library	Books being sent to ILLNET libraries for ILCSSO direct loan are wrapped with a special color coded book wrap with pre-printed ILDS label on it. It's done to 1) flag books which require special steps in processing when sent and returned and 2) save time and printing costs by not having to add ILDS label on top of the band. Books loaned via OCLC to some Illinois libraries which have the option of ILDS delivery are provided with both color-coded band with the necessary OCLC information and regular ILDS label.
Northern Baptist Theological Seminary	DLS				
Northern Illinois University	Direct	State van	5	Campus Mailroom	
Oakton Community College	NSLS	State van	3	Library	The ILDS label is part of our book wrapper. It helps us identify our books coming and going.

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
Millikin University	No	No		
National-Louis University	No	No		All items are delivered to the main (Evanston) campus and delivered to branch campus libraries by inter-campus shuttle. All items also returned through the main campus.
Newberry Library	No	No		
North Central College	No	No		
North Park University				
Northeastern Illinois University	Yes	Yes	Direct delivery helps to receive books quicker and considerably reduces the number of problems with mis-sent books due to sorting mistakes. On the other hand it makes it necessary to be very careful to avoid sorting mistakes on our end as bags are sent directly to borrowing institutions.	Books are routed to our other campus via campus mail. They are packaged in separate boxes or envelopes and are always supplied with the routing slips which are printed by the Voyager system.
Northern Baptist Theological Seminary				
Northern Illinois University	Yes	Yes	Cuts down on the lag time on getting material to and from other institutions.	
Oakton Community College	No	No		All items are delivered to the main campus, sorted and sent on to the other campus by college delivery van.

School	9. Satisfaction?	10. Comments
Millikin University	Somewhat Satisfied	
National-Louis University	Somewhat Unsatisfied	Delivery of NSLS seems to be timely. We receive several books with expired requests from non-NSLS ILCSO libraries each week.
Newberry Library	Somewhat Unsatisfied	We are sometimes asked by patrons if there book has arrived yet or why it hasn't arrived yet; that is our basic measurement for satisfaction.
North Central College	Somewhat Satisfied	Much of the time we do receive items in a timely manner. However, there have been times when service has seemed to be much slower than normal.
North Park University		
Northeastern Illinois University	Very Satisfied	
Northern Baptist Theological Seminary		
Northern Illinois University	Very Satisfied	
Oakton Community College	Very Satisfied	We would appreciate other libraries not removing our bands. Books requested through OCLC and are instate also are delivered ILDS. The band helps us to see immediately which are ILCSO and which OCLC.

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
Olivet Nazarene	PALS	State van	5	Campus Mailroom	
Parkland College	SHWD	Library System	3	Shipping Dock	
Quincy University	LTLS	Library System	1-2	Library	
Robert Morris	ALS	Library System	1-2	Library	
Roosevelt University	Multiple	State van	1-2	Campus Mailroom	
Sauk Valley Community College	Direct	State van	1-2	Campus Mailroom	
School of the Art Institute of Chicago	PALS				
	RKFD				
Southern Illinois University Carbondale	CPL				
	Direct	State van	5	Shipping Dock	
Southern Illinois University Edwardsville	Direct	Library System	5	Library	
Southern Illinois University School of Medicine	Direct	State van	5	Library	We use book wrappers to insure proper delivery, and to make it easier for borrowing library to know where the book came from and due date information. We have always used ILDS labels to insure delivery to correct library.

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
Olivet Nazarene	No	No		
Parkland College	No	No		
Quincy University	No	No		
Robert Morris				
Roosevelt University	No	Yes		
Sauk Valley Community College				
School of the Art Institute of Chicago				
Southern Illinois University Carbondale	Yes	Yes	Undoubtedly saves money over USPS, UPS, etc. Undoubtedly slowest delivery system.	
Southern Illinois University Edwardsville	Yes	Yes	we get daily service which helps us provide better and quicker service and delivery to our patrons and quicker delivery of our library materials to institutions borrowing from us	
Southern Illinois University School of Medicine	Yes			

School	9. Satisfaction?	10. Comments
Olivet Nazarene	Somewhat Satisfied	It would be helpful to have good routing instructions. When it is listed as ILDS 1B, we still have to take time to look it up. Chicago area seems to be the slowest getting here.
Parkland College	Somewhat Satisfied	
Quincy University	Very Unsatisfied	Our satisfaction with delivery declined sharply when ALS cut delivery service from 5 times per week to 2 times per week in the spring of 2004. To make matters worse, one of our delivery days is Monday. So when there is a holiday which falls on Monday, we do not receive delivery on the Monday and only receive delivery once that week!
Robert Morris		
Roosevelt University		
Sauk Valley Community College		
School of the Art Institute of Chicago		
Southern Illinois University Carbondale	Neutral	This is our own particularity, but the ILCSO delivery system inevitably results in wet/damaged books whenever rainy weather occurs.
Southern Illinois University Edwardsville	Very Satisfied	we are very satisfied... have only had occasional problems with remote locations in Chicago area
Southern Illinois University School of Medicine		

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
St. Xavier University	CPL	State van	5	Library	We use book wrappers in addition to the ILDS delivery route slips. The wrappers provide contact information for our borrowers and also streamlines the return process. The wrappers indicate if the loan was a Voyager or an OCLC request. We separate the OCLC requests, as the paperwork/system needs updating upon the return of the books.
Trinity Christian College	MLS	State van	5	Library	
Triton College	MLS	State van	5	Library	
UIC Library of the Health Sciences - Peoria	Direct	State van	5	Library	
UIC Library of the Health Sciences - Rockford	Direct	State van	5	Shipping Dock	
UIC Library of the Health Sciences - Urbana	Direct				

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
St. Xavier University	No	No		Materials for the SXU Chicago Campus as well as the Orland Park Campus are delivered to Chicago, where it is sorted. SXU has a van that delivers to our Orland Park campus daily. We have library delivery bins that are secured by plastic ties so that items do not get lost. They are taken to our mailroom where they are loaded onto the van.
Trinity Christian College	No	No		
Triton College	No	No		
UIC Library of the Health Sciences - Peoria	Yes	Yes	It is a lot more efficient	
UIC Library of the Health Sciences - Rockford	Yes	Yes	we receive items quicker. Cuts out the middle-man	I place a return ILDS routing lable in every item I send out. Since the other campuses are thruout the state we do use delivery.
UIC Library of the Health Sciences - Urbana				

School	9. Satisfaction?	10. Comments
St. Xavier University	Somewhat Unsatisfied	We are supposed to receive deliveries 5 times per week. Lately the ILDS delivery man has indicated that they are only sorting our materials every other day. We have indicated to him that this is unacceptable and will be reporting this to Penny Burwell. Our deliveries are taking longer than they used to. Patron requests are dying in the system before the materials arrive. This causes problems if no routing slip is included with the materials. It is my understanding that CPL is only sorting our materials every other day which compounds the problem.
Trinity Christian College	Very Satisfied	Trinity has recieved excellent ILDS delivery service over these few years. The drivers are always prompt and MLS headquarters has always responded in a timely manner to our requests, concerns, and any special accomodations we may ask for.
Triton College	Somewhat Satisfied	
UIC Library of the Health Sciences - Peoria	Somewhat Satisfied	It works well when all concerned read the routing directions as supplied by the various libraries. Too often things are misdirected because they haven't bothered to read the address information correctly on the request.
UIC Library of the Health Sciences - Rockford	Neutral	It would be nice if ILCSO libraries would make sure they are sending to the correct place. Especially with multiply campus institutions. Our address is plainly printed on all items and rounting materials and things are still returned to the wrong campus.
UIC Library of the Health Sciences - Urbana		

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
University of Illinois at Chicago	Direct	State van	5	Shipping Dock	
University of Illinois at Springfield	Direct	State van	5	Library	
University of Illinois at Urbana	Direct	UI van also intersect with other routes (2 picks up for north outgoing and drops off for south ongoing)	5	Shipping Dock	easier for indirects, name of nondirect on top with System circled.
University of St. Francis	PALS SHWD				

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
University of Illinois at Chicago	Yes	Yes	Because of our size. We don't see as many problems as some of the other libraries have reported. Except for the occasional weather or mechanical problems we get our delivery picked up and received every day.	Each of our own campus locations has its own delivery point on the statewide ILDS route. Voyager is configured properly to designate the route to be used on the routing slips, however many libraries routinely missent items to our main campus.
University of Illinois at Springfield	Yes	Yes	We get ILDS delivery every weekday.	
University of Illinois at Urbana	yes	yes	Much better-no middle man less chance errors and because of volume and five day schedule	we are on UI shuttle 2
University of St. Francis				

School	9. Satisfaction?	10. Comments
University of Illinois at Chicago	Very Satisfied	The major problems we see is sometimes there are delays from the systems, although this has improved recently. The other problem is that we receive a large number of missent items daily. We'd ask that libraries pay attention to the delivery information on the routing slips.
University of Illinois at Springfield	Somewhat Satisfied	
University of Illinois at Urbana	somewhat satisfied	Overall, amazing that such a HUGE volume is delivered without mishap daily. We Do get delays (Chicago still problematic), mis-sents, over full bags, over size and special format items sent without packaging, some folks do not bundle books which leads to heavy wear and tear, other folks OVER bundle leading to laborious unpacking with too much tape and un necessary labels, and no tracking is feasible. Very concerned about load the system is bearing now
University of St. Francis		

School	Library System/ Direct	1. Who provides delivery	2. Times Per Week	3. Where Delivered	4. Why use non-state labels?
Western Illinois University	Direct	State van	5	Library	
Wheaton College	Direct				

School	5. Do you sort by system or direct for state delivery?	6. Direct library?	7. Why direct?	8. Multiple campus steps?
Western Illinois University Wheaton College	Yes	Yes	<p>We have been a direct library almost from the beginning. I think we are a direct library because the route 4 driver is based here at wiu. this is where he starts and ends. Also, when the route was established there were many librry systems such as great river. ivls etc and Macomb was central to those places. We receive our bags in the afternoon and open them in the morning. the route 4 driver drops them off. We have to have them ready by a certain time everyday.</p>	<p>WIU has a campus in the Quad cities. All of their material come to us in Macomb and there is a separate courier that takes the materials from WIU campus to the Quad cities campus.</p>

School	9. Satisfaction?	10. Comments
Western Illinois University Wheaton College	Somewhat Satisfied	<p>i was wondering, in this day and age of barcodes if at sometime the bags could be bacoded and scanned. Every direct library and library system would put a temporary barcode on each bag and scan them and imput the number of items in them making it electronic. This would alliviate having to write all the log information and sending logs monthly. It would be online for RCOC to see. Just a thought. It might not be a significant issue for smaller libararies, but for us larger libraries it could be helpful and it would be helpful for the drivers. Anytime a bag was moved it would be scanned, much like ups or fed express. Then you might even be able to track bags and items more efficiently. You would be able to see where items were getting "hung up" and taking so long.</p>

## Appendix B – Interlibrary Loan Codes

### National

The **Interlibrary Loan Code for the United States** (revised and approved 2001)

<http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/interlibrary.htm> and the **Interlibrary**

**Loan Code for the United States Explanatory Supplement**

{ HYPERLINK

<http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/interlibraryloancode.htm> }

**Illinois State** (note that guidelines for packaging and delivery are NOT well covered in these documents, recommend that this group suggest the addition of this information)

**ILLINET Online Library Resource Sharing Code** (revised 2002)

<http://office.ilcso.illinois.edu/About/ResourceSharing.html>

**The ILLINET Interlibrary Loan Code** (revised 2000)

[http://www.cyberdriveillinois.com/departments/library/who\\_we\\_are/pdfs/ill\\_loan\\_code2003.pdf](http://www.cyberdriveillinois.com/departments/library/who_we_are/pdfs/ill_loan_code2003.pdf)

### 4.13 Shipping

It is the ultimate responsibility of the requesting library to return materials in the same condition in which they were received as noted in section 4.9 of the [Interlibrary Loan Code for the United States](#).

It is the responsibility of the requesting library to follow the shipping and packaging requirements, including insurance and preferred shipping method, as stipulated by the supplying library. Packaging is defined as the outer material, which may be a box, padded envelope, etc. Wrapping is defined as an inner covering for the item such as paper or bubble wrap. If no shipping or packaging methods are specified, the requesting library's regular form of shipment should be used.

If packaging material has been used previously, remove or mark out old addresses, postal marks, etc. to avoid misdirection. Old, frayed, ripped, or decaying packaging and wrapping materials should be discarded and not reused. All packages should be clearly addressed with both the destination and return addresses properly attached to the packaging material.

In accordance with United States Postal Service guidelines, tape is the preferred sealing methods on all types of packages. Remember that wrapping and packaging materials will most likely be reused. So, please use tape judiciously. If staples must be used, do not use industrial (a.k.a copper) staples if at all possible. Copper staples make it very difficult to reuse wrapping and packaging materials and are not ergonomically sound.

Use wrapping and packaging material that is appropriate to the size and format of the material being shipped. Too small or too large packaging will not adequately protect materials during transportation. Remember to use appropriate wrapping to avoid shifting and damage to the contents.

For special formats, consult the appropriate ALA Guidelines:

- [ALA's Guidelines for Packaging and Shipping Microforms](#)
- [ALA's Guidelines for the Interlibrary Loan of Audiovisual Formats](#)
- [ALA's Guidelines for the Loan of Rare and Unique Materials](#)

- Guidelines for Packaging and Shipping Magnetic Tape Recording and Optical Discs (CD-ROM and CD-R) Carrying Audio, Video, and/or Data

Lending

### ***5.7 Delivery and Packaging***

The location specified by the requesting library may include the requesting library, a branch or departmental library, or the individual user.

It is the responsibility of the supplying library:

- to judge whether an item is suitable for shipment and circulation. If a damaged item is sent, the supplying library should note all prior damage (such as loose pages or loose spine) and not hold the requesting library responsible for inevitable, subsequent damage.
- to take care that the material it sends out is properly packaged to protect the item from damage even though the requesting library will be held responsible for material damaged in shipment to specify the shipping method, as well as insurance, for returning materials and if any special wrapping or packaging is required. See section 4.13 above for definitions and other important information regarding wrapping and packaging.
- to provide a complete street address if asking for return via UPS, FedEx, etc. (Many supplying libraries find it safer and more cost effective to ship all material via expedited carriers).
- to work with the requesting library when tracing a lost or damaged item if the commercial delivery firm is responsible for reimbursement for losses in transit.

For special formats, consult the appropriate ALA Guidelines:

- **Microforms:** [ALA's Guidelines for Packaging and Shipping Microforms](#)
- **Multimedia:** [ALA's Guidelines for the Interlibrary Loan of Audiovisual Formats](#)
- **Special Collections and Rare material** [ALA's Guidelines for the Loan of Rare and Unique Materials](#)

## **Appendix C - Proposed Long ILDS Label**