

# 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](http://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.

# IHLS Delivery Survey FY2017

## **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.

# IHLS Delivery Survey FY2017

## **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,

Susan Palmer

[spalmer@illinoisheartland.org](mailto:spalmer@illinoisheartland.org)

618-656-3216 extension 409

# 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](http://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.

# IHLS Delivery Survey FY2017

## **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.

# IHLS Delivery Survey FY2017

## **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,

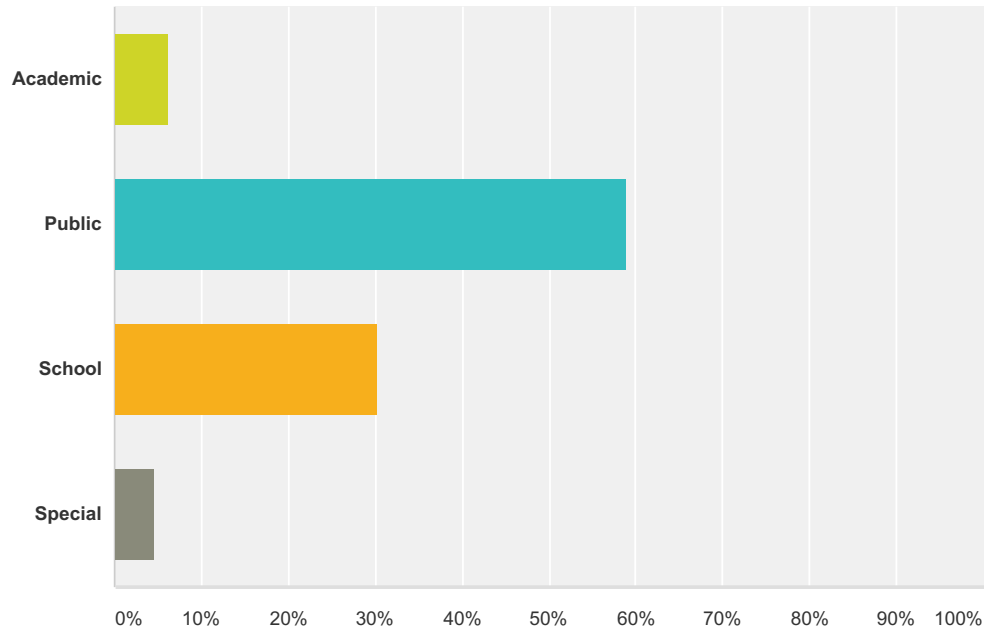
Susan Palmer

[spalmer@illinoisheartland.org](mailto:spalmer@illinoisheartland.org)

618-656-3216 extension 409

### Q1 What type of library do you work for?

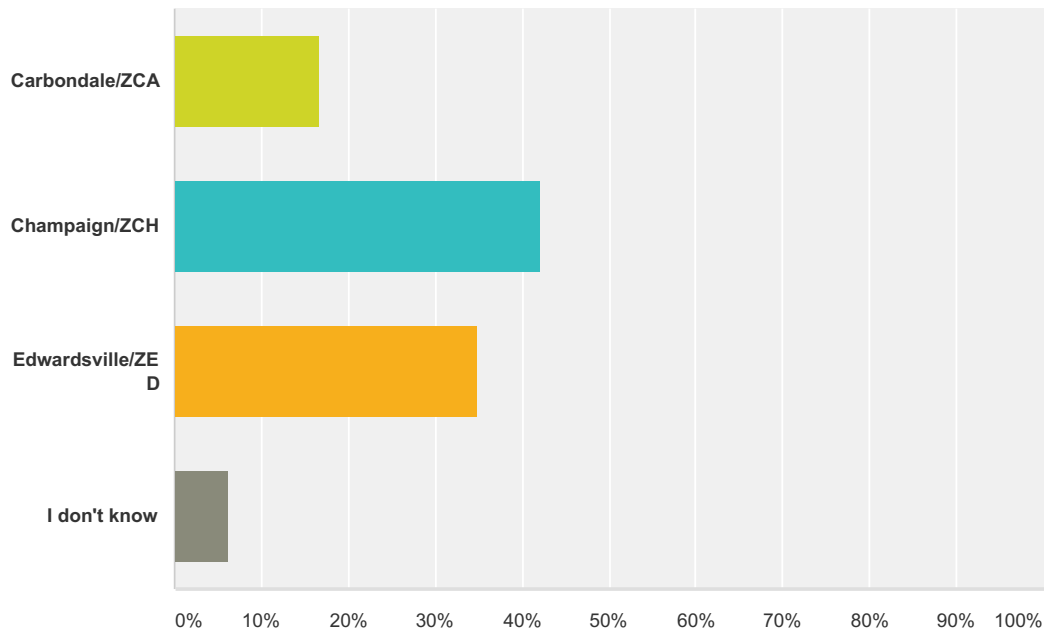
Answered: 221 Skipped: 0



Answer Choices	Responses
Academic	6.33% 14
Public	58.82% 130
School	30.32% 67
Special	4.52% 10
<b>Total</b>	<b>221</b>

## Q2 Which office provides delivery to your library?

Answered: 221 Skipped: 0

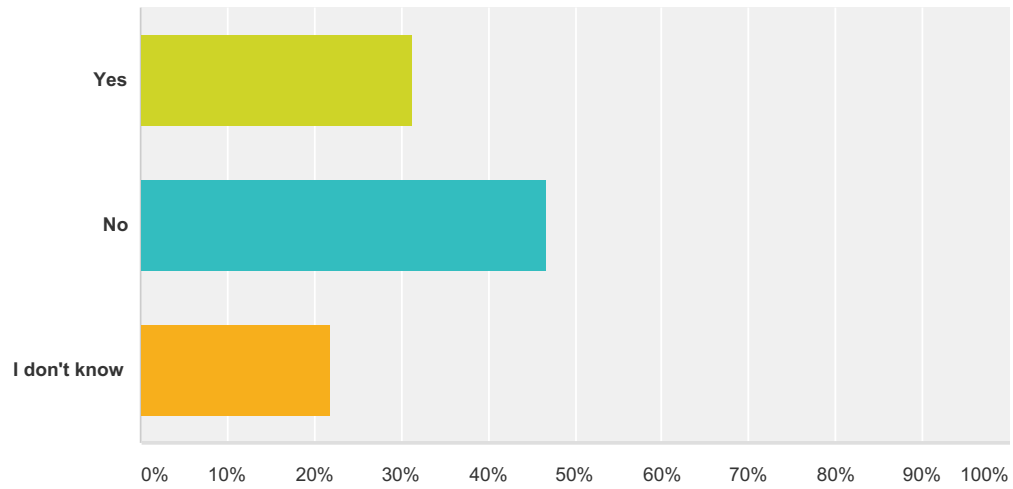


Answer Choices	Responses	
Carbondale/ZCA	16.74%	37
Champaign/ZCH	42.08%	93
Edwardsville/ZED	34.84%	77
I don't know	6.33%	14
<b>Total</b>		<b>221</b>



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

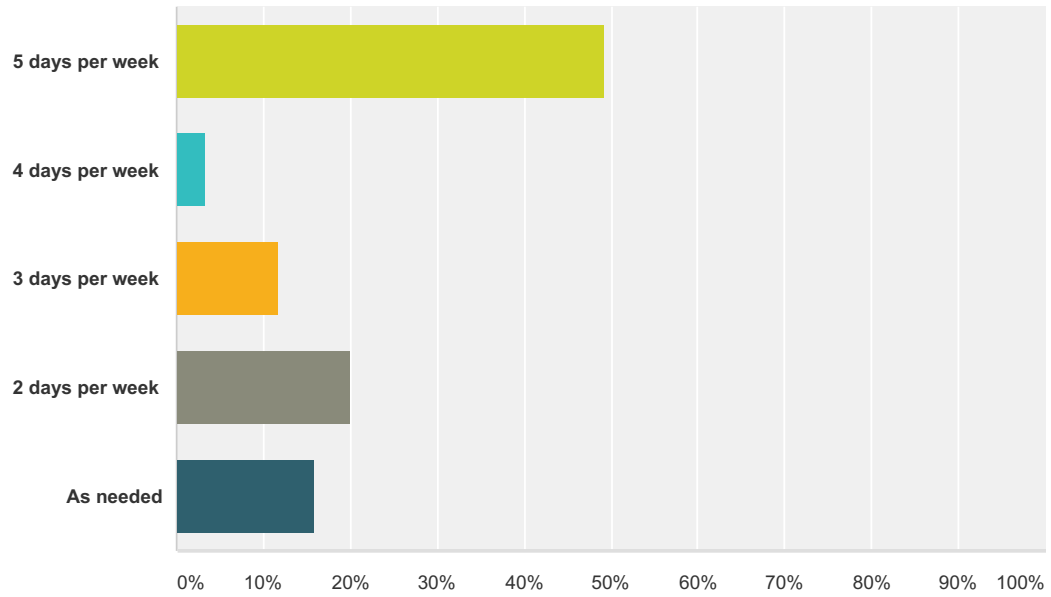
Answered: 220 Skipped: 1



Answer Choices	Responses
Yes	31.36% 69
No	46.82% 103
I don't know	21.82% 48
<b>Total</b>	<b>220</b>

### Q4 How often do you receive delivery?

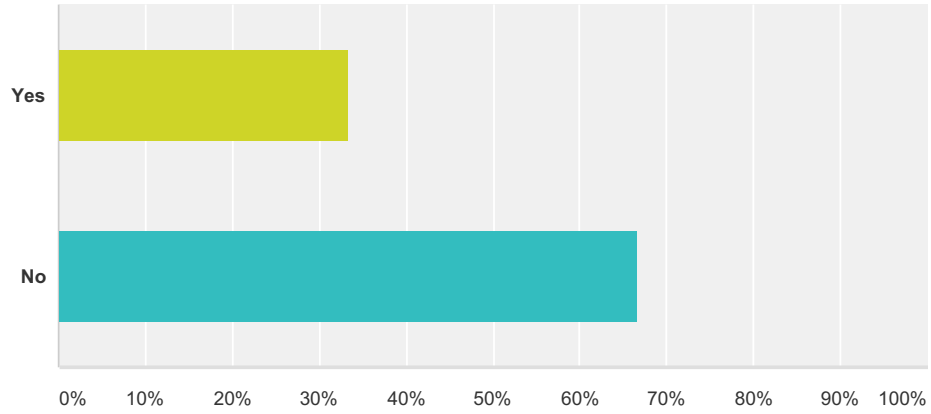
Answered: 215 Skipped: 6



Answer Choices	Responses
5 days per week	49.30% 106
4 days per week	3.26% 7
3 days per week	11.63% 25
2 days per week	20.00% 43
As needed	15.81% 34
<b>Total</b>	<b>215</b>

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

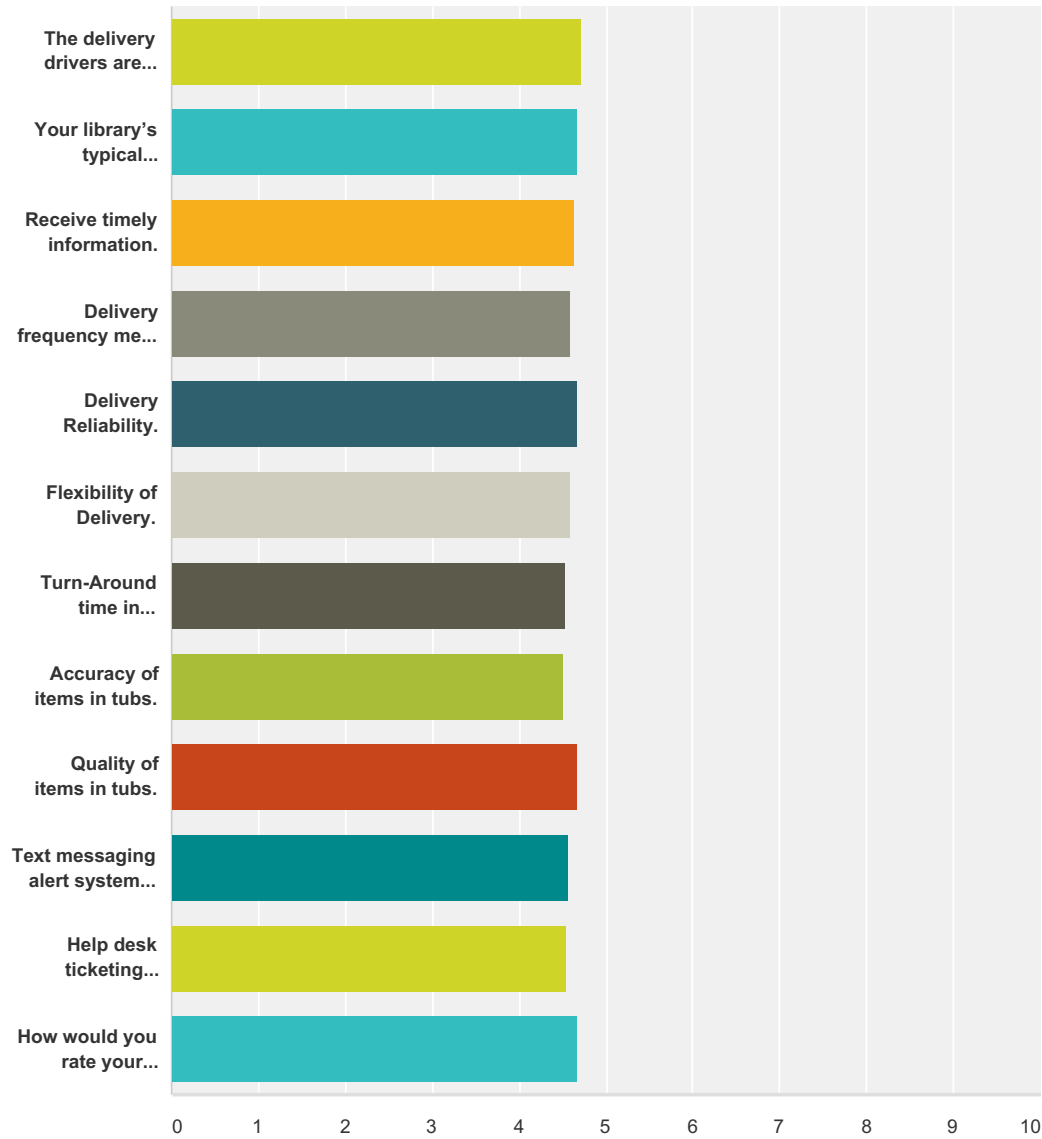
Answered: 203 Skipped: 18



Answer Choices	Responses
Yes	33.50% 68
No	66.50% 135
<b>Total</b>	<b>203</b>

**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.**

Answered: 219 Skipped: 2



	1 Very Dissatisfied	2	3	4	5 Very Satisfied	N/A	Total	Weighted Average
The delivery drivers are good ambassadors of IHLS.	0.00% 0	0.00% 0	3.69% 8	16.59% 36	63.59% 138	16.13% 35	217	4.71
Your library's typical experience with delivery.	0.46% 1	0.46% 1	4.59% 10	18.81% 41	70.64% 154	5.05% 11	218	4.67
Receive timely information.	0.46% 1	0.00% 0	4.59% 10	22.48% 49	66.51% 145	5.96% 13	218	4.64

## IHLS Delivery Service Survey 2017

Delivery frequency meets your patrons' needs.	<b>0.46%</b> 1	<b>1.83%</b> 4	<b>7.34%</b> 16	<b>16.97%</b> 37	<b>68.35%</b> 149	<b>5.05%</b> 11	218	4.59
Delivery Reliability.	<b>0.47%</b> 1	<b>1.86%</b> 4	<b>4.65%</b> 10	<b>13.95%</b> 30	<b>74.42%</b> 160	<b>4.65%</b> 10	215	4.68
Flexibility of Delivery.	<b>0.93%</b> 2	<b>0.93%</b> 2	<b>7.01%</b> 15	<b>12.15%</b> 26	<b>60.28%</b> 129	<b>18.69%</b> 40	214	4.60
Turn-Around time in delivery (the time it takes your item to travel to the requesting library).	<b>0.46%</b> 1	<b>0.92%</b> 2	<b>6.45%</b> 14	<b>23.96%</b> 52	<b>58.53%</b> 127	<b>9.68%</b> 21	217	4.54
Accuracy of items in tubs.	<b>0.00%</b> 0	<b>0.92%</b> 2	<b>5.96%</b> 13	<b>32.11%</b> 70	<b>54.13%</b> 118	<b>6.88%</b> 15	218	4.50
Quality of items in tubs.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>2.34%</b> 5	<b>25.23%</b> 54	<b>64.49%</b> 138	<b>7.94%</b> 17	214	4.68
Text messaging alert system for notification of delivery cancellations and delays.	<b>0.93%</b> 2	<b>0.93%</b> 2	<b>2.78%</b> 6	<b>10.19%</b> 22	<b>37.96%</b> 82	<b>47.22%</b> 102	216	4.58
Help desk ticketing system.	<b>0.00%</b> 0	<b>0.47%</b> 1	<b>5.12%</b> 11	<b>15.35%</b> 33	<b>40.47%</b> 87	<b>38.60%</b> 83	215	4.56
How would you rate your overall experience with delivery?	<b>0.46%</b> 1	<b>0.00%</b> 0	<b>5.07%</b> 11	<b>18.43%</b> 40	<b>70.51%</b> 153	<b>5.53%</b> 12	217	4.68

**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!**

Answered: 84 Skipped: 137

#	Responses	Date
1	I do not have anything to add.	2/25/2017 8:59 AM
2	Direct link to help desk.	2/24/2017 4:26 PM
3	It would be helpful to have an email link for each hub so that we can email the hub director if we need something -- a direct link would eliminate any guesswork in case of turnover or extended leave, etc.	2/24/2017 3:40 PM
4	A map would be nice.	2/24/2017 11:51 AM
5	Everything we use is on the delivery page.	2/24/2017 10:06 AM
6	Meet the drivers sounds like a good idea.	2/23/2017 4:54 PM
7	Both a map and a meet the driver would be nice!	2/23/2017 1:23 PM
8	All the above sounds very good.	2/23/2017 9:47 AM
9	I haven't had any problems other than missing a college library on the routing slip..	2/22/2017 8:22 PM
10	We don't have delivery.	2/22/2017 7:33 PM
11	A map of the delivery routes and direction of routes. A quick link to lost items to post.	2/22/2017 4:42 PM
12	Have to admit that I very rarely visit delivery page on website	2/22/2017 4:03 PM
13	Library codes. I know they are available on SHARE, but not all libraries participate in SHARE.	2/22/2017 2:50 PM
14	NA	2/22/2017 2:48 PM
15	A map would be kind of neat to see.	2/22/2017 2:47 PM
16	I feel the delivery page covers just about everything.	2/22/2017 2:30 PM
17	I think a map of the delivery service area would be nice.	2/22/2017 1:32 PM
18	I haven't used the website.	2/22/2017 1:23 PM
19	I think it's all great now.	2/22/2017 1:19 PM
20	Not applicable. My books are delivered to the Centralia Regional Library and then transported to the Odin Branch and I then pick up books as received.	2/22/2017 1:13 PM
21	We share delivery with Madison Library.	2/22/2017 12:46 PM
22	Meet the driver would be nice!	2/22/2017 12:24 PM
23	I would like some way to leave a note for my driver or the delivery team about a particular delivery. I have no way of talking to my driver until he actually appears at my school. It would also be nice if I could see when the driver left, if not an update of where he is on his route throughout the day.	2/22/2017 12:15 PM
24	"Meet the driver" idea is a fine one. I don't know their names.	2/22/2017 11:49 AM
25	I'd like at direct link to the help desk, as well as route maps of the delivery service area.	2/22/2017 11:31 AM
26	I wish I knew the names of my drivers. I know some but not all,, Is there a list of the routes somewhere with the normal drivers name attached?	2/22/2017 10:53 AM

## IHLS Delivery Service Survey 2017

27	Meet the driver section with the area they service.	2/22/2017 10:44 AM
28	Meet the driver is nice. I also like seeing other libraries, especially the inside of them.	2/22/2017 10:33 AM
29	I like "meet the driver". It personalizes services and makes the employees feel appreciated	2/22/2017 10:18 AM
30	n/a	2/22/2017 10:17 AM
31	A Meet the Driver section would be nice. A well defined map of the delivery area would be good to have as well. We can refer to it when talking with patrons or providing a program to a club or group to give them more in depth information.	2/22/2017 10:16 AM
32	Never use the page - didn't really know it existed but haven't needed a site.	2/22/2017 10:08 AM
33	None	2/22/2017 10:05 AM
34	Meet the driver section, maps of routes, direct link to help desk, transit slips shortcut, list of ILDS routes	2/22/2017 9:57 AM
35	A direct link to the help desk would be great.	2/22/2017 9:55 AM
36	A map would be helpful as gives us an idea of maybe time frame of where a book is coming from and when we might get it too by the delivery route order.	2/22/2017 9:52 AM
37	I don't use the web page very often, but I think all the IHLS web pages need a search feature.	2/22/2017 9:46 AM
38	I don't know that I spend much on the website	2/22/2017 9:43 AM
39	map	2/22/2017 9:43 AM
40	an easy "send a pick up request" button for libraries who want to add a pick up day for that week (i.e. 5 day a week option)	2/22/2017 9:40 AM
41	Meet the driver - Information pertaining to delivery	2/21/2017 1:45 PM
42	make it easier to find forms such as hold delivery	2/21/2017 11:30 AM
43	A map of our delivery service area.	2/21/2017 10:38 AM
44	I am personally guilty of not looking at it very often. I use it when I need information and I don't feel like I have had a hard time finding any information I need.	2/20/2017 3:58 PM
45	The suggested items above sound good.	2/17/2017 11:38 AM
46	I would love map of delivery service and also a meet the driver section (as long as they were willing to do so).	2/16/2017 4:43 PM
47	It's all good.	2/16/2017 3:52 PM
48	NA	2/16/2017 3:21 PM
49	Map of area with routes and a direct link to the help desk would be nice.	2/16/2017 3:09 PM
50	Our delivery route listing. Direct link to help desk. Change in delivery due to weather and our ability to contact the system immediately to let them know we are closed	2/16/2017 2:25 PM
51	Maybe more info on the hubs would be beneficial. I don't use it all that often unless I need slips.	2/16/2017 2:22 PM
52	A map would be great. I'd like to know more about routes.	2/16/2017 2:21 PM
53	a map of our delivery service area	2/16/2017 2:09 PM
54	No complaints	2/16/2017 1:05 PM
55	Real Time whereabouts or delivery vans	2/14/2017 2:23 PM
56	I don't typically look at the delivery page, but when I do it might be to tell Delivery we are closed. So making the form for that more prominent would be good.	2/13/2017 9:40 AM
57	Those ideas all sound great!	2/11/2017 9:49 AM
58	"Meet The Driver" would be nice as he delivers before we get there in the morning	2/10/2017 2:15 PM
59	Map of service area	2/10/2017 11:36 AM
60	Meet the Driver sounds like an excellent idea. A map of the routes would help visualize the distances the drivers drive to make deliveries every day	2/10/2017 11:12 AM
61	the direct link would be helpful	2/10/2017 10:05 AM
62	Put the delivery pick up request/help desk ticket request in a more prominent place.	2/10/2017 8:55 AM

## IHLS Delivery Service Survey 2017

63	a page with the drivers photos and names would be great.	2/9/2017 7:36 PM
64	Meet the driver would be great.	2/9/2017 6:56 PM
65	I don't use the delivery page so I don't know.	2/9/2017 4:08 PM
66	A listing of the libraries on each route	2/9/2017 4:00 PM
67	direct link to your help desk	2/9/2017 3:33 PM
68	N/A	2/9/2017 3:16 PM
69	I think a description of what each link is would be helpful. I also think a direct link to the help desk (static, perhaps in the sidebar) is useful! I like the current list of helpful documents that are in the sidebar. A map of the delivery service area would be fun to look at on the main landing page for the delivery.	2/9/2017 3:08 PM
70	Direct link to our help desk.	2/9/2017 3:07 PM
71	meet the driver	2/9/2017 2:57 PM
72	A form to fill out for items lost in Transit	2/9/2017 2:51 PM
73	Pictures of all drivers so we may be more personable with them.	2/9/2017 2:41 PM
74	it might be nice to have a link to the form to notify you of our days closed, since we have to notify separately for delivery and for setting SHARE due dates.	2/9/2017 2:21 PM
75	Definitely put the "help" button promptly displayed, love the idea of a get to know your delivery person, add a "lost in transit" tracking list, a quick "found with no property stamp/identification" section.	2/9/2017 2:00 PM
76	direct link to help desk	2/9/2017 1:46 PM
77	NA	2/9/2017 1:41 PM
78	Would like to be able to type in a library name and quickly see what route it is on and what their deliver code is. The current site appears that it will do this but I can't get it to work.	2/9/2017 1:38 PM
79	a map of my delivery area a direct link to the delivery help desk request for more days of delivery	2/9/2017 1:38 PM
80	I feel everything looks good	2/9/2017 1:38 PM
81	who to contact for what and what's the best and quickest way to reach someone - names and faces of staff and drivers would be great	2/9/2017 1:36 PM
82	It should be easier to get a list of each route for each day (I used this for DOG purposes.) It's cumbersome. It should be easier to find necessary forms for ILL, etc.	2/9/2017 1:33 PM
83	Map would be good.	2/9/2017 1:29 PM
84	items missing in transit. We need a place to report this	2/9/2017 1:28 PM



# IHLS Delivery Service Survey 2017

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

Answered: 145 Skipped: 76

#	Responses	Date
1	The books are returned to the proper libraries.	2/25/2017 8:59 AM
2	Reliability	2/24/2017 4:26 PM
3	5 days a week!	2/24/2017 3:40 PM
4	Convenience of borrowing from other libraries.	2/24/2017 11:51 AM
5	The courier service is a fundamental part of libraries. An individual library can not own every book. IHLS and the delivery service open up a whole world of materials that our patrons would not normally have access to. The delivery department is reliable, helpful and friendly.	2/24/2017 10:06 AM
6	Our drivers are polite and try to supply extra bags and DOG bags as needed.	2/23/2017 4:54 PM
7	We have not had any problems. When they have forgot they are always very apologetic.	2/23/2017 3:27 PM
8	it usually arrives early enough in our work day that the patrons are able to pick up their orders before we close	2/23/2017 1:23 PM
9	Very convinient	2/23/2017 11:20 AM
10	I can email and let them know how many items I have to be picked up which helps me and I hope the drivers.	2/23/2017 9:47 AM
11	They arrive before I do so it is ready for me when I get there!!!	2/22/2017 8:22 PM
12	My patrons are happy because there is a chance every day they could get a book!	2/22/2017 8:07 PM
13	N/a	2/22/2017 7:33 PM
14	Our patrons seem very pleased with the idea of receiving items in a very short time.	2/22/2017 4:42 PM
15	We are very satisfied with the current delivery service. Without it, our small library would not be able to exist.	2/22/2017 4:03 PM
16	the relative little time between request and fulfillment - much better than it used to be.	2/22/2017 3:48 PM
17	Our drivers are always friendly and are usually here early in the day.	2/22/2017 3:18 PM
18	5 days a week.	2/22/2017 3:14 PM
19	5 days a week possible.	2/22/2017 2:50 PM
20	It is pretty fast	2/22/2017 2:48 PM
21	Drivers are nice. It's great to be allowed to use the written transit slips to share donated books we don't want.	2/22/2017 2:47 PM
22	Five days a week delivery.	2/22/2017 2:37 PM
23	I like that the delivery is here first thing in the morning.	2/22/2017 2:30 PM
24	The tote bags have made a huge improvement for me. I can walk in & out of the public library quickly	2/22/2017 2:24 PM
25	We are very pleased with the delivery service. We are a small library and it really helps our patrons to be able to get materials from other libraries.	2/22/2017 1:32 PM
26	Delivery more frequently	2/22/2017 1:31 PM
27	Delivery seems to go above and beyond in delivering what we need and want. Great job to all!	2/22/2017 1:19 PM
28	N/A	2/22/2017 1:13 PM
29	Number of days of service and consistency in service.	2/22/2017 12:56 PM
30	Turn around time on requests is a lot better than it used to be.	2/22/2017 12:47 PM
31	We call, they come!	2/22/2017 12:35 PM
32	Increased # of days.	2/22/2017 12:24 PM
33	The drivers are very friendly, and the deliveries are almost always accurate and speedy.	2/22/2017 12:15 PM

## IHLS Delivery Service Survey 2017

34	They come every day, which makes our holds for our patrons get to us faster	2/22/2017 12:15 PM
35	The excellent delivery we receive.	2/22/2017 11:49 AM
36	consistency	2/22/2017 11:42 AM
37	Great service, extremely helpful and accommodating . Easy to work with	2/22/2017 11:41 AM
38	My delivery usually arrives right as, or just after, our library opens at 10:00 a.m. This is perfect; I prefer to not have the drivers entering the library when it's locked.	2/22/2017 11:31 AM
39	We enjoy receiving the tub delivery five days a week now. There is always something to do and patrons seem happier about the quicker turn around in receiving items.	2/22/2017 10:53 AM
40	Working with Linda Petty. she has always been very supportive of our schools needs.	2/22/2017 10:48 AM
41	prompt and reliable	2/22/2017 10:45 AM
42	Great service every week!	2/22/2017 10:44 AM
43	Delivery service has been very reliable.	2/22/2017 10:41 AM
44	I enjoy the friendly, helpful drivers. They are amazing. I also find it wonderful that our students can get whatever book they want even though our budget is small.	2/22/2017 10:33 AM
45	We get items pretty quickly for 3 day delivery. Of course, I'd love 5 day, too! :)	2/22/2017 10:26 AM
46	The drivers are clean and efficient.	2/22/2017 10:18 AM
47	It runs smoothly.	2/22/2017 10:17 AM
48	Getting a delivery five days a week has been wonderful. Our patrons are very satisfied with the turnaround time for delivery.	2/22/2017 10:16 AM
49	It comes early in the morning. I like that.	2/22/2017 10:10 AM
50	The drivers are lovely guys.	2/22/2017 10:08 AM
51	On time and accurate	2/22/2017 10:07 AM
52	5 days' delivery	2/22/2017 10:05 AM
53	We still get delivery every school day.	2/22/2017 10:04 AM
54	Increased speed and availability of materials to patrons	2/22/2017 10:03 AM
55	On time.	2/22/2017 10:01 AM
56	Very flexible and responsive!	2/22/2017 9:57 AM
57	Timely, reliable, most drivers are great.	2/22/2017 9:55 AM
58	Our patrons are very impressed with how quickly we seem to be getting materials now!	2/22/2017 9:52 AM
59	Friendly delivery people	2/22/2017 9:49 AM
60	Friendly service (when I have called the Champaign hub with delivery questions, they are always helpful), accurate and fast delivery of materials, huge amount of materials available to patrons	2/22/2017 9:46 AM
61	The five day a week delivery is a good idea.	2/22/2017 9:43 AM
62	friendly service, timely delivery dependable	2/22/2017 9:43 AM
63	consistent, professional	2/22/2017 9:40 AM
64	Timely arrivals of materials for patrons	2/21/2017 1:45 PM
65	The turn around time in delivery.	2/21/2017 10:38 AM
66	The friendliness of most of the drivers	2/21/2017 8:16 AM
67	Having everyday service is the best! The drivers are all great. They come in before me and they even pick up my newspaper. I find the tote(s) and the paper waiting for me when I get to work. It's great!	2/20/2017 3:58 PM
68	Friendly delivery drivers.	2/20/2017 9:27 AM
69	Drivers are very friendly and easy to work with.	2/17/2017 12:34 PM

## IHLS Delivery Service Survey 2017

70	The friendliness of the drivers.	2/17/2017 11:43 AM
71	Reliability of the delivery.	2/17/2017 11:38 AM
72	friendly, timely delivery	2/17/2017 11:30 AM
73	patron satisfaction	2/17/2017 10:55 AM
74	Drivers are always courteous and deliver in a timely manner.	2/17/2017 10:22 AM
75	Drivers a for the most part always very pleasant. They are an awesome group.	2/16/2017 4:43 PM
76	No complaints!	2/16/2017 3:52 PM
77	They have been very consistant, only missing one day.	2/16/2017 3:50 PM
78	They are usually by before we open	2/16/2017 3:26 PM
79	I have one of the nicest drivers! I am super new to this system so I'm sorry I don't have more than that	2/16/2017 3:21 PM
80	Items arriving the next day from unexpected locations.	2/16/2017 3:09 PM
81	Being able to fulfill our patrons' needs.	2/16/2017 2:59 PM
82	Because we are a very small library the service opens up a broad choice of books for our patrons.	2/16/2017 2:35 PM
83	5 day a week delivery, friendly drivers, excellent communication with delivery manager and staff.	2/16/2017 2:25 PM
84	I love the 5 day delivery. When students request something, they often expect it instantaneously. Increasing our delivery frequencies has been extremely beneficial.	2/16/2017 2:22 PM
85	Getting materials quickly and with less damage than we used to see.	2/16/2017 2:21 PM
86	I think the drivers are great ambassadors for the system.... always friendly and helpful.	2/16/2017 2:16 PM
87	Fast turn around time.	2/16/2017 2:10 PM
88	We get accurate materials with our delivery and we get delivery 5 days a week.	2/16/2017 2:09 PM
89	It all works extremely well	2/16/2017 1:05 PM
90	That it exists.	2/16/2017 12:01 PM
91	Increase to 3 x a week	2/14/2017 2:23 PM
92	The driver's are on task and friendly. We don't see them as often now that they come before our library is open, but they never fail to have the transit bins delivered. Linda Kates provides prompt information as needed.	2/13/2017 5:56 PM
93	We are happy with our delivery service. The tubs are ready and waiting for us when we get here in the morning.	2/13/2017 10:14 AM
94	5 day a week	2/13/2017 9:40 AM
95	reliable, very friendly drivers and items are never damaged, satisfied with delivery.	2/11/2017 9:49 AM
96	It is consistent. We've always been able to count on it.	2/10/2017 5:10 PM
97	Pleasing our patrons with the speed at which they get their items	2/10/2017 2:15 PM
98	the frequency! 5 days a week	2/10/2017 1:55 PM
99	It is dependable. The driver's are personable. Items arrive in good shape. This is the only way for us to deliver items to our firefighter patrons who live throughout Illinois.	2/10/2017 1:02 PM
100	moving a lot of materials with few mistakes	2/10/2017 12:41 PM
101	The drivers always arrive in a timely manner and are VERY helpful and courteous.	2/10/2017 11:36 AM
102	Talking to the drivers. The quick delivery service. The 5 day a week delivery service.	2/10/2017 11:12 AM
103	patrons are impressed with quick service	2/10/2017 10:05 AM
104	Everything	2/10/2017 9:43 AM
105	Dependable; helpful	2/10/2017 9:23 AM
106	Unfortunately I can't speak much about this as all of the exchanges are done via our guard at the entrance, but I've heard no complaints in a couple of years, so I think that everything is going very smoothly.	2/10/2017 8:55 AM

## IHLS Delivery Service Survey 2017

107	They are dependable and come within an hour everyday. Since the change we've received only a couple of bags for someone else. The dependability and accuracy is much better than the old delivery.	2/10/2017 8:47 AM
108	We WERE getting delivery more often. Now it has kind of slowed back to once a week... if that. I LIKED getting it twice a week!	2/10/2017 8:16 AM
109	prompt delivery every morning 5 days a week	2/9/2017 7:51 PM
110	The drivers are great and this service is great	2/9/2017 7:36 PM
111	We used to get one day. Now we have three. The drivers are so friendly!!	2/9/2017 6:56 PM
112	Our patrons can receive a wealth of books from other libraries.	2/9/2017 4:08 PM
113	They are consistent in the time they arrive.	2/9/2017 4:08 PM
114	I like getting delivery every day and early in the day. The drivers are very nice.	2/9/2017 4:00 PM
115	Even though we are a small library, we receive five days a week delivery.	2/9/2017 3:57 PM
116	5 day service	2/9/2017 3:33 PM
117	Reliable - timewise	2/9/2017 3:30 PM
118	I provide special requests for two local schools and my patrons and it is very important that I receive materials in a timely manner. The new delivery schedule has been greatly beneficial to our library.	2/9/2017 3:29 PM
119	delivery is always on time	2/9/2017 3:16 PM
120	The drivers are all friendly and all have a sense of humor. Delivery, for the most part, arrives every day at the same time, which is helpful for planning staff/volunteer schedules.	2/9/2017 3:08 PM
121	Patrons are getting their books faster.	2/9/2017 3:07 PM
122	Always very dependable	2/9/2017 2:55 PM
123	the drivers' pleasant service	2/9/2017 2:51 PM
124	How fast we are receiving our books after our patrons have requested them.	2/9/2017 2:43 PM
125	Always friendly.	2/9/2017 2:41 PM
126	Very pleasant drivers and wonderful service with Linda Petty at Edwardsville.	2/9/2017 2:23 PM
127	We like the "added days" besides our Tues and thurs, that they stop if they have items for us. Delivery seems pretty fast this year. The time of day is working out much better on this new schedule, too.	2/9/2017 2:21 PM
128	Turn around time is excellent when ordering a book for patron.	2/9/2017 2:20 PM
129	It is always consistent.	2/9/2017 2:09 PM
130	That we have it. Reliability. Great drivers.	2/9/2017 2:05 PM
131	Friendly drivers.	2/9/2017 2:01 PM
132	That it is local to our system and not a third party vendor delivery our precious items.	2/9/2017 2:00 PM
133	Our patrons love being able to receive things 5 days a week now.	2/9/2017 1:54 PM
134	Delivery Guys Always Friendly	2/9/2017 1:46 PM
135	Dependability, courtesy, commitment to doing a good job.	2/9/2017 1:41 PM
136	Almost always here before we arrive in the a.m. Being first on the delivery route is SUPER!	2/9/2017 1:38 PM
137	We are guaranteed 3 days (Monday, Weds, and Friday) but the Tues driver comes every week too.	2/9/2017 1:38 PM
138	The drivers are very kind, helpful	2/9/2017 1:38 PM
139	Drivers are friendly and patrons get their requested items in a timely manner	2/9/2017 1:37 PM
140	LOVE the 5 days a week! Staff and patrons are so happy to get items in such a timely manner.	2/9/2017 1:36 PM
141	5 days a week!	2/9/2017 1:33 PM
142	Time is short between making requests and delivery of items.	2/9/2017 1:29 PM
143	daily delivery and friendly competent drivers	2/9/2017 1:29 PM

## IHLS Delivery Service Survey 2017

144	Our delivery is here every day before we open the doors	2/9/2017 1:28 PM
145	Books requested are coming in extremely fast.	2/9/2017 1:25 PM

# IHLS Delivery Service Survey 2017

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

Answered: 110 Skipped: 111

#	Responses	Date
1	If we could have delivery every day. But we do not have a lot of requests for books every day. I understand that if there are not many requests that delivery might be delayed.	2/25/2017 8:59 AM
2	More frequent delivery/pickup.	2/24/2017 4:26 PM
3	No major suggestions.	2/24/2017 3:40 PM
4	Change to 3 days per week, on days we ore open.	2/24/2017 11:51 AM
5	We would LOVE to send out more items. I know this is a SHARE setting but I thought I would mention it. Before we would have said to get a later delivery time, but the drivers have got the hang of turning our alarm off so it seems to be going smoother.	2/24/2017 10:06 AM
6	Please don't change our deliver time or our delivery people.	2/23/2017 4:54 PM
7	I would make none. We get deliveries X2 weekly and I believe this meets our needs.	2/23/2017 3:27 PM
8	I can't think of anything	2/23/2017 1:23 PM
9	More days	2/23/2017 11:20 AM
10	??	2/22/2017 8:22 PM
11	Know an expected date....patrons ask!	2/22/2017 8:07 PM
12	n/a	2/22/2017 7:33 PM
13	To make sure the route schedule is followed by the delivery. Libraries are trying to make the work load easier for the sorting, but changing the route to suite travel messes up the libraries efforts. Confusion as to which direction the delivery is going is frustrating.	2/22/2017 4:42 PM
14	Can't think of one. We are very satisfied with the service.	2/22/2017 4:03 PM
15	Name tag on the drivers	2/22/2017 3:48 PM
16	Direct to the school.	2/22/2017 2:50 PM
17	NA	2/22/2017 2:48 PM
18	Bigger vans to transport more items. More consistent routes to work around which I know will be coming in the near future.	2/22/2017 2:47 PM
19	Saturday deliveries.	2/22/2017 2:30 PM
20	Deliver to my high school. Now I go after school and sometimes I have books and sometimes I don't Sometimes I have meetings, etc. and can't make it to the library after school	2/22/2017 2:24 PM
21	Nothing, we are extremely satisfied.	2/22/2017 1:32 PM
22	No changes for me. Doing great!	2/22/2017 1:19 PM
23	N/A	2/22/2017 1:13 PM
24	Have delivery more often.	2/22/2017 12:47 PM
25	No change.	2/22/2017 12:24 PM
26	We would love to have our schools materials delivered directly to them. Its is just across the street.	2/22/2017 12:18 PM
27	To not be such an early stop on the driver's route. He sometimes gets here before I even do and I don't have an opportunity to give him outgoing materials.	2/22/2017 12:15 PM
28	Can't think of anything to change.	2/22/2017 11:49 AM

## IHLS Delivery Service Survey 2017

29	It is fine the way it is. Don't change a thing	2/22/2017 11:41 AM
30	Nothing. I'm very satisfied with the current delivery service!	2/22/2017 11:31 AM
31	n/a	2/22/2017 10:53 AM
32	When ordering books through OCLC WorldShare, it is not possible to order multiple copies of the same book.	2/22/2017 10:41 AM
33	I honestly can't think of anything.	2/22/2017 10:33 AM
34	5 days instead of 3 days	2/22/2017 10:26 AM
35	3 days a week rather than 2 would be good for our library and patrons.	2/22/2017 10:22 AM
36	None	2/22/2017 10:18 AM
37	I don't know.	2/22/2017 10:17 AM
38	N/A	2/22/2017 10:16 AM
39	not a thing.	2/22/2017 10:08 AM
40	Notify us what time the delivery is coming	2/22/2017 10:05 AM
41	We no longer get pick up in Findlay at the middle school, so it means an extra day of transfer and extra hands handling the materials but we have adjusted.	2/22/2017 10:04 AM
42	Ideally, the system (Polaris) would track and flag when we have an item marked for delivery to another agency. Of course, most of our lending is through OCLC/ILDS, but it would be easier if it automatically flagged a pick-up from our location.	2/22/2017 9:57 AM
43	Can't think of anything--you have been very responsive.	2/22/2017 9:55 AM
44	Possibly add one more delivery day to our library like a Thursday. We get Mon Tues and Wed but Thursday would be nice if at all possible to add.	2/22/2017 9:52 AM
45	If you are really asking .... we used to get delivery earlier in the day and that worked really well for us. BUT we completely understand that everyone can't be first and our late-morning delivery is working out fine. Can't think of any other changes.	2/22/2017 9:46 AM
46	At one time the statewide delivery study mentioned "mailboxes" as a delivery point to the library. Is this still in the work? I think it would be easier for IHLS and CHS to receive delivery outside in the rear of the building.	2/22/2017 9:43 AM
47	earlier delivery	2/22/2017 9:43 AM
48	easier to communicate with drivers/route manager	2/22/2017 9:40 AM
49	add one more day to our delivery service	2/22/2017 9:39 AM
50	We currently work with our local library who brings us our items and they take our outgoing items. It seems we are still only getting items twice a week and would like this increased to 5 if possible.	2/22/2017 9:37 AM
51	Instead of two days would like at least 4 days	2/21/2017 1:45 PM
52	None	2/21/2017 10:38 AM
53	Keep all media in separate tubs	2/21/2017 8:16 AM
54	I can't think of anything that I would change. I do find that when one person is doing the same route almost exclusively the delivery seems more organized. There is always the same amount of totes, everything is in the same spot. You just know what to expect and what is expected of you. I also understand that it's not reasonable to do this when everyone needs to be cross trained. It was nice though!	2/20/2017 3:58 PM
55	Earlier deliveries.	2/20/2017 9:27 AM

## IHLS Delivery Service Survey 2017

56	I would be remiss if I did not begin this comment with the benefits I have gained in traveling to the public library two times daily to pick up and drop off deliveries. It allows me consistent communication with the public librarian and the opportunity to view materials at that site. The reason for my rating of dissatisfied with flexibility is not really how I would choose to state my dissatisfaction. The Arthur Schools delivery has been given the attention I requested and the "powers that be" have been flexible. However, it must be stated the ridiculousness of the situation where the driver goes right past the door of my school each day, yet I have to drive to town for the delivery. There is the worry that Arthur should not be shown favoritism and that policy must be followed. I wish someone would have the gumption to stand up to those who would have an issue with a delivery truck going RIGHT PAST a door, and saving an educator the time and expense of picking up their daily delivery. So, if this is ever talked about, please know I am grateful for the system we have worked out to accommodate the unique situation of the spread out Arthur School District. I would love the validation, however, that many agree driving past our door on a daily basis, is ridiculous just because we don't want any backlash of commentary from perhaps others with "limited views" when it comes to the word "fair."	2/17/2017 11:38 AM
57	None	2/17/2017 10:22 AM
58	If I could make one change I'd have delivery twice a week. However, my patrons are pretty satisfied the say it is.	2/16/2017 4:50 PM
59	None	2/16/2017 3:52 PM
60	none	2/16/2017 3:50 PM
61	They occasionally forget to arm the security system as they are leaving	2/16/2017 3:26 PM
62	NA	2/16/2017 3:21 PM
63	Better consistency in delivery time. Ever since the delivery revamp went into effect last year, our delivery time fluctuates by 2-3 hours each day. This makes it difficult to schedule our staff accordingly.	2/16/2017 2:59 PM
64	Earlier delivery because we close at 5 and our patrons could be called earlier.	2/16/2017 2:35 PM
65	Better sorting, Every day we receive items in our tub that are not suppose to be in the Mascoutah tub and belong to another library that starts with the letter "M"	2/16/2017 2:25 PM
66	I am happy with our delivery.	2/16/2017 2:22 PM
67	It's going well, so no changes.	2/16/2017 2:21 PM
68	Nothing.	2/16/2017 2:16 PM
69	Can't think of anything.	2/16/2017 2:10 PM
70	If the drive missed us, having the driver turn around to come back to the library he missed.	2/16/2017 2:09 PM
71	Sometimes we get left with NO bag/tub	2/16/2017 1:05 PM
72	NONE	2/14/2017 2:23 PM
73	I can't think of anything we would change.	2/13/2017 10:14 AM
74	Reinstate Saturday delivery	2/13/2017 9:29 AM
75	Delivery has been great!	2/11/2017 9:49 AM
76	It seems I get skipped sometimes which causes items to be overdue to lending libraries.	2/11/2017 9:25 AM
77	None	2/10/2017 2:15 PM
78	Maybe come one more day per week. But for the most part our current 2 day/week schedule is fine.	2/10/2017 1:02 PM
79	There isn't an area for additional comments, so I put them here. On the accuracy of items in the tubs, the score would be more 4.5/5. I don't have a lot of problems, but almost every other week or two there are a couple of items for other libraries. Also I have had a few times where the wrong bag has been left. All in all, with the amount of sorting I am sure delivery must do, it's still excellent service! That wasn't a complaint just a testimony. Also on Turn Around Time My items to other libraries? I don't check to make sure delivery of my items made it after each pick up. I don't have time to make sure. Unless there is an easy report to run??? I do check other reports for my items to find them. So far so good!! *knocks on wood* Now other library items to my library, that turn around time isn't as fast. I don't think it is a delivery problem though. I think it is an other librarian problem. Thank you!	2/10/2017 12:15 PM
80	Our library would get more requests for our materials. It doesn't make sense for Hayner and Edwardsville to do so many tubs a day, when there are other libraries that only get a few tubs a day. Spread it out. We used to get 4 or 5 tubs every delivery. We now get 2 or 3. We want to do more for the System.	2/10/2017 11:12 AM
81	none	2/10/2017 9:43 AM



## IHLS Delivery Service Survey 2017

82	More consistency in the delivery time. Some drivers follow the posted route while others do not making it difficult to know when to expect them. We try to have everything packed and ready to go as early as possible.	2/10/2017 9:27 AM
83	N/A	2/10/2017 9:23 AM
84	Turn around time needs to be improved. I had one instance of something coming from the State Library across town taking two weeks to get here.	2/10/2017 8:55 AM
85	Reliability. We never know when the driver will be there. Sometimes it's once a week, sometimes it's not at all, sometimes it's twice a week. I'd like a DESIGNATED day/s.	2/10/2017 8:16 AM
86	Everyday	2/9/2017 6:56 PM
87	The red tubs don't hold as many purple bags as we would like. We often have more bags than will fit into the tubs we have.	2/9/2017 4:08 PM
88	happy with the current service	2/9/2017 4:00 PM
89	None	2/9/2017 3:16 PM
90	I wish we could send more items out to other libraries!	2/9/2017 3:08 PM
91	Saturday delivery	2/9/2017 2:55 PM
92	Increased delivery days, or at the very least, two scheduled delivery days per week.	2/9/2017 2:52 PM
93	Things can get damaged in delivery. We would like to have an option to report an item was damaged in transit. Also if an item has been in-transit for x amount of days, for delivery to check their locations and vehicles for the item.	2/9/2017 2:41 PM
94	More than 2 day delivery	2/9/2017 2:23 PM
95	Five days instead of four.	2/9/2017 2:20 PM
96	It would be really great if we could get it earlier. It works out OK getting it around 11, but the earlier we get it, the quicker we can get it turned back out to the patron. But, so long as it continues to come at a consistent time from day to day, that is also helpful as I can ensure I have additional staff to cover.	2/9/2017 2:17 PM
97	I would rather text notifications about delays or cancellations of delivery come after 7:00 am. Really, we don't need to know until after our business day begins at 9:00 am.	2/9/2017 2:09 PM
98	Delivery of materials on any day that the system has some for us.	2/9/2017 2:05 PM
99	Nothing, suits our needs perfectly	2/9/2017 1:54 PM
100	We never see our drivers any more!	2/9/2017 1:49 PM
101	Every day! - This would increase our ILL usage.	2/9/2017 1:41 PM
102	While I know it is inevitable that some things will go missing, I would love to see fewer things lost in transit. Where in the heck do these missing items end up??? Also, sometimes drivers block book drop with their vans so that people who are trying to return items into the book drop before the library opens are not able to get to the book drop. Minor inconvenience to our patrons.	2/9/2017 1:38 PM
103	I would love it if we could have 5 days a week - because we have 2 & 3 bags every time. We now have a book club and it would be great if the Thurs Driver stopped on his way by too.	2/9/2017 1:38 PM
104	I can't complain	2/9/2017 1:38 PM
105	More accuracy in filling tubs. Still getting items for other libraries, although not as often as we used to.	2/9/2017 1:36 PM
106	I would want delivery to be at approximately the same time every day. And not before 8:00 a.m. Now that I've figured out the different drivers' schedules, it's OK, but IDEALLY it would be consistent.	2/9/2017 1:33 PM
107	Sometimes it could be more often, but the two days I have are working for us.	2/9/2017 1:29 PM
108	No change needed all is good	2/9/2017 1:29 PM
109	Same driver every time.	2/9/2017 1:27 PM
110	This is one of the few libraries that would be well-served with only two day a week delivery, if that's at all beneficial to the drivers.	2/9/2017 1:27 PM

# IHLS Delivery Service Survey 2017

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

Answered: 92 Skipped: 129

#	Responses	Date
1	THanks so much for this! We are a small rural school and certainly couldn't afford to buy all the books! THanks!	3/1/2017 11:19 AM
2	I think that the delivery service does a great job.	2/25/2017 8:59 AM
3	Driver needs to be sure to lock elevator and elevator doors as we are not here when she makes deliveries.	2/24/2017 4:26 PM
4	Above, I answered "No" to whether we participate in DOG -- I just want to explain that the reason we don't is that we are the last stop on our route. Otherwise, we definitely would pay attention to DOG -- years ago, we were first on our route, and we always separated the "down-the-route" items.	2/24/2017 3:40 PM
5	No	2/24/2017 11:51 AM
6	We have been told a few times by our patrons how impressed they are at the quickness of receiving the items they request. So thank you for all the adjustments you have made to circulate materials through southern Illinois.	2/24/2017 10:06 AM
7	As we are a very small library our delivery now comes through US postal service with sometimes large wait times for books to get here.	2/23/2017 1:38 PM
8	the drivers are all very nice and do their very best	2/23/2017 9:47 AM
9	I appreciate what the delivery service has done!! Everyone I have talked to has been wonderful.	2/22/2017 8:22 PM
10	Really like our drivers! Nice people!	2/22/2017 8:07 PM
11	No	2/22/2017 7:33 PM
12	I have no complaints. Drivers are efficient an polite. Deliveries are going smooth with very few errors. Keep up the good work. Thank You for all your hard work.	2/22/2017 5:42 PM
13	All in all we are pleased. Just feel that in some cases one hand doesn't know what the other hand is doing. Giving directions to the libraries to sort and help out then not following those directions is disheartening. Friendly staff and willing to listen.	2/22/2017 4:42 PM
14	I'm glad you finally decided which hub we belong to! :)	2/22/2017 2:50 PM
15	NA	2/22/2017 2:48 PM
16	Very important to close the door when leaving the library -	2/22/2017 2:37 PM
17	I really like the option to get text alerts.	2/22/2017 2:30 PM
18	I've never met any of the drivers. I never have any feedback - good or bad. Rarely, they leave messages with the Public Librarian for me.	2/22/2017 2:24 PM
19	Our books are drop off in our school office. i don't have any contact with the drivers. I am the library aid that is currently in charge as of this. We have no head librarian. Please let me know if there is something more I need to be doing for our deliveries .	2/22/2017 1:23 PM
20	- - - -	2/22/2017 1:19 PM
21	Grateful for the service.	2/22/2017 12:24 PM
22	Delivery is made to the Altamont Public Library and the teachers have found that it is easier to request it from a public library than to have another step added to the process. Therefore we have used this service for several years.	2/22/2017 12:05 PM
23	Everything is good.	2/22/2017 11:49 AM
24	We do not receive deliveries.	2/22/2017 11:47 AM
25	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.	2/22/2017 11:31 AM
26	The drivers are great!	2/22/2017 11:28 AM

## IHLS Delivery Service Survey 2017

27	We do not use the service as often as other libraries . Our experience is always good.	2/22/2017 11:04 AM
28	n/a	2/22/2017 10:53 AM
29	We are ILDS	2/22/2017 10:45 AM
30	Delivery service has been great.	2/22/2017 10:41 AM
31	This is such a great service.	2/22/2017 10:26 AM
32	Yes. Academic libraries in CARLI had Lantner before. You never knew who you were going to get and most of the time the drivers looked and smelled like something the cat dragged in. Our "internal" employees are head and shoulders above them. They are clean, polite and do not disturb any workflows. At RPLS we had an "It's your Lucky Day" surprise for drivers in March (St. Patrick's). The drivers were overwhelmed with goodies from every library - from cans of pop to gift certificates. Librarians appreciated drivers more than anyone knew. Internal customer service is a good practice.	2/22/2017 10:18 AM
33	As a school, I drive to the local public library to pick up. I don't meet the delivery drivers or deal with tubs or visit the delivery website.	2/22/2017 10:17 AM
34	N/A	2/22/2017 10:16 AM
35	Communication from Linda Petty is aces. Haven't had a single complaint since last July. They've been very helpful, especially given an unexpected 5 week closure due to construction problems. Reaction time is good.	2/22/2017 10:08 AM
36	NO	2/22/2017 10:05 AM
37	I do not talk to the delivery personnel but the system seems to work well for me. As it is set up we have a school staff member stop at the public library everyday which means additional staff handling of materials but overall it works. We get materials in a reasonable time frame. I am glad as I mentioned before that we get delivery every school day.	2/22/2017 10:04 AM
38	Thank you for the hard work- it works quickly, efficiently, and seamlessly for my patrons!	2/22/2017 9:57 AM
39	Thank you for accommodating occasional deliveries between libraries for items other than ILL!	2/22/2017 9:55 AM
40	GREAT JOB!	2/22/2017 9:52 AM
41	Great job!	2/22/2017 9:49 AM
42	Thank you for the great service. Delivery is very important to our patrons.	2/22/2017 9:46 AM
43	To my knowledge we have not had a need to utilize this service but I am pleased to know it is available.	2/22/2017 9:45 AM
44	Do not consider Community Delivery Points. (School and Public Share)	2/22/2017 9:43 AM
45	Thank you for this service! Thank you to the drivers!	2/21/2017 1:45 PM
46	None	2/21/2017 10:38 AM
47	Our district is very happy with the delivery system. We get our books delivered to our local library and pick up our items there.	2/21/2017 9:24 AM
48	I think you are all doing a great job, we are thankful for all your hard work and we are so very glad to have this service!	2/20/2017 3:58 PM
49	I feel I cannot answer several of these questions because I am at a school and I go to the public library to pick up our books that have been in transit. I deal with the public library not actual delivery people. However, the Taylorville Public Library is a very pleasant atmosphere and we have no issues switching out the books.	2/17/2017 1:41 PM
50	All media needs to be protected with rubber bands so that it does not open during transportation and items fall out and get lost/broken.	2/17/2017 11:43 AM
51	I no longer see the driver, but in the past, all drivers were marvelous ambassadors supporting our library system.	2/17/2017 11:38 AM
52	The Delivery Service has improved a lot from our perspective. It used to be we had items getting lost in transit too often and quite a few mis-delivered items but it has gotten much better.	2/16/2017 4:35 PM
53	None	2/16/2017 3:52 PM
54	It would be nice to be able to keep a couple of extra tubs since the drivers don't take them from our cart when we have too many to fit in the tubs.	2/16/2017 3:26 PM
55	No, thank you	2/16/2017 3:21 PM
56	We really like the 5 day delivery. Keep up the great work on improving the service.	2/16/2017 2:25 PM
57	I appreciate a reduction in damage rates that we are seeing. Drivers are all efficient and pleasant.	2/16/2017 2:21 PM

## IHLS Delivery Service Survey 2017

58	no	2/16/2017 2:09 PM
59	Thanks for the help	2/16/2017 1:05 PM
60	The tubs need an occasional cleaning.	2/16/2017 12:01 PM
61	No	2/11/2017 9:49 AM
62	I have also had instances where items showed checked out to me but I wouldn't get them for a week or so.	2/11/2017 9:25 AM
63	None	2/10/2017 2:15 PM
64	great job!!	2/10/2017 1:55 PM
65	The IHLS Delivery Service is vital to our library and patrons. It is a wonderful service.	2/10/2017 1:02 PM
66	Thank you for all that you do to help make it possible for my library and its patrons to receive ILL items!	2/10/2017 12:15 PM
67	none	2/10/2017 9:43 AM
68	Our drivers are always pleasant and willing to do whatever we need to make delivery run smoothly.	2/10/2017 9:27 AM
69	Just a small thing -- please ask the drivers not to take the bag with them if there is only one or two items inside it. That leaves us small libraries with no bag for future deliveries.	2/10/2017 8:55 AM
70	The drivers are all very pleasant and friendly. They are willing to put the tubs they deliver where we want them, even lifting them up for me. They don't just dump them on the floor and leave. Also, items seem to be treated respectfully, not just jammed in the tubs. The tubs that are used are great - they close and the purple bags fit into them. Before the delivery used open tubs so that when they were stacked items in the bottom tubs could be damaged by the weight of the items on top. Overall we are very pleased with the delivery service.	2/10/2017 8:47 AM
71	Not being a SHARE member, I think having delivery is awesome! I do get stuff quicker than I did two years ago. For a while it was almost a 2 day turnaround. Now it's less... but still good!	2/10/2017 8:16 AM
72	Thank You!!!	2/9/2017 4:17 PM
73	It would be nice if we knew at least the names of our delivery drivers. Could they wear name tag or something so we can at least be friendly?	2/9/2017 4:08 PM
74	Our delivery system is excellent.	2/9/2017 3:57 PM
75	Appreciate you for your services	2/9/2017 3:16 PM
76	Thank you for constantly wanting to improve. I know people don't handle change very well, but if you're changing for the better - it definitely pays off in the end. Keep up the good work!	2/9/2017 3:08 PM
77	No	2/9/2017 2:55 PM
78	Wish we didn't have items lost in transit but we're all human.	2/9/2017 2:51 PM
79	They do a fantastic job on our behalf.	2/9/2017 2:41 PM
80	We are so thankful to have this service. I don't know what our small city library would do with it.	2/9/2017 2:23 PM
81	Thanks for having delivery for our kids and teachers-- we're such a small library, it makes a big difference.	2/9/2017 2:21 PM
82	I am well satisfied with the delivery service. I have no major complaints.	2/9/2017 2:20 PM
83	We do not do DOG because we are the last stop on our route.	2/9/2017 2:09 PM
84	You do a good job with so many items and so many miles.	2/9/2017 2:05 PM
85	Tub accuracy has improved.	2/9/2017 2:01 PM
86	IHLS should order padded A/V mailers to distribute to all library, like the ILDS blue padded A/V mailers. Protects the fragile cases of media material	2/9/2017 2:00 PM
87	NA	2/9/2017 1:41 PM
88	Overall we are very pleased. Really appreciate 5 day a week delivery.	2/9/2017 1:38 PM
89	can they re-evaluate the days we are receiving delivery? I feel we have increased greatly and if a driver is going by on Thurs, it would be nice to get all 5 days.	2/9/2017 1:38 PM
90	The driver that comes in on Wed and Thursday is very good at his job my employees really likes him.	2/9/2017 1:38 PM
91	Sometimes other library's items are in our tub. I am sure it is crazy sorting things. Doesn't happen often but it does happen. Call them human:-)	2/9/2017 1:29 PM

# IHLS Delivery Service Survey 2017

92	Great job! Spring is coming!	2/9/2017 1:27 PM
----	------------------------------	------------------