



Illinois Heartland Library System

TO: IHLS Delivery & Facilities Committee
FROM: Leslie Bednar
DATE: September 3, 2024
RE: Review of Delivery Survey

The annual IHLS Delivery Service Survey collected 215 responses from our member libraries. The attachment summarizes the results of this survey, which was conducted from May 2 to May 23, 2024. This survey was designed to gather feedback from our members on the quality of our delivery services and to identify areas for improvement.

Key findings:

Overall customer satisfaction: 4.54 out of 5.

Specific areas of satisfaction:

- **Speed and Efficiency:** Respondents consistently praised the quick turnaround times for item delivery.
- **Reliability:** The service was described as reliable and consistent, with regular deliveries and minimal issues.
- **Convenience:** The ability to receive deliveries at a convenient time and the ease of using the system were appreciated.
- **Access to a Wider Collection:** The service allowed libraries to offer patrons a much larger selection of items.
- **Courteous Drivers:** Many respondents commented on the friendliness and helpfulness of the delivery drivers.

Areas for improvement:

- **Communication and Coordination:** Lack of timely notifications about delivery cancellations and the difficulty of finding the holiday schedule on our website.
- **Staffing Issues:** Difficulty retaining staff, the cancellation of routes, and IHLS drivers handling tubs incorrectly.
- **Operational Inefficiencies:** New tub design issues, inconsistent delivery times, and phone system issues.

Customer feedback highlights:

- *"Overall, I am still impressed with IHLS delivery. Anytime I have needed to contact someone from IHLS delivery, they are friendly and responsive. I think you all are moving in the right direction and look forward to seeing what your next steps are."*
- *"Thank you for providing such a wonderful delivery service to our library!"*

IMAGINING TOMORROW ~ DELIVERING POSSIBILITIES TODAY!

- *"I like the fact that we (theoretically) have delivery service 5 days a week, which is truly amazing considering how large our service area is. The drivers and staff are friendly, professional, and accurate."*
- *"We are a small library, so we are not able to buy all the possible books our patrons would want. So, it is amazing to have the IHLS Delivery service to borrow just about any item that our patrons could want."*
- *"The frequency, the website and ease of use, the text messages about cancellations etc. I have worked with ILL delivery for over 10 years, and this is the best organized and friendliest the delivery system has ever been."*

Analysis and recommendations:

- Recommendation #1 - Improved Communications: Based on the survey results, IHLS will ensure that all route cancellations are communicated by 9:00 a.m. IHLS should also take steps to ensure that all member libraries are well-informed about the notification methods we utilize. Sending out a memo to explain how to sign up for delivery notifications would greatly benefit the 37% of respondents who may not be aware of the delivery notifications for route cancellations. It is important to guarantee that the delivery holiday closure notifications are disseminated via the member connection well in advance of the holiday. Additionally, it is important to have clear communication regarding the reasons for inconsistent route times. Due to our five-day operational system, route times may vary each day of the week due to the number of libraries on the route.
- Recommendation #2 - Delivery Wages and Training: To tackle the problem of retaining staff, we will raise the wages for drivers and sorters this fiscal year. We will also ensure that our delivery staff receives proper training and work on improving communication about the nature of the job to avoid repeated situations where employees leave because "the job wasn't what they thought." Additionally, to address issues related to mishandling of materials, IHLS will be updating our driver manual and creating a training video to demonstrate the proper handling of materials.
- Recommendation #3 – Operational Improvements: To improve our delivery services, we should create instructional videos for our members for the new style tubs and increase the number of staff on the main line to minimize the need for members to leave voicemails.

The Annual Delivery Survey has provided valuable insights into our members' perceptions of our delivery services. By addressing the identified areas for improvement, we can enhance our members' experience and strengthen our partnerships with them.

Thank you, and please let me know if you have any comments or questions.



Results

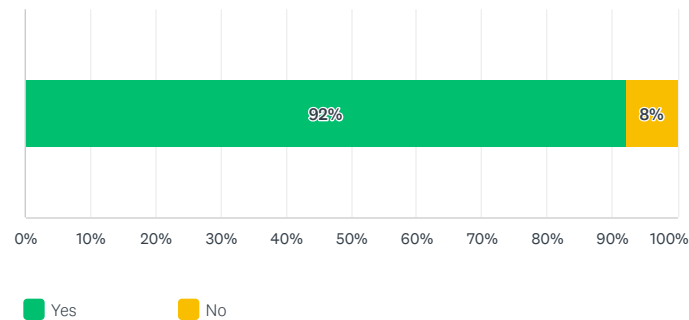
All Pages ▼

Q1



Are you a paid staff member at an IHLS-member library?

Answered: 234 Skipped: 0



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

92%

8%

216

18

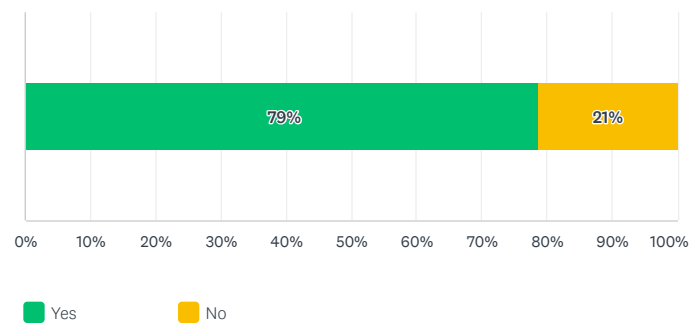
234

Q2



Do you work directly with IHLS deliveries or pickups?(i.e., packing or unpacking tubs, interacting with drivers, etc.)

Answered: 234 Skipped: 0



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

79%

21%

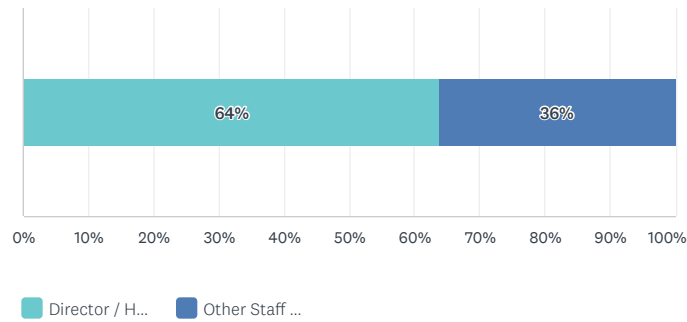
184

50

234

Q3



[SIGN UP FREE](#)**ANSWER CHOICES**

Director / Head Librarian
Other Staff Member

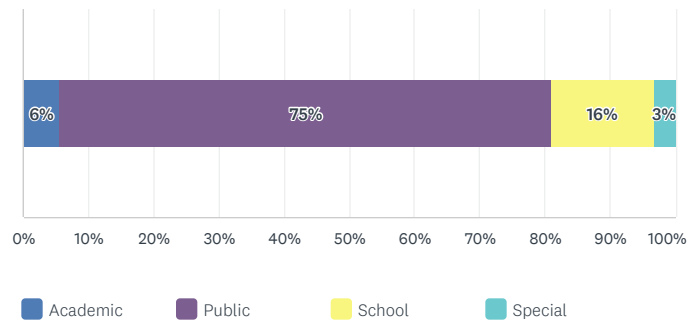
RESPONSES

64% 137
36% 78

TOTAL**215****Q4**

What type of library do you work for?

Answered: 215 Skipped: 19

**ANSWER CHOICES**

Academic
Public
School
Special

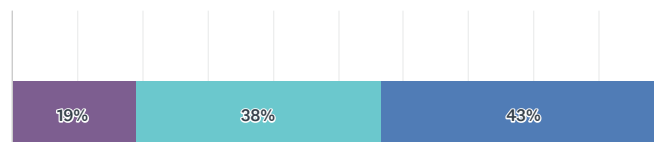
RESPONSES

6% 12
75% 162
16% 34
3% 7

TOTAL**215****Q5**

Which IHLS delivery hub serves your library? You can find which hub serves your library on the IHLS Delivery Hubs & Routes webpage.

Answered: 215 Skipped: 19

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234 responses

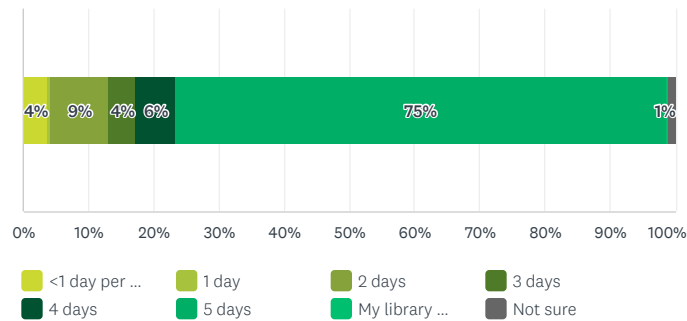
[SIGN UP FREE](#)**ANSWER CHOICES****RESPONSES**

Carbondale (ZCA)	19%	41
Champaign (ZCH)	38%	81
Edwardsville (ZED)	43%	93
TOTAL		215

Q6

In a typical week, how often does your library receive IHLS deliveries?

Answered: 215 Skipped: 19

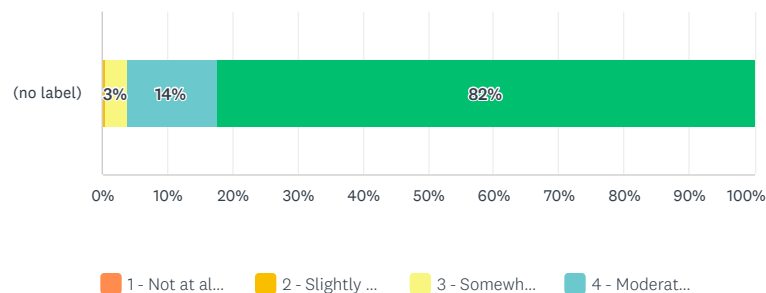
**ANSWER CHOICES****RESPONSES**

<1 day per week / only as needed	4%	8
1 day	0%	1
2 days	9%	19
3 days	4%	9
4 days	6%	13
5 days	75%	162
My library does not utilize IHLS Delivery	0%	1
Not sure	1%	2
TOTAL		215

Q7

How well does your current delivery frequency of {{ Q7 }} meet your patrons' needs?

Answered: 211 Skipped: 23

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234 responses

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(no label) 0% 0 0% 1 3% 7 14% 29 82% 174 0% 0 211 4.78

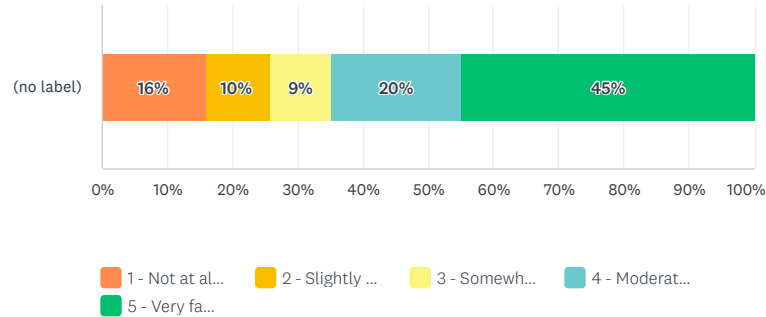
[Comments \(14\)](#)

Q8



How familiar are you with the IHLS Delivery on the Go service (our free same-route, same-day delivery option for qualifying materials)?

Answered: 213 Skipped: 21



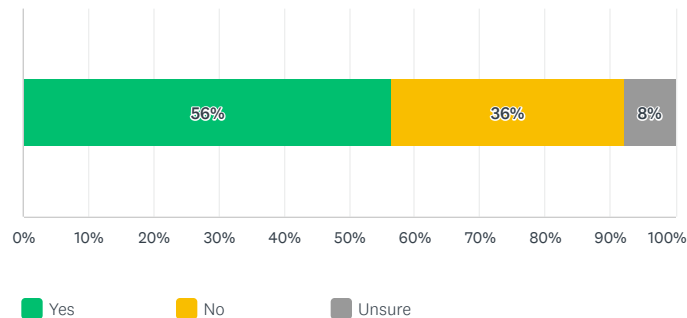
	1 - NOT AT ALL FAMILIAR	2 - SLIGHTLY FAMILIAR	3 - SOMEWHAT FAMILIAR	4 - MODERATELY FAMILIAR	5 - VERY FAMILIAR	TOTAL	WEIGHTED AVERAGE
(no label)	16% 34	10% 21	9% 20	20% 42	45% 96	213	3.68

Q9



In the last 12 months, has your library actively participated in the Delivery on the Go service?

Answered: 179 Skipped: 55



ANSWER CHOICES

RESPONSES

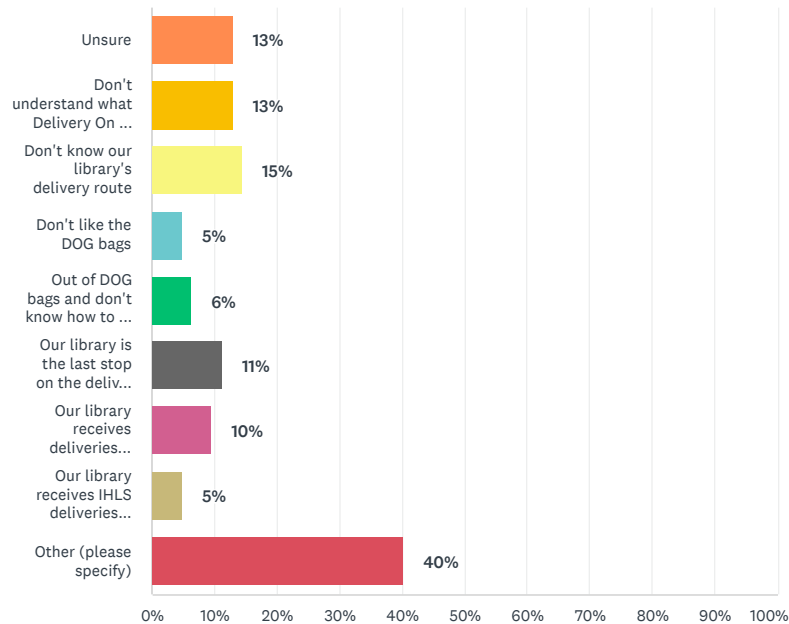
Yes	56%	101
No	36%	64
Unsure	8%	14
TOTAL		179

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234 responses

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Answered: 62 Skipped: 172

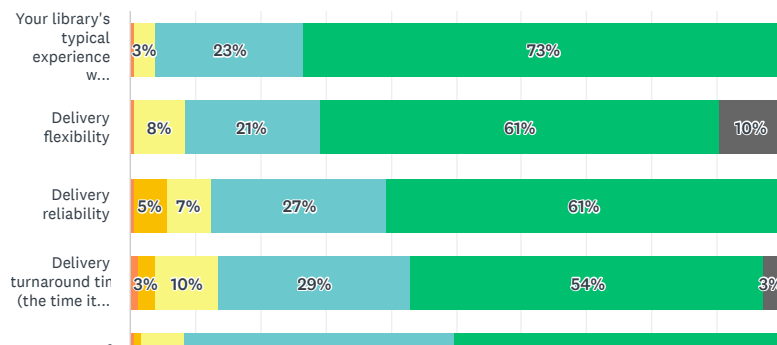
**ANSWER CHOICES****RESPONSES**

Unsure	13%	8
Don't understand what Delivery On the Go service is / how it works	13%	8
Don't know our library's delivery route	15%	9
Don't like the DOG bags	5%	3
Out of DOG bags and don't know how to get more	6%	4
Our library is the last stop on the delivery route	11%	7
Our library receives deliveries on-demand only (no regular delivery schedule)	10%	6
Our library receives IHLS deliveries through CARLI	5%	3
Other (please specify)	Responses 40%	25

Total Respondents: 62**Q11**

How would you rate IHLS delivery service on the following attributes?

Answered: 178 Skipped: 56

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234 responses

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0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

1 - Very uns... 2 - Unsatisf... 3 - Neither ... 4 - Satisfac...
5 - Very sat... N/A or Don'...

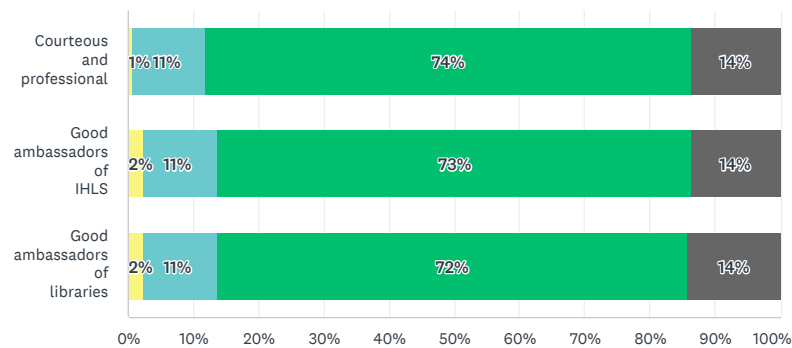
	1 - VERY UNSATISFACTORY	2 - UNSATISFACTORY	3 - NEITHER UNSATISFACTORY NOR SATISFACTORY	4 - SATISFACTORY	5 - VERY SATISFACTORY	N/A OR DON'T REMEMBER
Your library's typical experience with IHLS Delivery	1% 1	0% 0	3% 6	23% 40	73% 130	0% 0
Delivery flexibility	1% 1	0% 0	8% 14	21% 37	61% 109	10% 17
Delivery reliability	1% 1	5% 9	7% 12	27% 47	61% 107	0% 0
Delivery turnaround time (the time it takes your item to travel to the requesting library)	1% 2	3% 5	10% 17	29% 52	54% 96	3% 5
Accuracy of items in tubs	1% 1	1% 2	7% 12	41% 73	50% 88	1% 1
Condition of items in tubs	1% 1	0% 0	4% 7	30% 53	66% 116	0% 0

Q12



How would you rate IHLS delivery drivers on the following attributes?

Answered: 176 Skipped: 58



1 - Very uns... 2 - Unsatisf... 3 - Neither ... 4 - Satisfac...
5 - Very sat... N/A or Don'...

1 - VERY
UNSATISFACTORY 2 -
UNSATISFACTORY 3 - NEITHER
UNSATISFACTORY
NOR
SATISFACTORY 4 -
SATISFACTORY 5 - VERY
SATISFACTORY N/A OR
DON'T
REMEMBER

Courteous 0% 0% 1% 11% 74% 14%

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234 responses

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Good
ambassadors
of libraries

0%
0

0%
0

2%
4

11%
20

72%
126

14%
25

Q13



Is there a driver you would like to recognize for their outstanding service? Tell us about them (their name, what they did or do to deserve recognition, etc.)

Answered: 41 Skipped: 193

I do not know who typically serves EAPLD since they arrive before my shift, but I am told he is a good person and does a good job.

5/17/2024 03:34 PM

there is a new driver on our route, don't know his name, but he has been incredibly helpful and nice. He delivered to Fairview Heights on 05-14-2024.

5/15/2024 05:07 PM

I have thought every driver/delivery person who comes to Witt Library are always very courteous and polite!

5/9/2024 11:05 AM

I wish I knew their names. I'm sure they all introduced themselves; but I'm terrible at remembering names. They are all courteous and friendly. Five stars!!!!

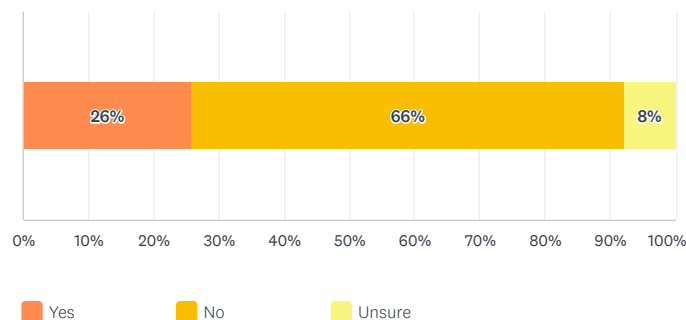
5/7/2024 03:37 PM

Q14



In the last 12 months, did you encounter an issue or reason that led you to reach out to our Delivery staff? (e.g. by phone, email, Delivery Help Desk)

Answered: 178 Skipped: 56



ANSWER CHOICES

Yes

RESPONSES

26%

46

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234 responses

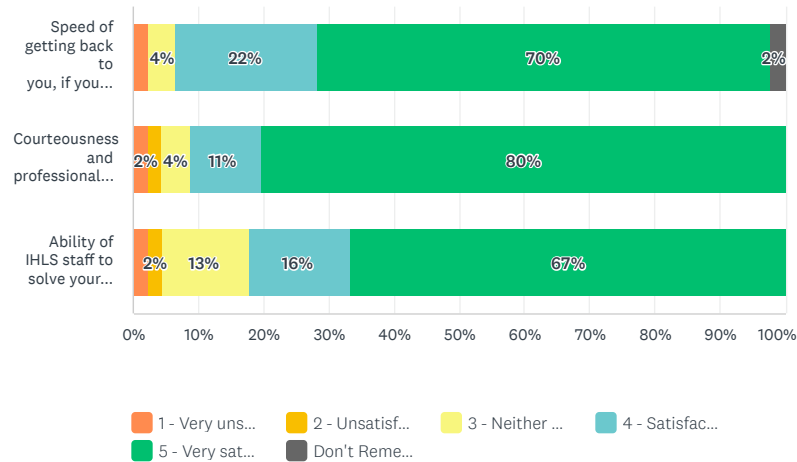


Q15



How would you rate the help you received based on the following attributes? Please use a scale from 1 to 5, where 1=Very Unsatisfactory and 5=Very Satisfactory. If you do not remember, please select "Do Not Remember."

Answered: 46 Skipped: 188



	1 - VERY UNSATISFACTORY	2 - UNSATISFACTORY	3 - NEITHER UNSATISFACTORY NOR SATISFACTORY	4 - SATISFACTORY	5 - VERY SATISFACTORY	DON'T REMEMBER
Speed of getting back to you, if you left an email or a message	2% 1	0% 0	4% 2	22% 10	70% 32	2% 1
Courteousness and professionalism of the IHLS staff you came in contact with	2% 1	2% 1	4% 2	11% 5	80% 37	0% 0
Ability of IHLS staff to solve your problem	2% 1	2% 1	13% 6	16% 7	67% 30	0% 0

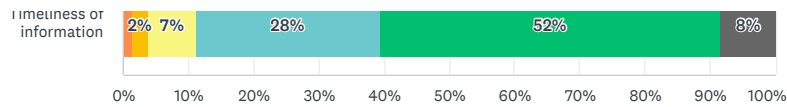
Q16



How would you rate the following aspects of our communications of delivery issues and services? Please use a scale from 1 to 5, where 1=Very Unsatisfactory and 5=Very Satisfactory. If you are not familiar with a certain aspect of service, you do not remember, or if the aspect otherwise does not apply, please select "N/A."

Answered: 208 Skipped: 26



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1 - Very unsatisfactory 2 - Unsatisfactory 3 - Neither satisfactory nor unsatisfactory 4 - Satisfactory 5 - Very satisfactory N/A or Don't remember

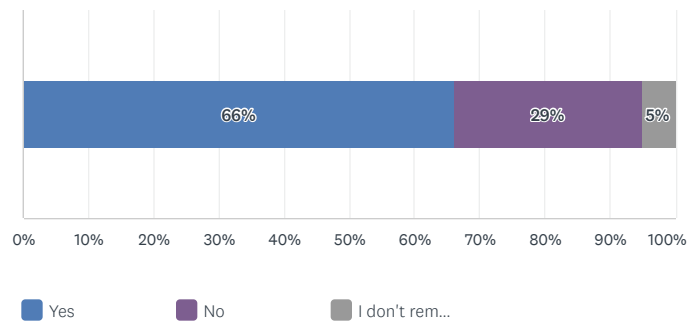
	1 - VERY UNSATISFACTORY	2 - UNSATISFACTORY	3 - NEITHER UNSATISFACTORY NOR SATISFACTORY	4 - SATISFACTORY	5 - VERY SATISFACTORY	N/A OR DON'T REMEMBER
Text messaging alert system for notification of delivery cancellations and delays	0% 1	0% 1	6% 13	19% 40	46% 95	28% 58
Email alert system for notification of delivery cancellations and delays	1% 3	0% 1	6% 13	26% 54	54% 112	12% 24
Timeliness of information	1% 3	2% 5	7% 15	28% 58	52% 107	8% 17

Q17



Have you visited the IHLS website with the intention of finding delivery information?

Answered: 212 Skipped: 22



ANSWER CHOICES

RESPONSES

Yes	66%	140
No	29%	61
I don't remember	5%	11
TOTAL		212

Q18

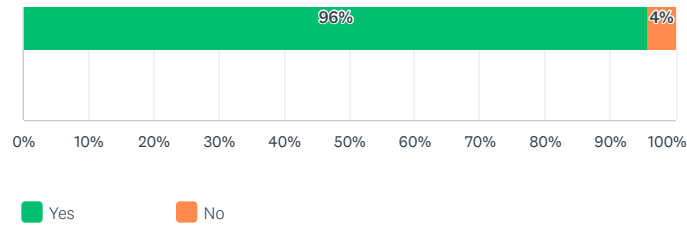


Did you find the information you needed?

Answered: 138 Skipped: 96

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234 responses

[SIGN UP FREE](#)**ANSWER CHOICES**

Yes

No

TOTAL[Comments \(7\)](#)**RESPONSES**

96%

4%

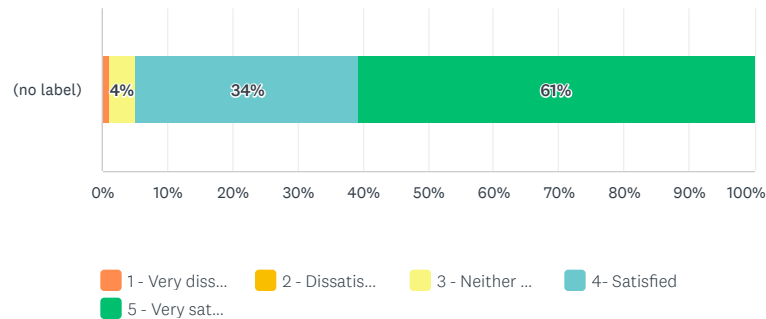
132

6

138**Q19**

How satisfied are you overall with IHLS's delivery service? Please use a scale from 1 to 5, where 1=Very Dissatisfied and 5=Very Satisfied.

Answered: 211 Skipped: 23



	1 - VERY DISSATISFIED	2 - DISSATISFIED	3 - NEITHER SATISFIED NOR DISSATISFIED	4- SATISFIED	5 - VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	1%	0%	4%	34%	61%	211	4.54
	2	0	9	72	128		

Q20

What changes would IHLS Delivery have to make for you to give it an even higher rating?

Answered: 52 Skipped: 182

Different tubs

5/17/2024 10:38 AM

The new tubs are a great size, but the lid is problematic. They also do not go on dolly that well.

5/15/2024 10:26 PM

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5/15/2024 02:23 PM

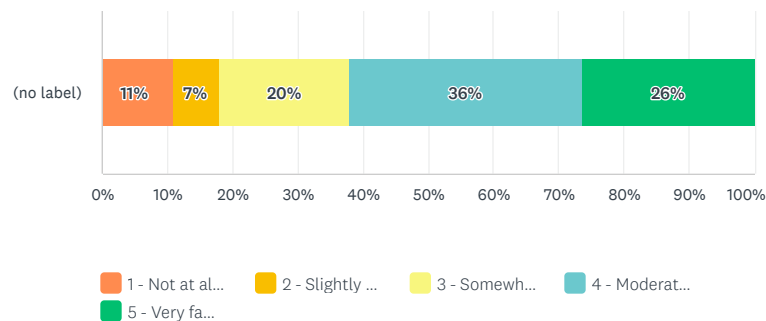
Add a higher rating.

Q21



How familiar are you with the IHLS investigation into an automated material handling system (AMHS)?

Answered: 212 Skipped: 22



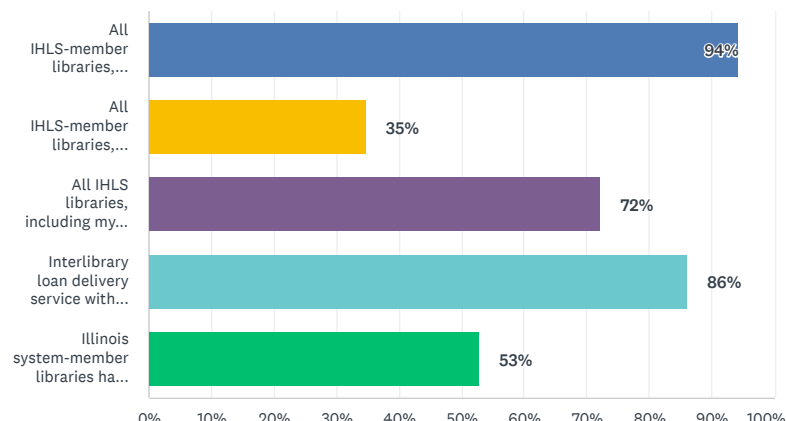
	1 - NOT AT ALL FAMILIAR	2 - SLIGHTLY FAMILIAR	3 - SOMEWHAT FAMILIAR	4 - MODERATELY FAMILIAR	5 - VERY FAMILIAR	TOTAL	WEIGHTED AVERAGE
(no label)	11%	7%	20%	36%	26%	212	3.60
	23	15	42	76	56		

Q22



Which of the following facts did you know before taking this survey? Please select all that apply. Please answer honestly. There are no right or wrong answers.

Answered: 210 Skipped: 24

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234 responses

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All IHLS-member libraries, including my library, have access to the delivery of interlibrary loan items within the State of Illinois.	94%	198
All IHLS-member libraries, including my library, have the ability to request next-day pickup of return items.	35%	73
All IHLS libraries, including my library, have access to Functional 5-Day Delivery.	72%	152
Interlibrary loan delivery service within Illinois is free for all Illinois system-member libraries.	86%	181
Illinois system-member libraries have access to interlibrary loan delivery service within Illinois regardless of membership in an LLSAP/automated resource-sharing consortium (examples: SHARE, RSA).	53%	111

Total Respondents: 210

Q23



Do you have any other comments, concerns, or suggestions regarding your IHLS delivery service?

Answered: 79 Skipped: 155

No

5/22/2024 01:59 PM

No

5/20/2024 05:47 PM

No

5/20/2024 10:44 AM

We are very pleased with our delivery service.

5/17/2024 03:53 PM

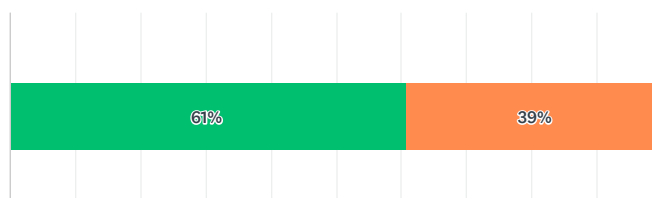
Keep up the good work!

Q24



We have some optional open-ended questions, and your responses would give us additional insight. These will take 3-5 more minutes to complete. Are you interested in answering them? Completion of these additional question will not impact your ability to enter our survey completion drawing.

Answered: 211 Skipped: 23



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234 responses

[SIGN UP FREE](#)**ANSWER CHOICES****RESPONSES**

Yes	61%	128
No	39%	83
TOTAL		211

Q25

What do you like about your library's IHLS Delivery service?

Answered: 104 Skipped: 130

Quick delivery and drivers are courteous

5/20/2024 05:50 PM

I like that we have five day a week delivery. I like that DOG is available to increase speed of delivery.

5/20/2024 10:47 AM

Timely and allows our patrons to access so much more than they would otherwise given the very small size of our library.

5/18/2024 10:20 AM

We are a small library that has a huge catalog of items to offer our patrons.

5/17/2024 03:54 PM

I like that we receive early service so we can start our day working on delivered items. I appreciate the consistency of the deliveries,

Q26

What do you dislike about your library's IHLS Delivery service?

Answered: 88 Skipped: 146

Nothing

5/20/2024 05:50 PM

I do not like that IHLS is not able to retain more drivers and sorters. I'm not sure where the problem lies, but retention would be good!

5/20/2024 10:47 AM

Occasionally get items for another library that has a similar delivery code to ours.

5/18/2024 10:20 AM

N/A

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234 responses

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Q27



What does the ability to access 5-day delivery mean to your library and its patrons?

Answered: 104 Skipped: 130

Requested items are delivered in a timely manner

5/20/2024 05:50 PM

Great customer service and happy patrons!

5/20/2024 10:47 AM

We get holds so much faster, and as stated before our patrons get access to far more materials than they would otherwise at a library of our size. If we didn't have delivery like this, I suspect many of our patrons would default to going to Edwardsville instead.

5/18/2024 10:20 AM

Patrons love the speed in which we receive items.

5/17/2024 03:54 PM

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234 responses