

IHLS Delivery Survey FY2017

“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”

--Andrew Carnegie

Illinois Heartland Library System (IHLS) has teamwork. From SHARE (Sharing Heartland’s Available Resources Equally) to Membership to Administration to IT to Delivery--IHLS attains uncommon results. When we put out the annual delivery survey, there is always a slight intake of breath. A survey is definitely a double-edged sword. Once feedback is shared, good or bad, one must address the results. So read on, feedback is coming! Please use this as a supplement to the FY2017 delivery survey results.

Q1 What type of library do you work for?

We had 221 respondents out of a possible 518 member libraries. School libraries and public libraries are fairly even in the number of members, however we had almost double the number of public libraries respond. For the next delivery survey, we will make a more concerted effort to engage more schools to participate.

Q2 Which office provides delivery to your library?

Here we had 14 people who did not know which hub provided delivery to their library. We have made several hub boundary changes, trying to find that sweet spot where work processes flowed and no one hub had the majority of the libraries, so this response is totally understandable. Delivery staff have contact cards with hub information, who to contact and phone numbers listed. We will be passing those out again as well as directing members to L2 (librarylearning.info) where libraries can easily search for their hub information. We will also be revising the delivery page on the IHLS website so that our members can search the routes without knowing which hub a library belongs to.

Q3 Does your library participate in DOG (Delivery On the Go), i.e., downstream on same route/same day delivery?

IHLS offers DOG (Delivery On the Go) for libraries to have the opportunity to have same day delivery from other libraries on their route ahead of them. It is not mandatory to participate. It is really just a way to do a couple of things.

1. DOG delivery provides same day service for patrons who need that item as soon as possible.
2. DOG delivery also reduces the number of items that have to come back to the hub to be sorted.

We will be sharing a memo to educate libraries about this service.

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Q4 How often do you receive delivery?

July 1, 2016, we rolled out new routes as the first step in being able to provide functional 5 days/week service for all member libraries. We like to call this “SMART” delivery (Shared Materials Are Received Timely). The Laboratory of Applied Spatial Analysis (LASA) from Southern Illinois University Edwardsville, took all of our member data, from addresses to average daily volumes to create static routes where we deliver to libraries in a 9-hour day. Every library is assigned to a route. We moved current 4 days/week libraries to 5 days/week delivery. The 5 days/week libraries (along with the previous 4 days/week libraries) became the backbone for the routes. The other libraries essentially became on demand libraries. If a hub has items for a library, they receive those items whether or not it is their “day” for service. Patrons are no longer penalized for living in a small town. The volume based delivery service model has been thrown out. We are seeing an increase in items, partially due to patrons getting their items quicker.

Q5 Functional 5 day/week service began in July 2016. Have you noticed an increase of delivery days?

While 68 libraries saw an increase in delivery days, libraries who already receive 5 days/week are at the current pinnacle of service. We will ask a similar question on the next survey (FY2018) and will word it more precisely.

Q6 Please rate on a scale of 1 to 5 (where 1 = Very Dissatisfied and 5 = Very Satisfied) eleven areas of delivery, then give an overall rating of the delivery service as a whole.

There was one respondent who thought the rating of one was excellent instead of five as the rating for excellence. Overall, the results were VERY positive. We did pull out any responses that were rated a 2 or less. We have since contacted those libraries to resolve any misunderstandings. Taking out the one library who unfortunately rated things opposite of what they meant to do, we only had 13 out of 221 that rated something a 2 or a 1. Which is remarkable.

Q7 We are looking to revamp the delivery page on our website. What are some of the things you would like to see there? This can be anything: from a map of our delivery service area to a direct link to our help desk, to a “meet the driver” section. The sky’s the limit!

Here we asked for suggestions on what would improve the delivery section on our website. Loads of great ideas were shared. From needed direct links, to a “Meet the Driver” section to maps of the routes to real time whereabouts of the vans plus many others. Most of the suggestions are definitely achievable, others may be doable in the future. It is always good to have goals!

Q8 What are the most positive aspects of your current delivery service?

We were interested to see what members thought were the most positive aspects of their delivery service. Mainly because we could point to changes we made to enhance delivery, but were those changes effective? IHLS delivery is very valued by the libraries and libraries are very valued by IHLS. We appreciate the partnership that connects the member libraries and IHLS delivery. Drivers were praised and the increased delivery frequency along with quicker turnaround for items were highlighted.

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Q9 If you could make one change to your current delivery service, what would that be?

This question opened the door for members to share what they would like to change about their current delivery service. Many said no changes were needed. Others commented on areas that we will incorporate. From drivers having a name tag (we have I.D. badges for our drivers, and we will take more opportunities to remind and follow up with our delivery staff regarding uniform requirements), to Saturday deliveries to change delivery times to more delivery were shared. There were also suggestions to even the load of sharing items so to speak. Some libraries would love to lend more. These suggestions/comments will be shared with SHARE.

Q10 Do you have any additional comments that you would like to share with IHLS Delivery Service?

The last question gave an opportunity for member libraries to express anything they were not able to say in the previous questions. Many things were brought up that will be addressed. The honesty was refreshing. If we don't hear of issues, we assume all is good. We strive to give the best service possible to our member libraries. We are passionate about resource sharing. One of our favorite quotes came from the responses to this question.

“As someone with decades of work experience in Indiana public libraries, I want you to know that Illinois is light years ahead of its neighbor in terms of resource-sharing! I'm very impressed.”

And that folks, is why we do what we do. As Helen Keller said, “Alone we can do so little, together we can do so much.”

Feel free to reach out to me with any questions/comments you might have. I would love to hear from you.

Respectfully submitted,

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