



Illinois Heartland Library System

TO: IHLS Executive Committee
 FROM: Leslie Bednar
 DATE: June 10, 2025
 RE: 2025 Delivery Survey

The annual IHLS Delivery Service Survey collected 283 responses from our member libraries. The attachment summarizes the results of this survey, which was conducted from April 14 to April 25, 2025. 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:

- **Excellent Overall Service:** Many members described the IHLS delivery service as “amazing,” “fantastic,” and “essential,” highlighting its vital role in library operations.
- **Professional and Friendly Drivers:** Delivery drivers consistently received praise for being courteous, reliable, and helpful, contributing greatly to positive user experiences.
- **Highly Valued 5-Day Delivery:** Frequent delivery is especially appreciated by small and rural libraries, allowing them to meet patron needs efficiently and maintain consistent service levels.
- **Responsive Support and Clear Communication:** IHLS staff were commended for promptly addressing concerns and maintaining effective communication with libraries.
- **Efficient and Reliable System:** The delivery network ensures timely access to shared resources, helping smaller libraries offer services comparable to larger institutions and better support for their communities.

Areas for improvement:

- **Sorting Accuracy:** Recurring issues with incorrect items sorted in their tubs (meant for other libraries).
- **Tub & Velcro Problems:** New tubs are difficult to use; Velcro straps are unreliable and wear out quickly.
- **Delivery & Staffing Reliability:** Route cancellations and staffing shortages impact service; Deliveries often arrive too early or too late in the day for some libraries, which creates scheduling challenges, and multiple requests for better driver identification.
- **Delivery on the Go Bags:** Insufficient supply, sizing issues, and protection concerns, especially during poor weather.

IMAGINING TOMORROW ~ DELIVERING POSSIBILITIES TODAY!

Customer feedback highlights:

- *"Delivery allows us to be so much more than what we could be on our own. We don't FEEL like a small library because of all the resources available to our patrons with delivery."*
- *"I just want to take a moment to say thank you to our delivery drivers, and all of the IHLS employees that make sharing materials in our consortium possible. It is a tremendous asset to be able to rely on other libraries for materials and a delight to know that other libraries can depend on us too."*
- *"I think IHLS is doing an amazing job on all aspects, from picking up and delivery service to sorting item, and all the staff that help to make this run so smoothly."*
- *"This is a great service. Drivers are all great. Patrons are happy. Thanks!"*
- *"IHLS delivery service is awesome! It helps our library meet every patron's needs in a timely and efficient manner."*
- *"IHLS Delivery is by far the most impactful service offered by the consortium"*
- *"Just want to say again how thankful we are for 5 day delivery service. We are a small city library and our patrons use other library's materials alot."*

Analysis and recommendations:

1. Enhance Sorting Accuracy:

- a. Implement the Automated Materials Handling System, which will significantly reduce sorting inaccuracies and concurrently decrease the number of items erroneously routed because of inaccuracies between receipts and real-time processing at the sorting machine.
- b. Improve sorter training to reduce repeated errors.

2. Address Tub and Velcro Concerns:

- a. Replace Velcro with reusable zip ties.
- b. Enhance communication on tub usage, emphasizing durability and cost-effectiveness when selecting a tub that lasts longer, rather than choosing ones that require frequent replacement.
- c. Improve communications to ensure tubs are not overfilled.

3. Expand Driver & Member Engagement:

- a. Provide drivers with name tags.
- b. Regularly gather driver feedback on logistics.
- c. Communicate with members about the routing logistics and reasons for delays are because of different routes each day of the week.

4. Evaluate Delivery On the Go bags

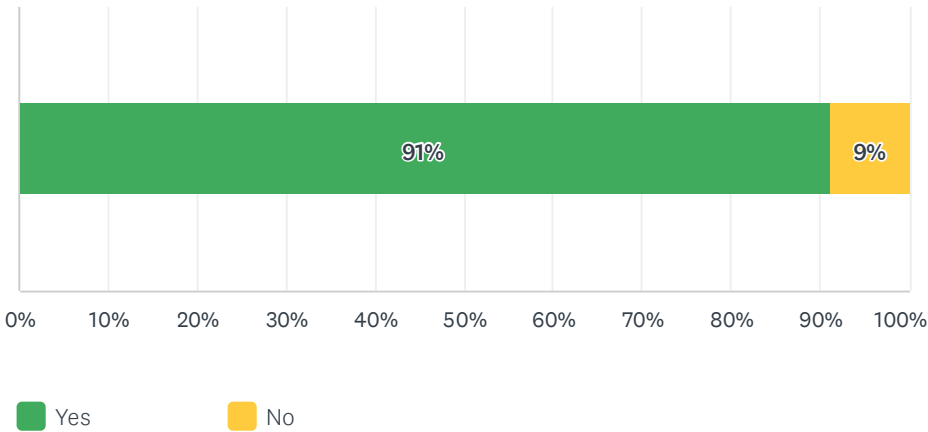
- a. Explore alternatives that provide better protection for items during transit.

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.

Q1 Are you a paid staff member at an IHLS-member library?

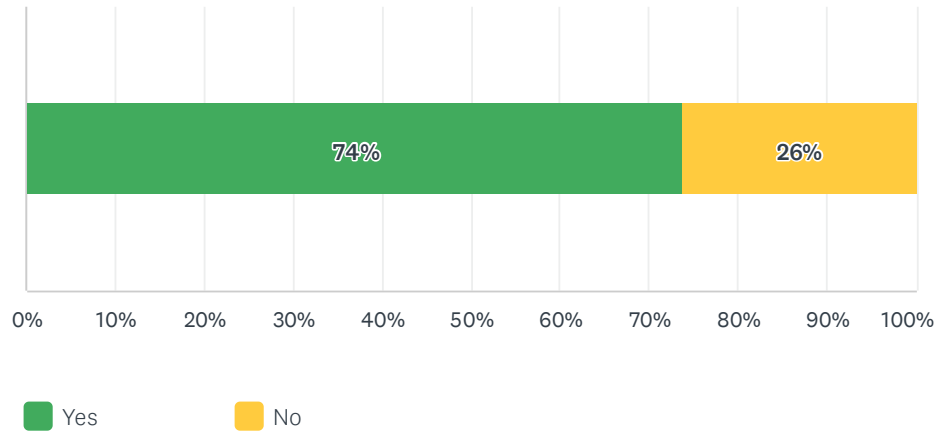
Answered: 283 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	91%	258
No	9%	25
TOTAL		283

Q2 Do you work directly with IHLS deliveries or pickups?(i.e., packing or unpacking tubs, interacting with drivers, etc.)

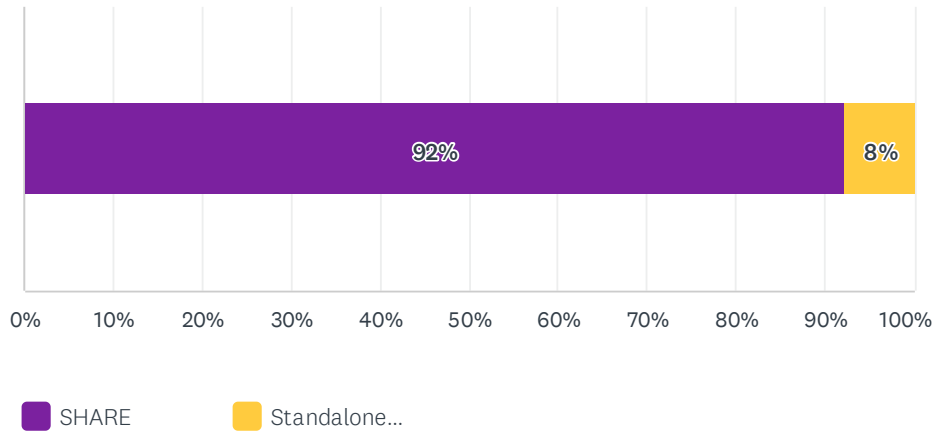
Answered: 283 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74%	209
No	26%	74
TOTAL		283

Q3 Are you a SHARE or Standalone member:

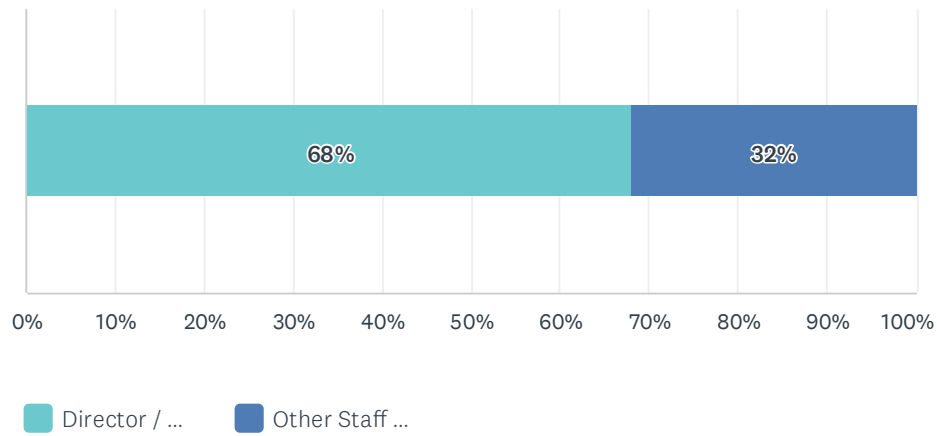
Answered: 283 Skipped: 0



ANSWER CHOICES	RESPONSES	
SHARE	92%	261
Standalone Member	8%	22
TOTAL		283

Q4 What is your role at your library? Choose the best answer.

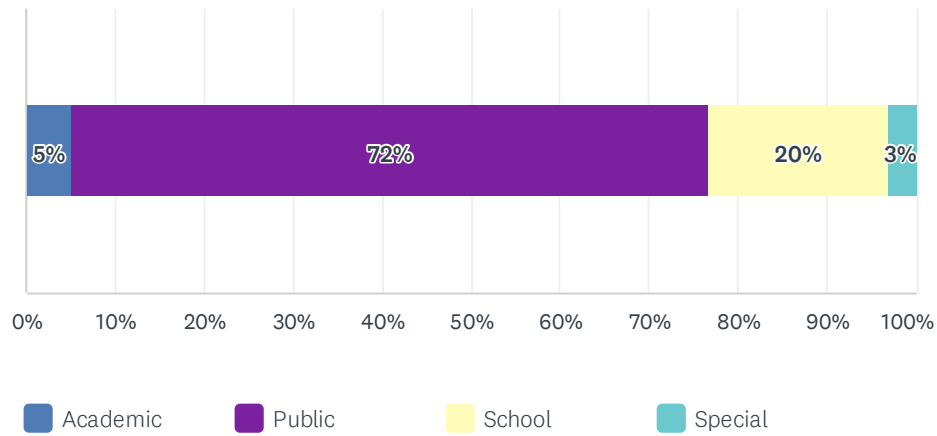
Answered: 257 Skipped: 26



ANSWER CHOICES	RESPONSES	
Director / Head Librarian	68%	175
Other Staff Member	32%	82
TOTAL		257

Q5 What type of library do you work for?

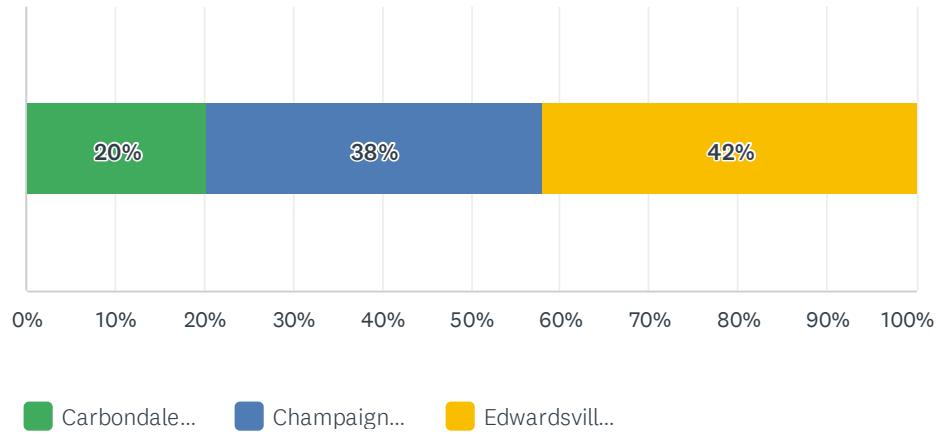
Answered: 257 Skipped: 26



ANSWER CHOICES	RESPONSES	
Academic	5%	13
Public	72%	184
School	20%	52
Special	3%	8
TOTAL		257

Q6 Which IHLS delivery hub serves your library? You can find which hub serves your library on the IHLS Delivery Hubs & Routes webpage.

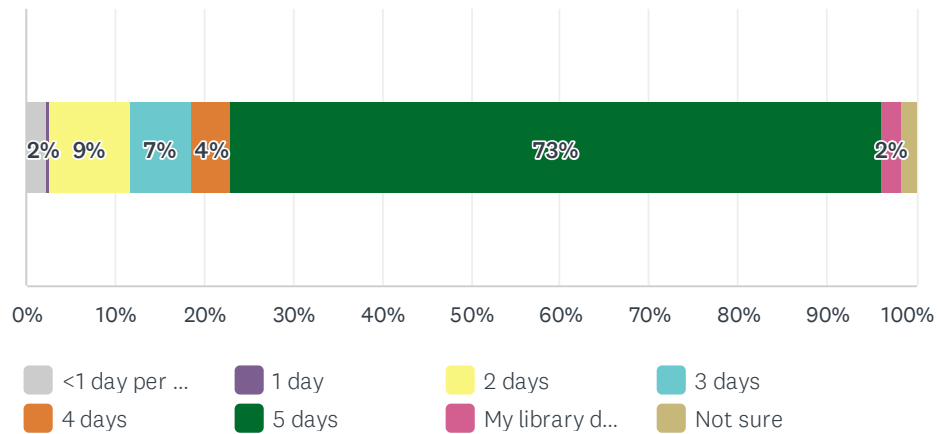
Answered: 257 Skipped: 26



ANSWER CHOICES	RESPONSES	
Carbondale (ZCA)	20%	52
Champaign (ZCH)	38%	97
Edwardsville (ZED)	42%	108
TOTAL		257

Q7 In a typical week, how often does your library receive IHLS deliveries?

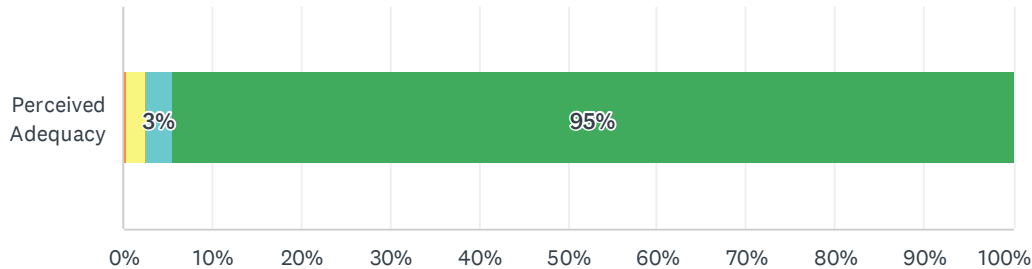
Answered: 257 Skipped: 26



ANSWER CHOICES	RESPONSES	
<1 day per week / only as needed	2%	6
1 day	0%	1
2 days	9%	23
3 days	7%	18
4 days	4%	11
5 days	73%	188
My library does not utilize IHLS Delivery	2%	6
Not sure	2%	4
TOTAL		257

Q8 How well does your current delivery frequency of {{ Q7 }} meet your patrons' needs?

Answered: 200 Skipped: 83



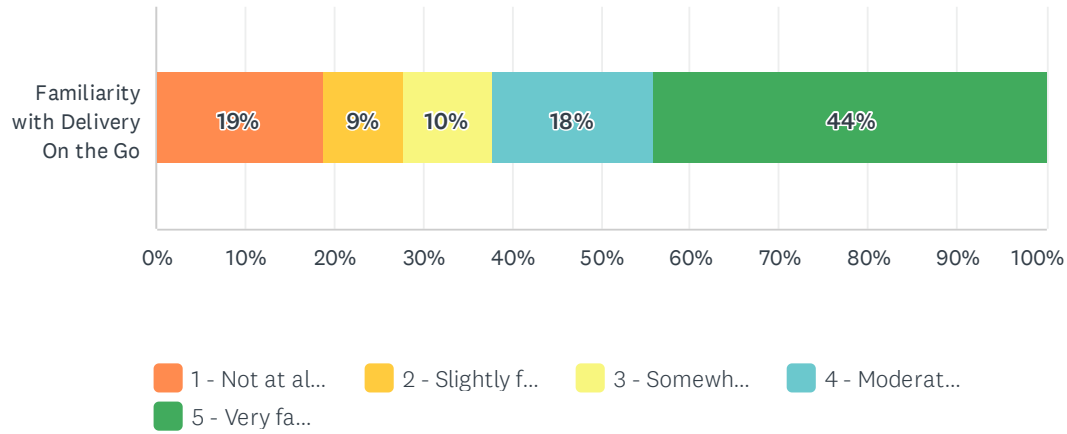
■ 1 - Not at all...
 ■ 2 - Slightly ...
 ■ 3 - Somewh...
 ■ 4 - Moderat...
 ■ 5 - Very Well
 ■ Not Sure

	1 - NOT AT ALL WELL	2 - SLIGHTLY WELL	3 - SOMEWHAT WELL	4 - MODERATELY WELL	5 - VERY WELL	NOT SURE	TOTAL	WEIGHTED AVERAGE
Perceived Adequacy	1%	0%	2%	3%	95%	0%	200	4.91
	1	0	4	6	189	0		

#	IF YOUR RATING WAS 1, 2, OR 3, WHY DID YOU SELECT THIS RATING?	DATE
1	Patrons always want books faster. Not that I know if that is possible.	4/24/2025 12:26 PM
2	It has been taking longer for items to get here.	4/24/2025 10:31 AM
3	If students need the borrowed book for a class, it could be several days before they receive the item, which means that they are unable to work on the assignment until they receive the book (puts them behind).	4/24/2025 7:58 AM
4	We send and receive books everyday, and this has helped us reach out patrons needs.	4/24/2025 7:24 AM
5	I am librarian at a public school. My delivery goes to the local public library which requires that I pick up delivery outside of my working hours. I have 3 school buildings in my district; 2 in one town, I am in another town. Yet, IHLS will not deliver to my building which they drive by on their way to the other 2 buildings in my district. Frustrating.	4/23/2025 7:14 PM
6	5 day a week delivery, along with the DOG program, allow patrons to get items in a timely manner.	4/16/2025 1:26 PM
7	There are times that items take up to 2 weeks to get to our patrons.	4/15/2025 10:55 AM
8	We usually have a rapid receipt time when our patrons order books.	4/14/2025 4:43 PM
9	We have a high number of patron requests and having a delivery daily means their requests arrive faster.	4/14/2025 4:04 PM

Q9 How familiar are you with the IHLS Delivery on the Go service (our free same-route, same-day delivery option for qualifying materials)?

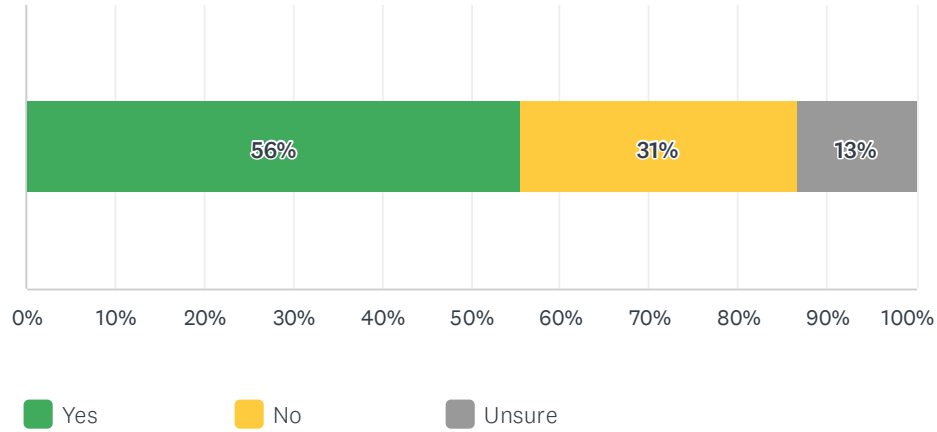
Answered: 251 Skipped: 32



	1 - NOT AT ALL FAMILIAR	2 - SLIGHTLY FAMILIAR	3 - SOMEWHAT FAMILIAR	4 - MODERATELY FAMILIAR	5 - VERY FAMILIAR	TOTAL	WEIGHTED AVERAGE
Familiarity with Delivery On the Go	19% 47	9% 23	10% 25	18% 45	44% 111	251	3.60

Q10 In the last 12 months, has your library actively participated in the Delivery on the Go service?

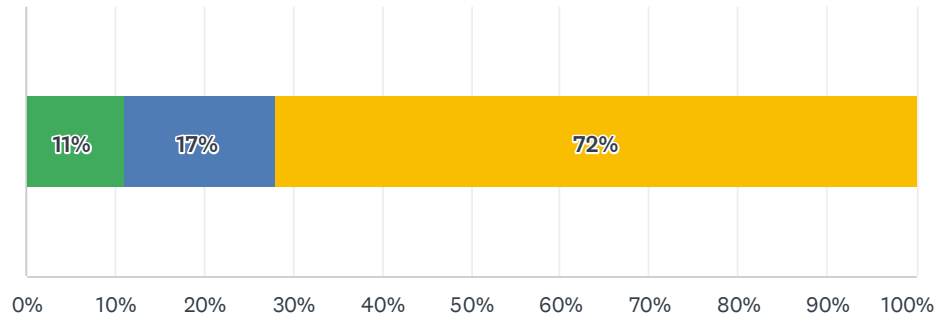
Answered: 203 Skipped: 80



ANSWER CHOICES		RESPONSES	
Yes		56%	113
No		31%	63
Unsure		13%	27
TOTAL			203

Q11 When you receive Delivery On the Go items, how are they processed? Pick the answer that is closest to correct for you.

Answered: 118 Skipped: 165

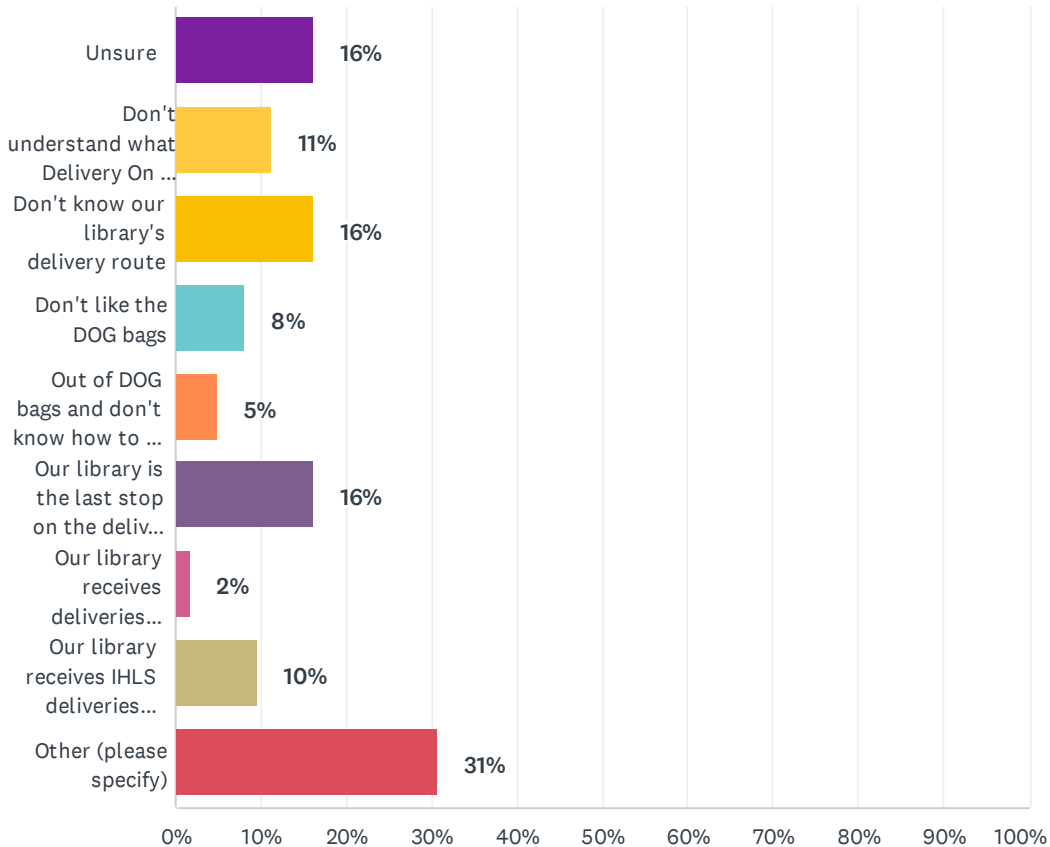


■ Immediate... ■ First, but ri... ■ At the sam... ■ After proce...

ANSWER CHOICES	RESPONSES	
Immediately upon receiving the tubs, and well before other items	11%	13
First, but right before processing items	17%	20
At the same time as other items received	72%	85
After processing other items in tubs	0%	0
TOTAL		118

Q12 What is preventing your library from using Delivery On the Go (DOG) service? Select all that apply.

Answered: 62 Skipped: 221



ANSWER CHOICES	RESPONSES	
Unsure	16%	10
Don't understand what Delivery On the Go service is / how it works	11%	7
Don't know our library's delivery route	16%	10
Don't like the DOG bags	8%	5
Out of DOG bags and don't know how to get more	5%	3
Our library is the last stop on the delivery route	16%	10
Our library receives deliveries on-demand only (no regular delivery schedule)	2%	1
Our library receives IHLS deliveries through CARLI	10%	6
Other (please specify)	31%	19
Total Respondents: 62		

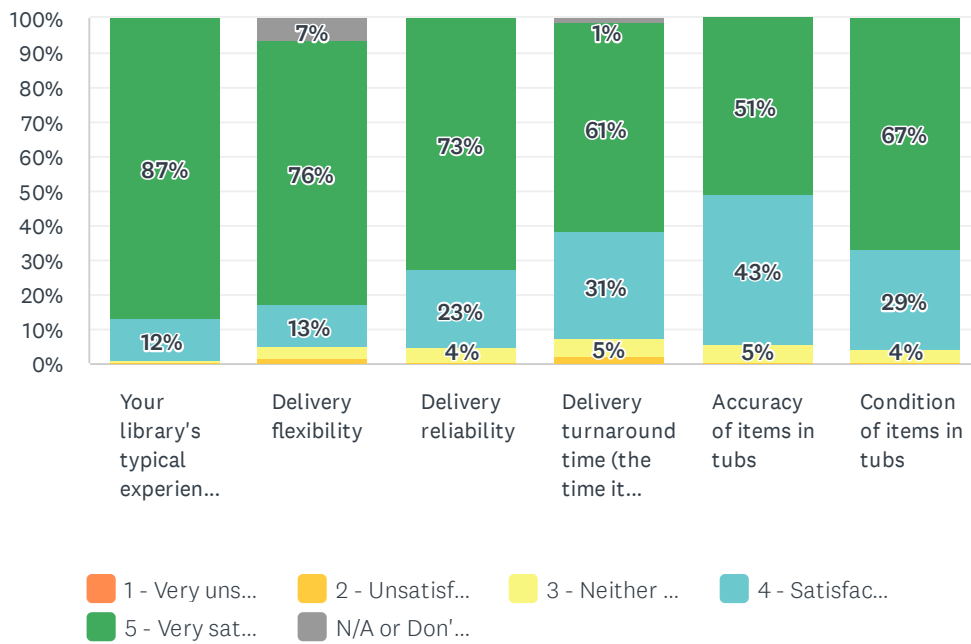
#	OTHER (PLEASE SPECIFY)	DATE
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1	Not sure we had a need for it yet.	4/24/2025 3:12 PM
2	Just began with Share, so I haven't had a lot of opportunity to use the DOG service	4/24/2025 2:24 PM
3	We do not have the staff or the space to separate items based on the individual library.	4/24/2025 9:42 AM
4	A lot of our requests are not from libraries being visited after us in our route.	4/23/2025 4:16 PM
5	We rarely have items for the 1-2 libraries that are the last stop	4/17/2025 3:45 PM
6	We rarely have deliveries to the other libraries on our route.	4/16/2025 3:41 PM
7	We only have our local school that is on the route after us, so we don't really have a need to use the service.	4/16/2025 1:33 PM
8	We have had no need for it yet.	4/16/2025 1:17 PM
9	Delivery is before our library opens at noon.	4/16/2025 1:08 PM
10	We're next to last on the route most days.	4/16/2025 12:48 PM
11	We get deliveries before anyone is here most of the time. So, we just send it the usual way.	4/16/2025 10:53 AM
12	I just haven't had the opportunity to use it this school year.	4/15/2025 2:12 PM
13	Our library is too early on the route for it to benefit our patrons or other libraries, as it is picked up and dropped off before we open and before staff can fulfill those requests. So even if it was for a stop after us, it wouldn't be picked up until the next day anyway.	4/15/2025 11:25 AM
14	Have not had need of it	4/15/2025 8:20 AM
15	We don't have enough time to look up and separate the items from our regular deliveries. Also, having the loose bags makes it easier to lose/damage items.	4/15/2025 8:16 AM
16	With limited staffing it is just one more thing to remember to do.	4/15/2025 6:01 AM
17	Our current delivery schedule meets our needs	4/14/2025 5:37 PM
18	We are the 2nd to last stop and rarely send anything to the next library on the route.	4/14/2025 4:08 PM
19	We don't receive them often, either.	4/14/2025 3:33 PM

Q13 How would you rate IHLS delivery service on the following attributes?

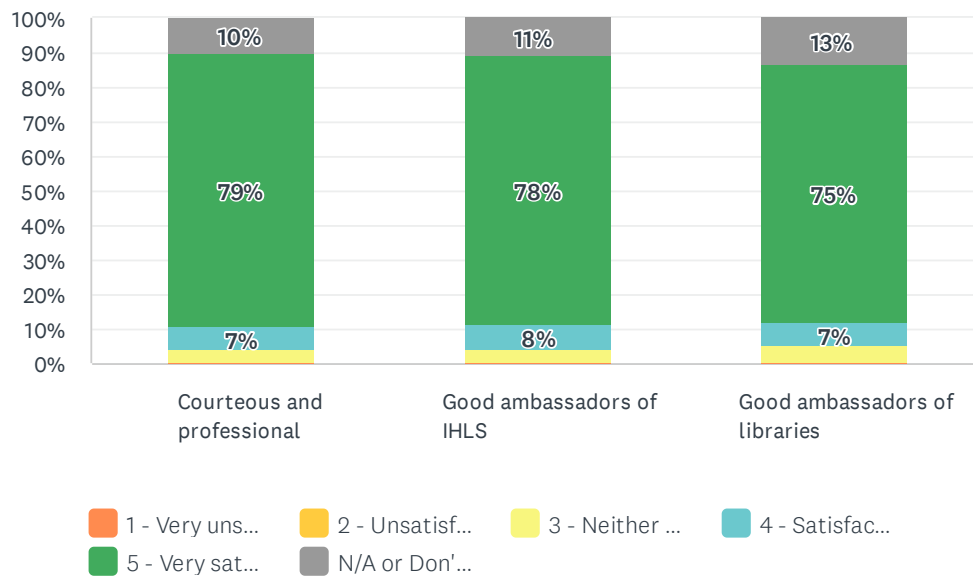
Answered: 199 Skipped: 84



	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	0% 0	1% 1	1% 1	12% 24	87% 173	0
Delivery flexibility	0% 0	2% 3	4% 7	13% 25	76% 151	7
Delivery reliability	0% 0	1% 1	4% 8	23% 45	73% 143	0
Delivery turnaround time (the time it takes your item to travel to the requesting library)	0% 0	2% 4	5% 10	31% 61	61% 119	1
Accuracy of items in tubs	0% 0	1% 1	5% 10	43% 86	51% 102	0
Condition of items in tubs	0% 0	1% 1	4% 7	29% 58	67% 133	0

Q14 How would you rate IHLS delivery drivers on the following attributes?

Answered: 199 Skipped: 84



	1 - VERY UNSATISFACTORY	2 - UNSATISFACTORY	3 - NEITHER UNSATISFACTORY NOR SATISFACTORY	4 - SATISFACTORY	5 - VERY SATISFACTORY	N/A OR DON'T REMEMBER
Courteous and professional	1% 1	0% 0	4% 7	7% 14	79% 157	1
Good ambassadors of IHLS	1% 1	0% 0	4% 7	8% 15	78% 155	1
Good ambassadors of libraries	1% 1	0% 0	5% 9	7% 14	75% 149	1

Q15 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: 44 Skipped: 239

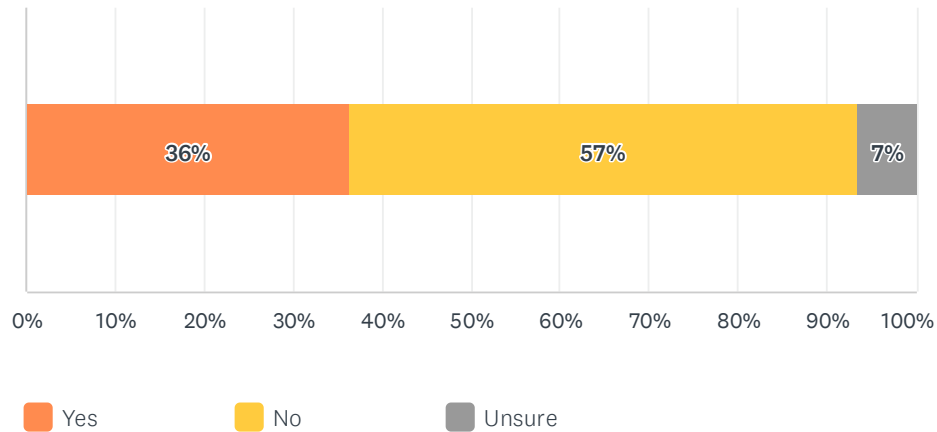
#	RESPONSES	DATE
1	We like all of our drivers, but Josh and Joel are probably my favorites as they both like to start the day early and never complained while they had to bring in tubs down a set of 5 steps while we were under construction.	4/24/2025 9:17 AM
2	I only work part of 2 days so not familiar with all the drivers, but the ones I always see are very nice and friendly.	4/23/2025 6:38 PM
3	Bruce Hickam, Donald Jennings and Steve Swallers are amazing! They are friendly, knowledgeable and provide updates and assistance.	4/23/2025 5:15 PM
4	We have a delivery driver that visits SAA and unfortunately I do not know his name but he has shoulder length or longer hair. He visits with our office dog and makes a point to be friendly with our staff.	4/23/2025 4:17 PM
5	Our receptionist says that our regular driver is outstanding.	4/22/2025 8:24 AM
6	John Bode loves to share pics of his grandbaby and brighten our days, Clark Nichols is so friendly when he comes in and makes sure we have everything we need before he leaves, Jonathan Wiarda is efficient and always asks where we want the tubs set down for unpacking, Bryan Phelps has a big personality and keeps us informed of community events! We love all of our drivers.	4/18/2025 11:21 AM
7	*We are the first library on a route and thus do not have interactions with any drivers - they have stopped at and left our library well before we open at 9:00am.*	4/17/2025 7:59 PM
8	We are not open, when deliveries are made or picked up so cannot answer this question. We do not see the drivers.	4/17/2025 12:26 PM
9	The older skinnier guy, who hit a deer recently... so evidently we don't know any of their names... not a good thing for us! But we adore him!	4/17/2025 11:30 AM
10	every driver we have had has been amazing and so friendly and we talk to them like we are good friends but I have never asked their names, but I will this next week. thank you for making me think about that!	4/17/2025 10:38 AM
11	I wish they would wear name tags that I can see. But all of our drivers are outstanding!	4/17/2025 9:45 AM
12	I don't know one driver's name but he is very nice and the other driver, Steve is very pleasant also.	4/17/2025 8:45 AM
13	No one in particular, but they have all been wonderful	4/16/2025 6:18 PM
14	Ninety nine percent of the time I only see Steven due to hours of operation. He is without fail- friendly and helpful. I appreciate our drivers always making sure the door is locked and the care they put into setting the tubs.	4/16/2025 5:00 PM
15	They are all outstanding!	4/16/2025 2:44 PM
16	Great Drivers and wonderful service.	4/16/2025 1:47 PM
17	Gary Wollitz is always very helpful and friendly	4/16/2025 1:40 PM
18	I don't catch most of their names, as I can't always read their nametags on their lanyards.	4/16/2025 1:28 PM
19	Don and John are our usual drivers and they are both very helpful and efficient. No complaints at all! Great to work with.	4/16/2025 12:59 PM

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20	Gary's the best! We love seeing him. But also, almost everyone we have interacted with has been wonderful. We also have to admit that we don't know everyone's name.	4/16/2025 12:49 PM
21	I think they ALL deserve special recognition!	4/15/2025 2:56 PM
22	I am generally not here except on Fridays. A while ago one gentleman noticed I unloaded the tub from the opposite side of my desk so many times the since then the tub is setting there. They are all really nice. I do not know their names.	4/15/2025 1:57 PM
23	Tim and another driver with him cleaned the snow off the library sidewalk and put ice melt down before I arrived at work	4/15/2025 1:38 PM
24	John and Don on Route 1 for Carbondale. They are very courteous and polite, and they do their job. We greatly appreciate them.	4/15/2025 1:35 PM
25	I never see them as they are here way before we open! - which is a good thing. Sometimes I leave them treats.	4/15/2025 1:18 PM
26	Larry and Tim on the Edwardsville hub go out of their way to make sure we have enough empty tubs and GO bags.	4/15/2025 1:18 PM
27	Deliveries are completed before our library opens for the day so we don not interact with the drivers.	4/15/2025 12:57 PM
28	Tim. He's a great person. He's kind. He's always helpful.	4/15/2025 12:10 PM
29	Jon and Don are both great drivers who are very reliable and very courteous.	4/15/2025 11:48 AM
30	Honestly, all of the drivers are courteous and polite. They make small talk and are encouraging in their comments.	4/15/2025 11:37 AM
31	Our deliveries come prior to staff getting here in the morning, so there is little to no interaction with the drivers.	4/15/2025 9:17 AM
32	Gary is always very nice and makes sure to ask if we need tubs/DOG bags. The drivers are typically here and gone before staff come in in the mornings, so we don't always see them.	4/15/2025 8:26 AM
33	We don't have many interactions with our delivery drivers due to our delivery spot being outside our library.	4/15/2025 8:17 AM
34	We had a period of time when we had issues with our main door not unlocking. IHLS delivers to us before our opening time and could not deliver our items during the regular route. Joel took the time to deliver to us at the end of his route so our patrons would receive their requested items. We really appreciated his willingness and commitment to work with us to ensure that items were picked up and delivered.	4/15/2025 6:09 AM
35	I would suggest they wear nametags. We do not know their names.	4/14/2025 5:33 PM
36	I don't typically ask their name. All of them politely greet me and tell me to have a good day.	4/14/2025 4:52 PM
37	All the drivers are great. John is very good. I can't remember his last name. He hasn't been on our route very much lately. But all are great.	4/14/2025 4:51 PM
38	I don't know all of our drivers names.	4/14/2025 4:46 PM
39	I don't know the driver's name; but several times the driver has brought in UPS deliveries that were left outside the door. We are very grateful.	4/14/2025 4:32 PM
40	We love our drivers, and they're friendly but quick so we don't always catch their names!	4/14/2025 4:09 PM
41	All drivers have been stellar.	4/14/2025 4:05 PM
42	Gary is a particular favorite, but we are very pleased with all of the drivers who rotate through the Champaign Route 2.	4/14/2025 3:41 PM
43	We are so thankful for our drivers, but because we are the first stop in the morning, we are not here when they are.	4/14/2025 3:38 PM
44	every one we have is great!	4/14/2025 3:33 PM

Q16 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)

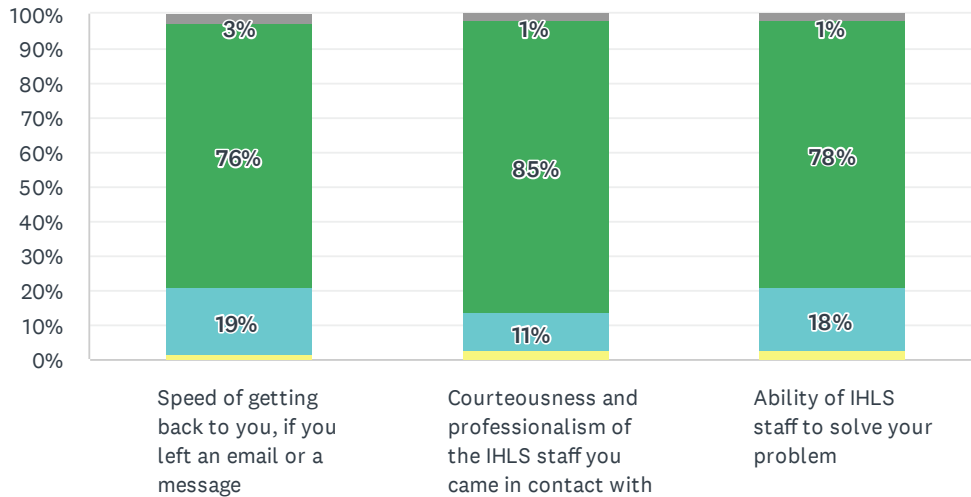
Answered: 198 Skipped: 85



ANSWER CHOICES	RESPONSES	
Yes	36%	72
No	57%	113
Unsure	7%	13
TOTAL		198

Q17 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: 72 Skipped: 211

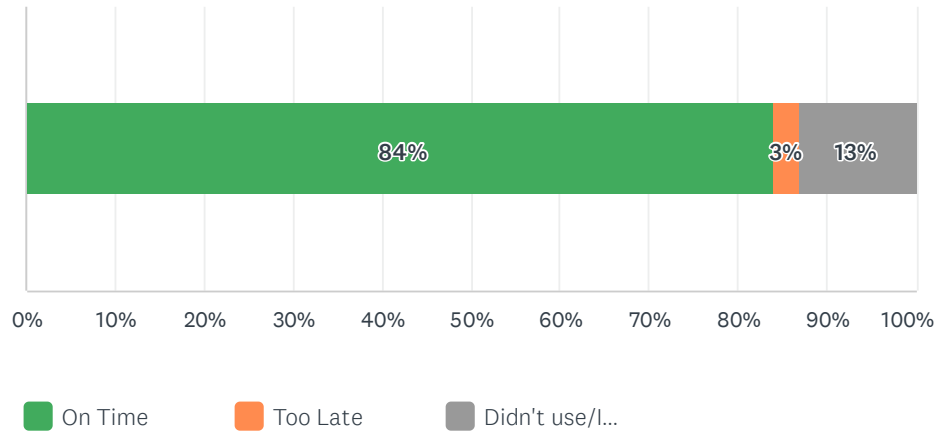


■ 1 - Very unsatisfactory
 ■ 2 - Unsatisfactory
 ■ 3 - Neither satisfactory nor unsatisfactory
 ■ 4 - Satisfactory
 ■ 5 - Very satisfactory
 ■ Don't Remember

	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	0% 0	0% 0	1% 1	19% 14	76% 55	3% 2
Courteousness and professionalism of the IHLS staff you came in contact with	0% 0	0% 0	3% 2	11% 8	85% 61	1% 1
Ability of IHLS staff to solve your problem	0% 0	0% 0	3% 2	18% 13	78% 56	1% 1

Q18 How would you rate the timeliness of the route cancellation delivery alerts you received?

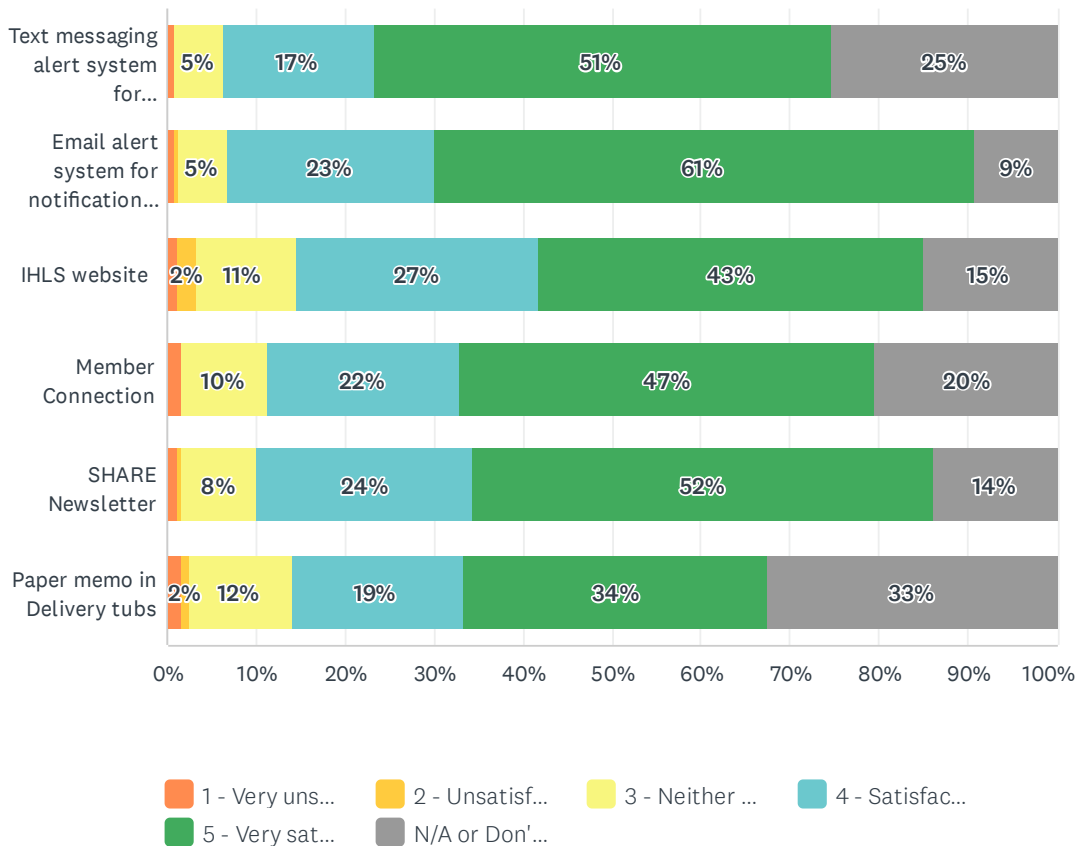
Answered: 251 Skipped: 32



ANSWER CHOICES	RESPONSES	
On Time	84%	211
Too Late	3%	7
Didn't use/I don't read these	13%	33
TOTAL		251

Q19 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: 240 Skipped: 43

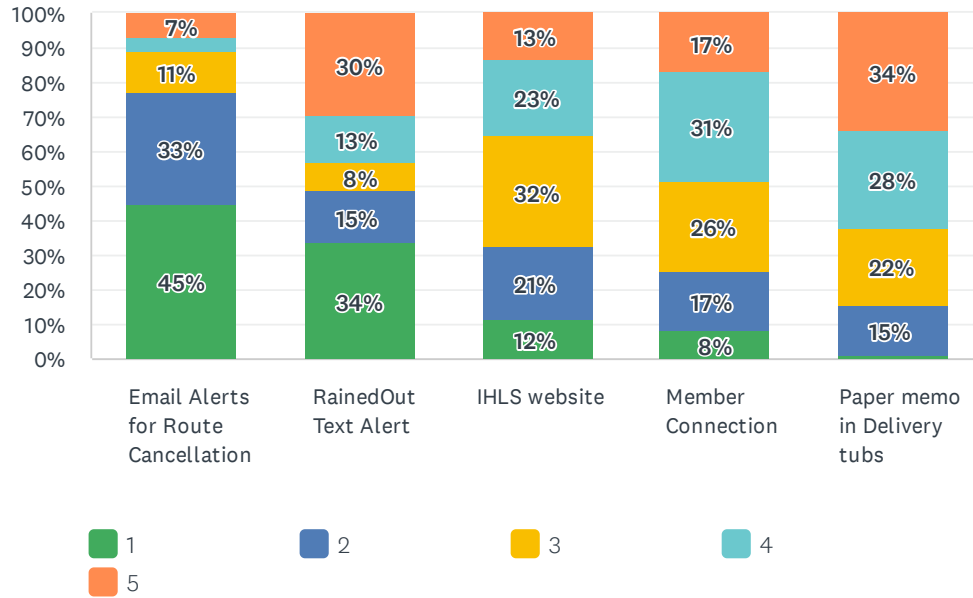


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	1 - VERY UNSATISFACTORY	2 - UNSATISFACTORY	3 - NEITHER UNSATISFACTORY NOR SATISFACTORY	4 - SATISFACTORY	5 - VERY SATISFACTORY	N/A OR DON'T REMEME
Text messaging alert system for notification of delivery cancellations and delays	1% 2	0% 0	5% 13	17% 41	51% 123	2
Email alert system for notification of delivery cancellations and delays	1% 2	0% 1	5% 13	23% 56	61% 146	
IHLS website	1% 3	2% 5	11% 27	27% 65	43% 104	1
Member Connection	2% 4	0% 0	10% 23	22% 52	47% 112	2
SHARE Newsletter	1% 3	0% 1	8% 20	24% 58	52% 123	1
Paper memo in Delivery tubs	2% 4	1% 2	12% 28	19% 46	34% 82	3

Q20 Which of the following do you use to receive information. Please rank in order of preference with 1 being your top choice.

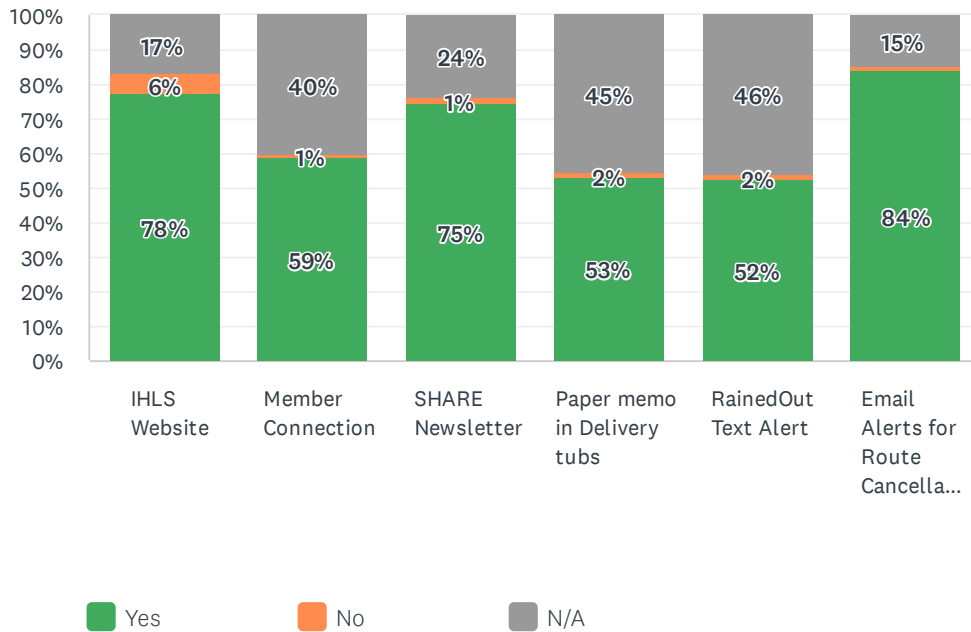
Answered: 240 Skipped: 43



	1	2	3	4	5	TOTAL	SCORE
Email Alerts for Route Cancellation	45% 108	33% 78	11% 27	5% 11	7% 16	240	4.05
RainedOut Text Alert	34% 81	15% 36	8% 20	13% 32	30% 71	240	3.10
IHLS website	12% 28	21% 50	32% 77	23% 54	13% 31	240	2.96
Member Connection	8% 20	17% 41	26% 63	31% 75	17% 41	240	2.68
Paper memo in Delivery tubs	1% 3	15% 35	22% 53	28% 68	34% 81	240	2.21

Q21 If you used the following, did you find the information you needed? If you did not use one of these, or don't recall using it, choose N/A.

Answered: 245 Skipped: 38



	YES	NO	N/A	TOTAL
IHLS Website	78% 190	6% 14	17% 41	245
Member Connection	59% 143	1% 3	40% 97	243
SHARE Newsletter	75% 182	1% 3	24% 58	243
Paper memo in Delivery tubs	53% 130	2% 4	45% 111	245
RainedOut Text Alert	52% 128	2% 4	46% 112	244
Email Alerts for Route Cancellation	84% 205	1% 3	15% 36	244

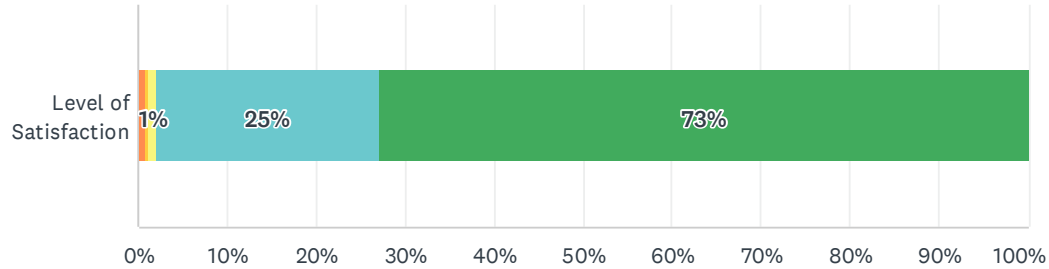
#	IF YOU DID NOT FIND WHAT YOU NEEDED, WHAT WERE YOU LOOKING FOR AND WHERE WERE YOU LOOKING?	DATE
1	Sometimes when I go to the website to find out about a delivery issue, it isn't posted until after I've already figured it out.	4/24/2025 9:23 AM
2	It can be difficult to locate info on the website sometimes because there is so much info on there	4/24/2025 9:07 AM
3	Sometimes I am looking for contact information for other libraries and I cannot find it on the website. Maybe it doesn't live there.	4/23/2025 4:19 PM
4	I don't recall what I was looking for. Only remember that I had the hardest time finding it. In fact, don't think that I did find it.	4/17/2025 4:43 PM
5	If delivery was running on a certain day. I looked at the website.	4/17/2025 9:47 AM

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6	I did not actively look for this info on the website, connection, newsletter. I saw info there occasionally when I was looking for something else.	4/16/2025 10:57 AM
7	If the tubs are here or not - I am fine. I'm sure they will show up!	4/15/2025 1:21 PM
8	I have a lot of trouble navigating the website.	4/15/2025 8:33 AM
9	I did a search regarding the IHLS Exchange Listserv to see if we are allowed to send non-library items, such as office supplies, to other libraries, because, if not, I am not sure the purpose of the Exchange Listserve, and I see other libraries saying they will send non-library items, such as leftover prizes, etc.	4/14/2025 6:21 PM
10	If find your new website difficult to navigate. I should not have to hunt for answers.	4/14/2025 5:36 PM
11	I need to know my route number	4/14/2025 4:48 PM
12	We actually were just looking for a full staff directory. We thought at one point there was one w/ pictures and we were hoping to match the delivery drivers we wanted to recognize. I couldn't find it.	4/14/2025 3:43 PM

Q22 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: 239 Skipped: 44



■ 1 - Very diss...
 ■ 2 - Dissatis...
 ■ 3 - Neither ...
 ■ 4- Satisfied
 ■ 5 - Very sat...

	1 - VERY DISSATISFIED	2 - DISSATISFIED	3 - NEITHER SATISFIED NOR DISSATISFIED	4- SATISFIED	5 - VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Level of Satisfaction	1% 2	0% 1	1% 2	25% 60	73% 174	239	4.69

Q23 What changes would IHLS Delivery have to make for you to give it an even higher rating?

Answered: 58 Skipped: 225

#	RESPONSES	DATE
1	sometimes a bit slow. Worse this year with the changes being implemented	4/25/2025 9:06 AM
2	Texts still seem to be a problem but that may be beyond your control.	4/24/2025 11:12 AM
3	There have been a lot of mistakes lately. Receiving items meant for other libraries. ILDS items have especially been a mess. We had a book missing in delivery for two months that just showed up the other day. Thankfully, the lending library wrote it off. Also, there seems to be no effort to rework routes when drivers call off sick. Routes are constantly cancelled. This is a disservice to our patrons.	4/24/2025 10:36 AM
4	More timely updates on the website and/or text/email.	4/24/2025 9:24 AM
5	On a few occasions, received large sums of library books intended for other libraries.	4/24/2025 9:13 AM
6	They have banged into our wall so many times that the wall looks really bad	4/24/2025 9:08 AM
7	No changes, the delivery is great.	4/24/2025 8:40 AM
8	Deliver directly to my building.	4/23/2025 7:18 PM
9	accuracy in materials that are in tubs, about once every week or two we receive 1-6 books that do not belong to our school district's libraries; I replace them in the tub to send back out (delayed delivery for those books, library names are usually not close to our names).	4/23/2025 5:55 PM
10	N/A	4/23/2025 5:37 PM
11	Red Bud Public Library often gets Olney Public Library's materials in the tubs. Not sure why just them, lol.	4/23/2025 5:18 PM
12	Books delivered faster. Granted that isn't something that IHLS is in complete control of.	4/23/2025 4:56 PM
13	Sometimes they dont get here until almost closing time on Friday, sometimes they get here in the morning. It depends on whose driving. We are open 9-12 so patrons are hoping to receive books before the weekend.	4/23/2025 4:44 PM
14	More "delivery on the go" bags. We rarely receive them.	4/23/2025 4:30 PM
15	I gave IHLS Delivery the highest rating. I am pleased with their professional demeanor and their willingness to accommodate our delivery schedule. There was only one time when books were not being picked up for several days and after a phone call, a delivery driver visited the next day. I believe that was during inclement weather conditions so it wasn't a problem, I was just notifying IHLS that we did have several books stacking up and ready to go into transit.	4/23/2025 4:21 PM
16	N/A	4/23/2025 4:15 PM
17	Nothing comes to mind. It's already great!	4/18/2025 11:23 AM
18	About once a month we do receive items that were meant for another library with a similar delivery code. This has only happened in the extreme (~10 items in a bin) one time, which prompted us to notify IHLS about the issue. It hasn't happened to that extent since. I figure with the AMHS this will happen even less. I know sorting (automatic or otherwise) is not a gentle process, and some of our books (paperbacks, particularly) do get damaged in the sorting/delivery process. Not sure how that could be mitigated, especially when it's automated.	4/17/2025 3:11 PM
19	Not a fan of the tub tops. They don't really stay locked by the velcro strap	4/16/2025 6:21 PM
20	I am very satisfied with the service. I may suggest that having the drivers have name tags on would be helpful when interacting with them.	4/16/2025 3:30 PM

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21	maybe allow some things to go to other libraries like costumes or other things that we lend each other. Someone had a record collection to give to another library and they could not send it through delivery	4/16/2025 1:45 PM
22	It would be nice to learn more of the driver's names. We used to have one or two, and the names were easier to remember. Now that we're seeing more drivers, it's hard to remember names.	4/16/2025 1:31 PM
23	I am a brand new director, So i am still learning and adjusting to the delivery system. However, it would be great to know what time they are shooting to get here every day. Again, the other staff may already know this information if drivers do have a slated slot to get there. I'm still very green so I don't know all the ropes yet.	4/16/2025 1:21 PM
24	It's important to me that you talk to the delivery drivers and get their input. They are the people dealing with things firsthand and I want to go with what they want.	4/16/2025 12:51 PM
25	daily delivery rather than 2x weekly	4/16/2025 9:38 AM
26	Better accuracy with the items coming and going	4/15/2025 2:17 PM
27	Have more orange delivery on the go bags available instead of getting a few and having to ask more often.	4/15/2025 2:08 PM
28	We are so thankful to have this service and have no complaints.	4/15/2025 2:02 PM
29	None	4/15/2025 1:38 PM
30	The only thing different that you could do is to unload them, check them in and put them on the shelf...!	4/15/2025 1:21 PM
31	The service itself is fantastic, but the velcro ties are starting to fall apart which results in more time spent packing tubs. The tubs are also still a bit cumbersome to move. Also, sometimes the lids are loose as a result of the velcro strips.	4/15/2025 12:17 PM
32	We are very happy with the service we receive. Our only complaint is sometimes the zip ties are very tight and are difficult to get off.	4/15/2025 12:04 PM
33	Quite a few instances of not receiving delivery or full delivery due to lack of sorters at the hub or due to other routes not running.	4/15/2025 11:54 AM
34	Delivery drivers are usually great. It's the admin/communications department that are awful. Having a naming contest for sorting machines that will replace humans is the most tone deaf insulting anthropomorphizing hogwash IHLS could think up. Just disgusting.	4/15/2025 10:14 AM
35	The only issue we have really had is the delays/cancellations. However, we understand that IHLS is doing everything they can to correct this issue, including hiring additional staff and changing systems that no longer serve as the best options.	4/15/2025 9:20 AM
36	A consistent delivery time every day.	4/15/2025 9:01 AM
37	More DOG bags.	4/15/2025 8:34 AM
38	I felt like there were a lot of cancellations this year for a variety of reasons. I understand that staffing is a problem but it seemed like there were a lot of unnecessary weather cancelations. If the libraries are open, I think there should be more of an effort to keep deliveries open.	4/15/2025 8:23 AM
39	Have more consistent delivery times and/or track the driver app.	4/15/2025 8:23 AM
40	Nothing. This is one of the best services libraries have.	4/15/2025 8:22 AM
41	Delivery is a great asset to our library and community. My only complaint are the new tubs. The velcro zip ties are not user friendly for stiff/carpel tunnel hands and it can be a challenge to thread the zip tie through the hole.	4/15/2025 8:19 AM
42	N/A	4/15/2025 8:13 AM
43	I have consistently seen notifications going out about the cancellation of the Edwardsville route. They don't always affect us as we only receive delivery two days a week, but it does create issues if we end up only receiving one delivery in a given week. We do a decent amount of resource sharing for such a small library. Two days a week is plenty for us, but	4/15/2025 7:52 AM

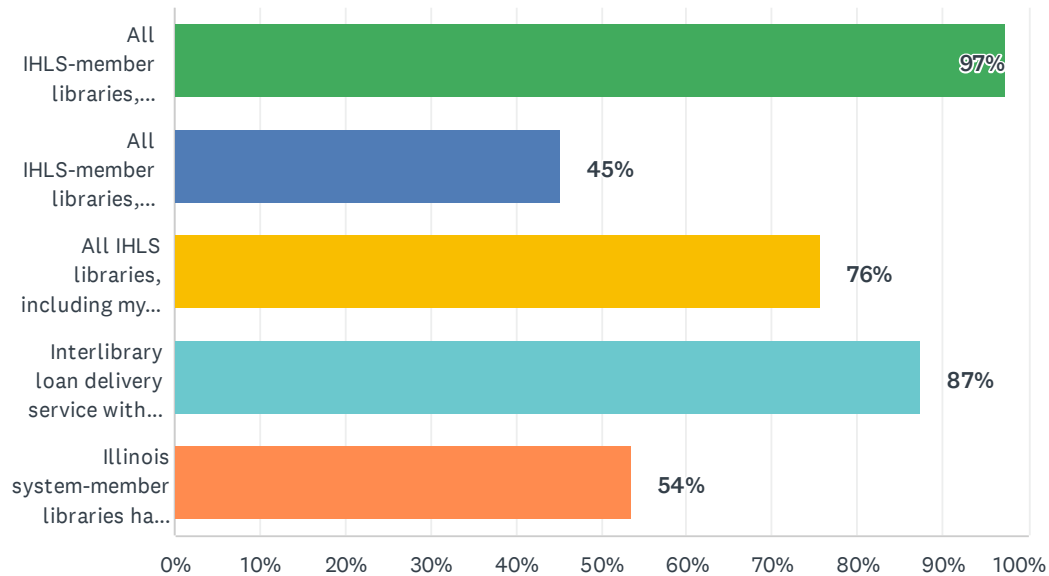
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unfortunately, it's not always 100% reliable. But I've heard very good things otherwise from the person who receives deliveries.

44	The orange bags are a bad use of resources . Ask the drivers and the staff who work in real libraries before decisions are made.	4/14/2025 6:26 PM
45	If we could have a second tub for when we have more items than what fits into one, that would be nice.	4/14/2025 6:22 PM
46	Ability to track individual items--when they are at a library or a hub or on a van out for delivery.	4/14/2025 6:10 PM
47	Name tags for drivers.	4/14/2025 5:37 PM
48	IHLS delivery service is doing well. There is not much personal interaction with the drivers, as they usually come very early. I get my updates via email newsletter, or visiting the website if needed. There are not really any major changes, or suggestions i would give to the team at this moment	4/14/2025 5:00 PM
49	Daily deliveries work perfect for our library. The deliveries are always around the same time give or take an hour so we know when to expect them.	4/14/2025 4:55 PM
50	If the driver would wear name tags, that would help. We have several different drivers throughout the week.	4/14/2025 4:48 PM
51	Don't know	4/14/2025 4:43 PM
52	I believe the organge DOG bags are not as efficient at delivering items or keeping items protected, especially if we can only put one book in a bag. On days that the weather is bad (raining), some materials have gotten wet in the DOG bags.	4/14/2025 4:21 PM
53	I do not like the Velcro on the tubs we have. It is unreliable.	4/14/2025 4:10 PM
54	We are very excited about the future potential of not having to pull off all of the sticky labels on the items coming through transit as it's a bit time-consuming!	4/14/2025 3:44 PM
55	Although I have not personally encountered this, other staff at my library have. We will sometimes (not often) get several items intended for another library in our tubs.	4/14/2025 3:41 PM
56	Of all the things marked, turn around times effect us the most and our patrons most often. I know steps are already being taken to improve that, and I look forward to seeing what future changes bring.	4/14/2025 3:40 PM
57	NA	4/14/2025 3:36 PM
58	I can't think of anything	4/14/2025 3:34 PM

Q24 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: 239 Skipped: 44



ANSWER CHOICES	RESPONSES	
All IHLS-member libraries, including my library, have access to the delivery of interlibrary loan items within the State of Illinois.	97%	233
All IHLS-member libraries, including my library, have the ability to request next-day pickup of return items.	45%	108
All IHLS libraries, including my library, have access to Functional 5-Day Delivery.	76%	181
Interlibrary loan delivery service within Illinois is free for all Illinois system-member libraries.	87%	209
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).	54%	128
Total Respondents: 239		

Q25 Do you have any other comments, concerns, or suggestions regarding your IHLS delivery service?

Answered: 66 Skipped: 217

#	RESPONSES	DATE
1	The response time on an issue that came up with my library and a driver was excellent. the issue was addressed promptly and professionally. Myself and my staff greatly appreciated the promptness and how things were taken care of	4/24/2025 11:29 AM
2	This is a great service. Drivers are all great. Patrons are happy. Thanks!	4/24/2025 11:14 AM
3	Please stress to sorters the importance of accuracy. Mistakes do happen, but it's frustrating when it is the same mistakes over and over.	4/24/2025 10:37 AM
4	IHLS delivery service is awesome! It helps our library meet every patron's needs in a timely and efficient manner.	4/24/2025 9:49 AM
5	None	4/24/2025 9:17 AM
6	Great job.. Thank you for always being so helpful.	4/24/2025 8:41 AM
7	Please consider direct delivery to Sherman Elementary School.	4/23/2025 7:19 PM
8	I don't care for the new tubs—too big and heavy and sometimes hard to get closed I.	4/23/2025 6:44 PM
9	It would be great if the drivers would come after 11 because we are not open until then	4/23/2025 4:51 PM
10	I am trying to stay diligent with the updates about the preferred barcode placement on our collection. For now, I understand that IHLS is currently replacing those barcodes. I am a bit nervous as to when or if that might be a library responsibility, as that will be a huge task for our library due to staffing.	4/23/2025 4:24 PM
11	N/A	4/23/2025 4:15 PM
12	No.	4/22/2025 8:27 AM
13	Delivery is a large operation. There is no way to make it perfect and I do not expect this. I can imagine it is difficult to keep drivers and sorters in the position. I appreciate the work that all the members of the delivery team do	4/21/2025 1:47 PM
14	The velcro used on the tub lids is sometimes falling apart which makes it difficult to properly close the tub and adds time to the process which can be cumbersome already.	4/18/2025 3:37 PM
15	No	4/18/2025 11:24 AM
16	We are extremely thankful and grateful for IHLS delivery services. We requested thousands of items last year to our library. We cannot imagine having these services and hope that IMLS funding cuts do not affect these services, that availability can be found within IHLS/SHARE budgets.	4/17/2025 8:04 PM
17	We appreciate our 5 day delivery!	4/17/2025 4:44 PM
18	Thank you all for all your hard work! We hope the AMHS works out well for everyone. We appreciate all the time and effort everyone has put in to making this happen.	4/17/2025 3:20 PM
19	None	4/17/2025 12:32 PM
20	It would be great if our deliveries came within a consistent window of time. Sometimes they are super early, before we're open, and sometimes they are late afternoon.	4/17/2025 12:20 PM
21	I think IHLS is doing an amazing job on all aspects, from picking up and delivery service to sorting item, and all the the staff that help to make this run so smoothly.	4/17/2025 10:50 AM
22	I am still confused why my delivery time is so all over the place. Some days its 11:30 am and	4/17/2025 9:13 AM

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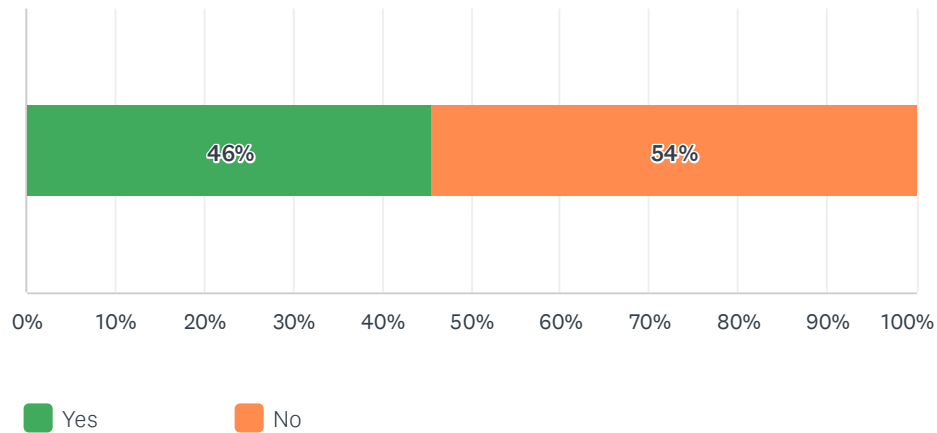
	some days its 4:00pm.	
23	none at this time	4/16/2025 6:22 PM
24	I am happy with every part of this from the schedule to the drivers and all the "cogs" in between.	4/16/2025 5:04 PM
25	Being the first on a delivery route, we notice when our tubs aren't picked up very early. It is frustrating that it usually takes about 2 hours after the usual delivery time to get notifications that our route is cancelled for the day. I'm guessing that part of that delay is spent trying to find a replacement, but it would be nice to receive a notification that there will be a delay earlier that could be changed to a cancellation.	4/16/2025 4:11 PM
26	Everyone is doing a great job!	4/16/2025 3:07 PM
27	no	4/16/2025 2:53 PM
28	IHLS Delivery is by far the most impactful service offered by the consortium	4/16/2025 2:52 PM
29	Many of the delivery people carry the tote correctly. Some carry it one handed and it is tipped to where the books are damaged. We have tried rubber bands and told to quit using them. Have been taping but the tape is expensive.	4/16/2025 2:51 PM
30	No thanks.	4/16/2025 1:32 PM
31	Angela and Laura are always so helpful when I need extra tubs delivered!	4/16/2025 12:53 PM
32	Very happy with it. I do want to say again that it's very important to me that you are asking for input from the drivers. If they are unhappy with the on-the-go bags or the style of tubs, I am also unhappy.	4/16/2025 12:52 PM
33	We are so thankful for IHLS delivery service!! What a wonderful service to our library and all IHLS member libraries!	4/16/2025 10:24 AM
34	As always, we are grateful for this service. It supports classroom curriculum and teacher/student learning, and builds love for the library!	4/15/2025 2:21 PM
35	Just want to say again how thankful we are for 5 day delivery service. We are a small city library and our patrons use other library's materials alot.	4/15/2025 2:05 PM
36	None	4/15/2025 1:40 PM
37	You are doing a great job!	4/15/2025 1:23 PM
38	Very, very happy with IHLS delivery service. !!!	4/15/2025 1:06 PM
39	I just want to take a moment to say thank you to our delivery drivers, and all of the IHLS employees that make sharing materials in our consortium possible. It is a tremendous asset to be able to rely on other libraries for materials and a delight to know that other libraries can depend on us too.	4/15/2025 11:34 AM
40	It was frustrating earlier this year when cancellations of routes happened frequently. Knowing the cause for the cancellations might have helped ease the frustration. Vehicle problems? Not enough staff? Road conditions?	4/15/2025 11:21 AM
41	Thank you for all you do. I truly appreciate your service, dedication, and attention to detail.	4/15/2025 11:04 AM
42	Excellent Service	4/15/2025 10:28 AM
43	Make non-SHARE libraries use ILDS/OCLC versus their public library's SHARE status when ordering and receiving materials.	4/15/2025 10:16 AM
44	I have trouble finding the holiday listings.	4/15/2025 10:14 AM
45	Thank you to the IHLS staff that make the deliveries possible everyday! Our little library relies heavily on it and our patrons are quite spoiled because of it! Thank you!	4/15/2025 9:22 AM
46	My patrons rely on Share delivery. We don't have a public library in our small town and I can't buy everything my patrons ask me for, so they are so happy they can get materials through inter-library loan. Both my staff and my students use it to borrow the things they want and need. I would have many disappointed readers without Share delivery.	4/15/2025 8:33 AM

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47	Don't change a thing!	4/15/2025 8:22 AM
48	N/A	4/15/2025 8:14 AM
49	Delivery allows us to be so much more than what we could be on our own. We don't FEEL like a small library because of all the resources available to our patrons with delivery.	4/14/2025 10:38 PM
50	There are many days when Carbondale's delivery includes too many items that are headed to another library (CE Brehm is usually the biggest recipient, or a library beginning with "C") -- obviously a sorting issue.	4/14/2025 7:59 PM
51	Ask staff who actually work in libraries about	4/14/2025 6:29 PM
52	No	4/14/2025 6:11 PM
53	I hope that you will be able to continue 5 days a week delivery.	4/14/2025 5:03 PM
54	Keep up the good work!	4/14/2025 5:03 PM
55	The delivery service is a great way to get books into patrons hands in a timely manner.	4/14/2025 4:57 PM
56	Thank you IHLS :)	4/14/2025 4:49 PM
57	No	4/14/2025 4:44 PM
58	Everyone that delivers our items does a wonderful job. Thank you.	4/14/2025 4:38 PM
59	Keep up the GREAT WORK!!!	4/14/2025 4:14 PM
60	The service is amazing! I don't like the velcro, but I am open to other alternatives, please. Keep up the amazing work!	4/14/2025 4:12 PM
61	Wonderful service! Our small library relies on this great service. Thank you for providing it.	4/14/2025 3:50 PM
62	Delivery five days a week is one of the BEST services we can offer our patrons and we're thankful that IHLS provides it.	4/14/2025 3:45 PM
63	Down the Route is oftentimes very frustrating when you run out of bags or the bags are not large enough for the items that are being sent. We have been first on the route for a very long time, so we do a lot of work for others for little gain in our library.	4/14/2025 3:44 PM
64	We are so grateful for our wonderful delivery system, the staff that goes into making it run smoothly, and the opportunities it provides our patrons. Thank you!	4/14/2025 3:41 PM
65	No, they do a great job!	4/14/2025 3:38 PM
66	No	4/14/2025 3:37 PM

Q26 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: 237 Skipped: 46



ANSWER CHOICES	RESPONSES	
Yes	46%	108
No	54%	129
TOTAL		237

Q27 What do you like about your library's IHLS Delivery service?

Answered: 99 Skipped: 184

#	RESPONSES	DATE
1	very regular, reliable	4/25/2025 9:08 AM
2	That we have the service and we utilize it.	4/24/2025 3:18 PM
3	Being able to get the materials my patron's want to read is so easy	4/24/2025 12:24 PM
4	Drivers are friendly. Patrons get material quickly if the item is available.	4/24/2025 11:17 AM
5	It gives us the ability to provide almost any item to our patrons that we can't purchase ourselves. We cannot afford to provide everything.	4/24/2025 10:40 AM
6	That it is 5 days a week.	4/24/2025 10:39 AM
7	I like having access to many books we could not otherwise have.	4/24/2025 9:19 AM
8	:)	4/24/2025 9:15 AM
9	The delivery service is the best. Always delivered around the same time every day. Very helpful when I call in with questions. Thanks so much	4/24/2025 8:44 AM
10	I love how dependable it is! It really allows us to serve our patrons better.	4/24/2025 7:36 AM
11	the convenience of 5 day delivery; the sturdy tubs with the locking lids are a welcome addition for protecting the books	4/23/2025 6:02 PM
12	It's instrumental in keeping our services available to our patrons and community	4/23/2025 5:55 PM
13	My library patrons can get most anything that they want.	4/23/2025 5:40 PM
14	As a small, rural library, our patrons rely on the 5-day IHLS delivery of requested materials from other libraries.	4/23/2025 5:27 PM
15	The people are always friendly and since we can only fit so many books in our building. Being able to order the books we don't have is a wonderful asset for our library.	4/23/2025 4:54 PM
16	They deliver and pick up seamlessly. Love that we get it 5 days a week.	4/23/2025 4:41 PM
17	I love that we receive tubs five days a week. Our driver drops off our items before we even show up for work.	4/23/2025 4:35 PM
18	It is crucial for ensuring that our special library's collection reaches patrons who are interested in what we offer. Since we have very little foot traffic in our special library, having this available helps maintain its value to our organization.	4/23/2025 4:27 PM
19	The drivers — they have been diligent, timely, and personable. These individuals do more than just swap out boxes/tubs and leave, they perform their duties to the best of their ability.	4/23/2025 4:25 PM
20	The convenience and speed of 5-day delivery.	4/23/2025 4:21 PM
21	It is usually very reliable and quick and the drivers are courteous.	4/23/2025 10:46 AM
22	Delivery is timely. Getting borrowed library into the hands of patrons in good time.	4/21/2025 9:39 AM
23	It is quick and easy to get our patrons items they want.	4/18/2025 3:39 PM
24	Everything. It's prompt, sanitary, efficient, and the staff are friendly.	4/18/2025 11:26 AM
25	Being able to access all materials from all libraries.	4/17/2025 8:06 PM
26	the five day service.	4/17/2025 4:46 PM
27	The ability to order books for our patrons and receive them pretty quickly	4/17/2025 2:08 PM

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28	5 day a week delivery and ability to serve our patrons better	4/17/2025 12:21 PM
29	love the access to resources across the state in such a timely manor.	4/17/2025 11:33 AM
30	the ability to receive items so quickly, it makes our patrons so happy and the drivers are so friendly.	4/17/2025 10:56 AM
31	The quick 5-day-a-week deliver. Our drivers are friendly and very helpful.	4/17/2025 9:50 AM
32	The ability to offer more items without needing to pay for them or store them. I like that it comes in a timely manner.	4/17/2025 9:16 AM
33	Friendly drivers and on time delivery	4/16/2025 6:59 PM
34	5 day dependable delivery and the friendly and capable drivers	4/16/2025 5:07 PM
35	For a small, rural library we love having IHLS Delivery Service. My patrons love being able to request books that we may not have on our shelves and get them in a timely fashion.	4/16/2025 3:35 PM
36	I feel the delivery service and the delivery persons are doing a great job. I contacted IHLS delivery to ask if they could give us some of the totes after all the new ones were in service. They remembered my question and made contact. That was probably only question I emailed them all year.	4/16/2025 2:58 PM
37	We appreciate the friendly drivers and that we can provide items for our patrons because of the delivery services	4/16/2025 1:57 PM
38	I like the frequency. I like the fact that it actually exists.	4/16/2025 1:35 PM
39	Items come very quickly and the drivers are very friendly.	4/16/2025 1:31 PM
40	The drivers are always very friendly and kind.	4/16/2025 1:23 PM
41	Punctual. I can tell my students what time to check with me on a daily basis, because the driver is always on time.	4/16/2025 1:21 PM
42	Efficient and courteous--dependable.	4/16/2025 1:20 PM
43	Broadens our outreach to retrieve needed items for library patrons at no additional charge.	4/16/2025 1:15 PM
44	I like how sturdy the tubs are. I appreciate how quickly items can be sent to us.	4/16/2025 12:55 PM
45	The way we have materials so quickly for our patrons, The friendliness of the drivers, the connivence	4/16/2025 12:53 PM
46	The availability of library books that we don't have to be able to be ordered for our patrons.	4/16/2025 10:25 AM
47	I like that we are able to get 5 day deliveries, that the drivers are friendly, that I do receive notice when the route is canceled.	4/16/2025 9:13 AM
48	So consistently reliable!!	4/15/2025 5:47 PM
49	That it is 5 days a week. The drivers are friendly & polite.	4/15/2025 3:45 PM
50	The new tubs	4/15/2025 2:17 PM
51	The gentlemen are very courteous and helpful. They are always cheerful and pleasant.	4/15/2025 2:12 PM
52	The books always have their receipts on them.	4/15/2025 1:27 PM
53	Again, the delivery service could not be improved. Very happy with the delivery service personnel who are extremely kind.	4/15/2025 1:10 PM
54	Professional and polite couriers. Just the fact that we have the service is so helpful to my teahers.	4/15/2025 12:43 PM
55	The speed of delivery is great!	4/15/2025 12:19 PM
56	I like being able to quickly get items for our patrons. We have 5 day delivery service and our patrons are so excited when things come within a day or two.	4/15/2025 12:08 PM
57	Great service to have so many items available	4/15/2025 12:08 PM
58	It is timely. Having delivery 5 days a week allows us to bring items into our community at a	4/15/2025 11:58 AM

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	fast rate. We want to provide our community with resources and delivery makes that possible.	
59	Great drivers who perform great service and ability to receive items throughout the state.	4/15/2025 11:57 AM
60	I like that the turn around is so fast. When patrons request items, I can confidently say that the item will be here within a week if your item is not on hold.	4/15/2025 11:45 AM
61	I appreciate the efficiency that items can get from member library to member library, I appreciate how professional and courteous the drivers are, and I appreciate the resource of being able to truly utilize our consortium.	4/15/2025 11:43 AM
62	We like having service five days a week. Our home schooling patrons often pick up multiple days to keep up with their curriculum.	4/15/2025 11:24 AM
63	We are a small High School so our library is very limited. It is GREAT to be able to help my staff and students get in items from other locations that can help them!	4/15/2025 11:16 AM
64	everything	4/15/2025 11:06 AM
65	Hassle-free service	4/15/2025 11:04 AM
66	The 5-day a week service is awesome. The communication is good as well, if there is ever an issue or even just a question, they are quick at getting back to me.	4/15/2025 9:25 AM
67	The drivers are always so friendly and pleasant! Delivery is reliable and gives us access to so much more than we would be able to have in our collection alone.	4/15/2025 8:57 AM
68	It's, fast, efficient, and items are taken care of during delivery.	4/15/2025 8:37 AM
69	5 day delivery, quick turnaround time.	4/15/2025 8:35 AM
70	The speed and cost is lower than the USPS. Polite, professional, courteous service.	4/15/2025 8:28 AM
71	I find that it is usually a fairly quick turnaround of items which is a benefit to my students.	4/15/2025 8:26 AM
72	I can call and ask for a pick up when I have items to go out. I almost always get it the next day.	4/15/2025 8:24 AM
73	I like that it is available 5-days a week and items usually come quickly.	4/15/2025 8:22 AM
74	I like that we have a way to send and receive resources to and from other Illinois libraries for free. That saves us a lot of money in postage we would otherwise have to pay to participate in the interlibrary loan program.	4/15/2025 7:57 AM
75	Prompt and efficient	4/14/2025 7:35 PM
76	How fast we get the items and the kindness of the drivers.	4/14/2025 6:24 PM
77	I like that it is daily and fairly reliable.	4/14/2025 6:13 PM
78	The drivers are friendly and accommodating. Delivery is pretty consistent except for inclement weather and what I assume are staffing issues. Text messages about delivery cancellations come routinely to me, but other staff members state they have signed up and don't receive them. I am grateful that our patrons have access to 5-day delivery.	4/14/2025 5:43 PM
79	It is reliable, 5-day delivery service	4/14/2025 5:11 PM
80	Very prompt and usually accurate.	4/14/2025 5:04 PM
81	I love being able to find books for patrons and seeing their excitement on seeing where those books come from.	4/14/2025 5:04 PM
82	It is dependable and around the same time every day so Patrons know to come in after a certain time if they are expecting an item.	4/14/2025 4:59 PM
83	Our deliveries provide a faster response to their requests.	4/14/2025 4:58 PM
84	I love that we can have them come 5 days a week. And our materials come quickly.	4/14/2025 4:52 PM
85	Our drivers are very friendly and helpful!	4/14/2025 4:41 PM
86	Fast service	4/14/2025 4:39 PM

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87	Our patrons are able to have access to collections larger than our own. We are a small rural library that does not have a lot of space for a vast collection of items.	4/14/2025 4:24 PM
88	Everything except the velcro.	4/14/2025 4:16 PM
89	It's so easy to get items we can't carry in our small library. We can almost always find what patrons want and get them quickly.	4/14/2025 4:13 PM
90	The friendly and dedicated drivers.	4/14/2025 4:12 PM
91	The ability to share items with all the libraries at no cost in a reasonable amount of time. We also benefit from getting the delivery early in the morning giving us time to process the tubs and contact our patrons to pick up their requests.	4/14/2025 4:06 PM
92	I like that being able to share collection items between libraries enables us to focus our purchasing on our most popular items but not limit our patrons' access to less popular items!	4/14/2025 4:01 PM
93	IHLS Delivery service is five days a week and spans such a large area that it allows us to offer items to our patrons beyond our budget. I also really appreciate that we are allowed to send things, like donated books, to other libraries using this delivery system, which helps us share out to places we would not otherwise feasibly be able to reach. Our delivery drivers do a wonderful job and are very consistent. When routes are canceled or delayed, it is easy to get notifications.	4/14/2025 3:58 PM
94	The ability to receive books for our patrons quickly	4/14/2025 3:52 PM
95	That our delivery is before we open in the morning. This allows us to have the items processed before patrons start coming in to the building.	4/14/2025 3:50 PM
96	5 day a week delivery.	4/14/2025 3:47 PM
97	It offers us the ability to offer a much wider range of items to our patrons, and the items arrive in good shape and within a reasonable time.	4/14/2025 3:44 PM
98	Are patrons have access to items we do not have in our collections	4/14/2025 3:37 PM
99	The totes are here waiting when we walk in the door.	4/14/2025 3:36 PM

Q28 What do you dislike about your library's IHLS Delivery service?

Answered: 91 Skipped: 192

#	RESPONSES	DATE
1	Very slow sometimes	4/25/2025 9:08 AM
2	We do not always know what time the delivery will show up, but we understand that many factors are involved in the route and the schedule of the route.	4/24/2025 3:18 PM
3	Reliability was an issue for a while. That seems to have been fixed currently though	4/24/2025 12:24 PM
4	We will be glad when the transition process to the automated material handler is complete. The unknowns make us a little unsettled.	4/24/2025 11:17 AM
5	Very occasionally things take an extended period of time to reach us. Item tracking is not available during delivery. Patrons want to know when to expect their item.	4/24/2025 10:40 AM
6	How late it sometimes arrives.	4/24/2025 10:39 AM
7	I would like to know what time of day the delivery will arrive. I travel between buildings and I am part time. Knowing helps me organize.	4/24/2025 9:19 AM
8	:(4/24/2025 9:15 AM
9	I would love for there to be some sort of tracking with it. I've had several patrons say that they can track their Amazon or pizza delivery, and not be able to track the delivery of their requested material is frustrating and kind of incomprehensible for them.	4/24/2025 7:36 AM
10	delivery time is not consistent in fair-weather; there are some days the delivery is an hour early (which is great) sometimes the delivery is an 1-1.5 hours past the average delivery time. Having a more consistent delivery time allows the staff from the other three schools time to get to the high school to pick up their books and get them distributed in their building that day. If possible we would like the deliveries to be no later than 12:30pm (which is close to what they are now)	4/23/2025 6:02 PM
11	Nothing	4/23/2025 5:55 PM
12	N/A	4/23/2025 5:40 PM
13	The Delivery on the Go orange bags. They can only be used a certain number of times and then new ones are needed. It does not seem environmentally friendly or cost effective, especially since it is only one book per bag.	4/23/2025 5:27 PM
14	Not really anything. I only wish we always got our books in the morning on Friday.	4/23/2025 4:54 PM
15	Wish the timing of our own delivery was earlier in the day but otherwise everything is great.	4/23/2025 4:41 PM
16	It has gotten a little slower to receive items, but that's not a major issue.	4/23/2025 4:35 PM
17	I currently do not dislike anything about the delivery service.	4/23/2025 4:27 PM
18	The weight limit — as the individual responsible for coordinating materials for swap/exchange, having the 30 pound limit gives me slight frustration when I ship out a box that has to be partially emptied because of the total combined weight (the weight limit is reasonable; I have no real complaints, this is just a slight nitpick).	4/23/2025 4:25 PM
19	nothing	4/23/2025 4:21 PM
20	The tubs are difficult to open for some employees.	4/23/2025 10:46 AM
21	Some misplacement of material either causes small damage, or it can even be in the incorrect library's tote causing a delay for the patron to receive the item.	4/21/2025 9:39 AM
22	N/A	4/18/2025 3:39 PM

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23	Don't know exactly what time the deliveries will come in. Each day and driver is different. It's not a big deal or disruption to routine if we have a window of expected delivery time though.	4/18/2025 11:26 AM
24	N/A.	4/17/2025 8:06 PM
25	items getting lost in-transit or taking too long to arrive	4/17/2025 4:46 PM
26	I have no reason to dislike the IHLS service	4/17/2025 2:08 PM
27	varied delivery times	4/17/2025 12:21 PM
28	the requesting on the app is tricky with the cataloging and what results show first.	4/17/2025 11:33 AM
29	nothing that I can think of.	4/17/2025 10:56 AM
30	If delivery is very late on a certain day, we wonder if it is coming for that day. More consistent delivery windows would be helpful.	4/17/2025 9:50 AM
31	Inconsistency on delivery time.	4/17/2025 9:16 AM
32	We occasionally get items that are being sent to other libraries than ours	4/16/2025 6:59 PM
33	Every thing is great. No complaints.	4/16/2025 2:58 PM
34	Some times it takes longer than we think it should to get the items.	4/16/2025 1:57 PM
35	I wish the drivers had nametags that I could easily read (if they do have nametags on lanyards)	4/16/2025 1:35 PM
36	N/A	4/16/2025 1:31 PM
37	The delivery time inconsistencies, which may be a result of my lack of knowledge as a new Director	4/16/2025 1:23 PM
38	N/A	4/16/2025 1:21 PM
39	n/a	4/16/2025 1:20 PM
40	Sometimes not reliable.	4/16/2025 1:15 PM
41	No complaints here!	4/16/2025 12:55 PM
42	not a thing	4/16/2025 10:25 AM
43	I can't complain because even if we close, they are willing to adjust, and everything works out.	4/16/2025 9:13 AM
44	Really nothing! We are the first library on our route. We used to do the DOG items, but there were so many libraries after us, that we really don't have the space to easily set these items aside throughout the day. I love the idea of DOG, it was just hard for our library to implement.	4/15/2025 5:47 PM
45	There's nothing I dislike.	4/15/2025 3:45 PM
46	There used to be delivery on Saturdays	4/15/2025 2:17 PM
47	I don't have any complaints.	4/15/2025 2:12 PM
48	I hate the new tubs. Bulky, hard to maneuver, and I can never get the lids on correctly. That being said, it's what fits the delivery hubs needs and not mine. I just have to take books out of it and put in it.	4/15/2025 1:27 PM
49	n/a	4/15/2025 1:10 PM
50	Its hard to pinpoint a time that the different drivers will arrive.	4/15/2025 12:43 PM
51	As I mentioned previously the velcro ties are not adhering well anymore, tubs are cumbersome, etc...	4/15/2025 12:19 PM
52	Zip ties on delivery tubs	4/15/2025 12:08 PM
53	Lack of communication on routes that are not running, not receiving full deliveries due to lack of sorters, and not having an idea of when we might be receiving items due to delays.	4/15/2025 11:57 AM
54	There isn't anything that I dislike about the service.	4/15/2025 11:45 AM

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55	I don't have any complaints regarding the delivery service. My only wish, is that the on the go was able to be better utilized for our patron's. Unfortunately I understand that the sort of accommodations that would require, being available to all libraries would be unfeasible and not prudent.	4/15/2025 11:43 AM
56	Cancellations of delivery with no cause given.	4/15/2025 11:24 AM
57	No dislikes	4/15/2025 11:16 AM
58	The only criticism I have is when delivery is canceled. I don't know why and I don't need to know why. I imagine it's like everywhere and has to do with lack of staffing - which is a problem for all of us.	4/15/2025 11:06 AM
59	Sometimes items arrive later than expected.	4/15/2025 11:04 AM
60	The delays or cancellations of delivery.	4/15/2025 9:25 AM
61	If items get lost, it is very difficult to ever track them down. However, this is VERY rare, so we appreciate that!	4/15/2025 8:57 AM
62	I feel we could do better with the DOG system. We are close to the top of our route and send a lot of things out. There never seem to be enough DOG bags and some of them are too narrow for things like children's picture books.	4/15/2025 8:37 AM
63	Can't really think of anything I dislike!	4/15/2025 8:35 AM
64	My only complaint is the inconsistence in delivery times. Since COVID drives do not enter my library so I continually have to walk over to a different area of the building to see if materials have been delivered so I can process any materials for patrons to pick up as soon as possible.	4/15/2025 8:28 AM
65	Sometimes I don't get a delivery and I don't know why. Did I not have items or was I skipped? It would be nice to maybe get a text or some sort of alert if there is no reason for delivery.	4/15/2025 8:26 AM
66	I HATE THE NEW GRAY TUBS!!!! Hate. Loathe. Luckily I have an awesome driver who switched me back to the old way.	4/15/2025 8:24 AM
67	The delivery tubs are difficult to close.	4/15/2025 8:22 AM
68	As previously mentioned, I'd like to see it be a little more reliable with regards to non-weather-related cancellations.	4/15/2025 7:57 AM
69	Nothing	4/14/2025 7:35 PM
70	There has been a bit of confusion on protocol with the tubs. We got the paper about using the zip ties, but we had two drivers tell us it was not necessary to put them on, so I just could use a little clarification.	4/14/2025 6:24 PM
71	Nothing.	4/14/2025 6:13 PM
72	I don't necessarily dislike anything. I think the re-barcoding process has been difficult. We purchased a duplicator and had non-stop problems with it from the get-go. It took several months of back and forth with Bayscan to get it resolved. Many of the exterior, duplicate barcodes are not reading correctly. Many are rubbing off.	4/14/2025 5:43 PM
73	Nothing	4/14/2025 5:11 PM
74	NA	4/14/2025 5:04 PM
75	Nothing to dislike about it	4/14/2025 5:04 PM
76	I can't think of anything I dislike about it.	4/14/2025 4:59 PM
77	Our deliveries can fluctuate on delivery times.	4/14/2025 4:58 PM
78	We have several drivers and we never know what time they will come each day. We also need the names of drivers. They don't wear name tags.	4/14/2025 4:52 PM
79	Nothing	4/14/2025 4:41 PM
80	None	4/14/2025 4:39 PM
81	I am not a fan of the orange DOG bags. I don't beleive they are as efficient as initially thought	4/14/2025 4:24 PM

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	to be.	
82	The velcro in the tubs.	4/14/2025 4:16 PM
83	Sometimes we receive items meant for other libraries. We just put them back in to ship out next time. Switching barcodes to the outside of items was a huge pain and major time issue. It set us back a lot on other things we needed to get done.	4/14/2025 4:13 PM
84	N/A	4/14/2025 4:06 PM
85	Our turn around times for delivery has slowed noticeably. Sometimes items will come in within a typical two-day period, but sometimes it takes upwards of a week or more to receive an item. When ordering books for book clubs, etc., I try to order in advance so that all copies will come in on time for our meeting, but then we pass book hold dates, and that creates its own issue. Again, I understand that IHLS is aware of this and actively working to improve it.	4/14/2025 3:58 PM
86	works great for our needs	4/14/2025 3:52 PM
87	The new tubs.	4/14/2025 3:50 PM
88	We are very early in the route. We have other buildings to get items from each day. Oftentimes, delivery is there and gone before the other buildings can be gathered so there are delays in sending those items. We are often short of Down the Route bags.	4/14/2025 3:47 PM
89	The only problem we have had is when multiple item intended for other libraries are delivered to us in error.	4/14/2025 3:44 PM
90	Sometimes runs late but not a big deal	4/14/2025 3:37 PM
91	There's nothing I dislike.	4/14/2025 3:36 PM

Q29 What does the ability to access 5-day delivery mean to your library and its patrons?

Answered: 96 Skipped: 187

#	RESPONSES	DATE
1	We would have material quick, but I am not sure we would have enough requests to make it worthwhile for the driver.	4/24/2025 3:18 PM
2	Being a small library with a small budget means not being able to provide many new materials to patrons consistently. The ability to order books from other libraries is invaluable.	4/24/2025 12:24 PM
3	It make them happy.	4/24/2025 11:17 AM
4	It's very important that items can be received in a short time period. It allows us to provide so much more to our patrons in a timely fashion.	4/24/2025 10:40 AM
5	Getting items in a timely manner.	4/24/2025 10:39 AM
6	I would love to request delivery all five days, but we are a small school and it is unnecessary for our needs. It is great for larger libraries.	4/24/2025 9:19 AM
7	Never heard of it.	4/24/2025 9:15 AM
8	I have something delivered almost every day. Being a small school this offers a lot of different options for the students.	4/24/2025 8:44 AM
9	Everything! Getting teenagers to read is challenging, so if I can tell them that we get books delivered every day and there's may be here by the end of the week, I have a better shot at helping them.	4/24/2025 7:36 AM
10	we have 4 schools within our district; when it is research time, it allows us to get the books in very quickly so the students, and their teachers, are able to begin the lessons on or before time.	4/23/2025 6:02 PM
11	Fast turnaround and enormous access	4/23/2025 5:55 PM
12	My patrons can get their requested material faster.	4/23/2025 5:40 PM
13	Materials are delivered quickly, which makes the patrons and staff happy!	4/23/2025 5:27 PM
14	The patrons can receive books from other libraries without the hassle of driving there.	4/23/2025 4:54 PM
15	The easy access to get the patrons the items they want is an amazing plus. They love it when the item they are requesting is available to be ordered if it's not available at our library.	4/23/2025 4:41 PM
16	It's a huge benefit for our patrons to receive items 5 days a week. Less wait time on popular items.	4/23/2025 4:35 PM
17	5-day delivery is not essential to us, but I do recognize its advantages to busier libraries.	4/23/2025 4:27 PM
18	Just about everything — with how many requests for items outside of our library are made combined with the items being swapped/exchanged between libraries on quite literal daily basis, having people operate as a constant and faithful circulation of materials is an absolute blessing.	4/23/2025 4:25 PM
19	That we get our items to other libraries faster and we can get the items my patrons requested faster.	4/23/2025 4:21 PM
20	We encourage our patrons to use it because we have a limited budget and not much space so it helps us meet their needs by getting materials from other libraries.	4/23/2025 10:46 AM
21	Patrons can be comfortable that the requested material may be in their hands with minimal waiting.	4/21/2025 9:39 AM

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22	Our patrons get access to items they want faster.	4/18/2025 3:39 PM
23	We know the requested items are traveling expediently and safely for this massive state-wide sharing operation. Our patrons appreciate prompt deliveries of their ordered titles and libraries appreciate that we can track the entire process from request to delivery.	4/18/2025 11:26 AM
24	It means a lot to our library. We are a small library and can't possibly carry every book so being able to get those books in a timely manner is important.	4/17/2025 4:46 PM
25	It means a lot to our library to get books daily that our patrons have ordered.	4/17/2025 2:08 PM
26	Everything! It allows us to provide our patrons with the best customer service that we can!	4/17/2025 12:21 PM
27	SO much as our numbers of requested items are huge.	4/17/2025 11:33 AM
28	Oh my goodness everyone loves that they can request an item and get them so quickly!	4/17/2025 10:56 AM
29	Patrons are amazed at how quickly items come. (unless they're on a looong list for a new item, but this is not a deliver issue . . .)	4/17/2025 9:50 AM
30	We are able to keep a tidier library and spend less on books because we can request other libraries' items. It also saves our patrons on time. If they had to drive to our local libraries to get those books, it takes up their time and gas money. I also don't know that the majority of our patrons would actually drive to a local library (even though there are 5 within a 7 mile radius).	4/17/2025 9:16 AM
31	Very good service for our patrons	4/16/2025 6:59 PM
32	For a small library that has a limited book budget, it means everything to our library and our patrons to be able to access 520 libraries and their materials!	4/16/2025 5:07 PM
33	Currently we utilize delivery service three days a week. Our interlibrary loan requests are increasing so we may opt to get the service 5 days a week.	4/16/2025 3:35 PM
34	5 day delivery is important to our library. Some have school projects, etc that need the information as soon as possible. Some are home schooled.	4/16/2025 2:58 PM
35	The receive their items quicker.	4/16/2025 1:57 PM
36	Five day delivery means that our library can reach beyond the building and offer patrons a great value in resource sharing. Our patrons save a lot of money by borrowing items from libraries. We can't feasibly purchase all of the books that we want, and the 5 day a week delivery gives patrons access to so many items. The delivery service also allows patrons to return items to any library in our system, which is a fantastic convenience.	4/16/2025 1:35 PM
37	This means a lot to our library since we are very small and can only house so many books. This opens up so many options to our patrons.	4/16/2025 1:31 PM
38	I have no idea what this is.	4/16/2025 1:23 PM
39	My students can get the books they need when they need them.	4/16/2025 1:21 PM
40	Because delivery is so quick it takes the pressure off of purchasing.	4/16/2025 1:20 PM
41	It is a great service.	4/16/2025 1:15 PM
42	It helps our teachers and students get the books they need for class quickly.	4/16/2025 12:55 PM
43	It's everything. People love how quickly they can get items and I would hate to have less items. It also makes it much more manageable for our staff to deal with.	4/16/2025 12:53 PM
44	It means so much!	4/16/2025 10:25 AM
45	5-day delivery means the world to us. I remember when we only had delivery for a few days and it wasn't helping our patrons (faculty and students) to do their research. When it increased to 5 days, our patrons were much happier with the turnaround time and the ability to do better research. We still rely on books as we don't purchase a lot of databases.	4/16/2025 9:13 AM
46	I was just talking to a patron about the value of this service today! I have worked in a public library in a different state without such a service... there is no comparison. Delivery brings the thousands and thousands of titles our library doesn't own straight to our circulation desk for our patrons.	4/15/2025 5:47 PM

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47	It means quick service.	4/15/2025 3:45 PM
48	Library materials in a timely matter	4/15/2025 2:17 PM
49	Oh my goodness, I don't know what our patrons would do without this service. We are a small city library and the city taxes just pay my salary and I am the only librarian. We are not able to purchase alot of new materials. Our library board is very helpful and they do alot of fund raising to keep our doors open.	4/15/2025 2:12 PM
50	We are only open 3 days a week and Saturday, so 5 days a week would mean that a delivery would sit for a day longer.	4/15/2025 1:27 PM
51	very satisfied.	4/15/2025 1:10 PM
52	?	4/15/2025 12:43 PM
53	It is very convenient!	4/15/2025 12:19 PM
54	Not only is it beneficial to our patrons to have items come in quickly, but we are also the drop off for both of the schools in our community. Teachers and students love being able to get the items they need.	4/15/2025 12:08 PM
55	A service that is greatly appreciated and used by many patrons. The access to so much more information is awesome. The savings the system offers to all libraries involved is a definite plus.	4/15/2025 12:08 PM
56	We want to provide our community with all of the resources they need and want, and being able to share with our partner libraries is a big part in that. 5-day delivery makes it possible for our community to receive these items when they need them. It also allows us to share our collection and allow other communities the same opportunity. We have heard directly from our patrons how much they appreciate the quick turn around of requested items. If the turn-around time were to be longer, we would run the risk of losing patrons. They would go elsewhere to find what they need. 5-day delivery is proving to be an essential aspect of our services, and we are grateful for IHLS and everyone who makes delivery possible.	4/15/2025 11:58 AM
57	Quicker turn around for items that have been requested.	4/15/2025 11:57 AM
58	The 5-day delivery is huge since we are a small library and therefore request quite a few books. Today I had two full totes and my holds shelf is full. The patrons are happy with the service we receive and would certainly miss the expediency of delivery if things should change.	4/15/2025 11:45 AM
59	It means we get our materials sooner and have a constant flow of items in and out. We have patron's who have two day turn around from request to held, and providing them such a wonderful, prompt, access is everything to our library.	4/15/2025 11:43 AM
60	It is greatly appreciated! It often means the difference between having items in time or not being able to use an ordered item because it arrives too late.	4/15/2025 11:24 AM
61	We are too small to need 5-day delivery. But I am sure it is GREAT for the largers Schools and Libraries!	4/15/2025 11:16 AM
62	everything	4/15/2025 11:06 AM
63	There would only be a few times a school year where we would benefit from having delivery 5 days a week.	4/15/2025 11:04 AM
64	Our library is small for the area we serve, so having access to thousands of books and other materials means that our four walls suddenly become infinite. We have the ability to access just about anything at any time for our patrons.	4/15/2025 9:25 AM
65	Hugely important for our patrons!	4/15/2025 8:57 AM
66	It means we functionally have a larger collection than we could afford without it.	4/15/2025 8:37 AM
67	It means I can give my patrons what they ask for in a very quick manner. I couldn't possibly have everything they want so it really helps my library be valuable to my patrons.	4/15/2025 8:35 AM
68	Better, faster turn around times then the UPS	4/15/2025 8:28 AM
69	It allows access to materials for my students to further their studies throughout the school	4/15/2025 8:26 AM

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year. Being an member to IHLS is a selling point to parents when they tour our school. We are proud to highlight all the resources that their kids can have access to.

70	We don't loan / borrow enough to be impacted by 5 day delivery. I do appreciate the ability to email for a pickup.	4/15/2025 8:24 AM
71	The ability to access 5-day delivery means that our 15,000 item collection expands to millions of items. It's a relief to not disappoint patrons when they are looking for a particular item that we don't have and instead we can order it from another library.	4/15/2025 8:22 AM
72	It wouldn't really affect us. As a small library, two-day-a-week service has been sufficient. We're not opposed to five-day delivery, but it's not on our wish list.	4/15/2025 7:57 AM
73	Getting what you need when you need it.	4/14/2025 7:35 PM
74	We appreciate how fast we get the items.	4/14/2025 6:24 PM
75	Better service. We can't possibly buy all materials so it opens up a lot more and makes more available to patrons.	4/14/2025 6:13 PM
76	Access to 5-day delivery is extremely important to our patrons and we are lucky to have it. I've spoken with librarians from several other states; they can't believe what our patrons have access to. I don't think patrons fully understand how unusual and special this service is either.	4/14/2025 5:43 PM
77	Everything! The library and patrons are able to receive items quickly, efficiently and from all IHLS libraries.	4/14/2025 5:11 PM
78	It means that we can often guarantee that an item will be received within the week.	4/14/2025 5:04 PM
79	It means that we can practically get almost any book our patrons are looking for in most cases very quickly.	4/14/2025 5:04 PM
80	It gets books to the patrons faster. They can rely on the library to get them what they are looking for in a reasonable time.	4/14/2025 4:59 PM
81	5 day delivery gives a faster turnout rate. We had 3 day delivery in the past. That was more to process.	4/14/2025 4:58 PM
82	Our patrons and the library staff love having 5 days for delivery.	4/14/2025 4:52 PM
83	The delivery service helps our patrons receive their books on a timely manner.	4/14/2025 4:41 PM
84	getting their items on time	4/14/2025 4:39 PM
85	Our patrons are able to receive books from other libraries within the next few days. This helps a great deal with our patrons who have read all they want to read from our library.	4/14/2025 4:24 PM
86	It means everything. Our patrons rely on the delivery service for all of our books needs. It is an irreplaceable service.	4/14/2025 4:16 PM
87	We are small and it's amazing being able to get almost anything from other libraries within a week.	4/14/2025 4:13 PM
88	Patrons are able to receive their items in a timely manner.	4/14/2025 4:06 PM
89	Opening up the potential for our patrons to reach more items is priceless. It also enables the library to be more selective in our physical, onsite collection, giving us more space and funding to focus on other things that may benefit a greater number of people in our area.	4/14/2025 4:01 PM
90	Like in Aladdin, it's a whole new world. It brings items from the state to our doors and cuts the cost of purchasing, shipping, budgetary restrictions, etc. I am so thankful for this system and it's realistic and reliable functionality. If anything, people should be even more appreciative with the state of the USPS and backorder logs of publishing companies. Thank you!	4/14/2025 3:58 PM
91	Books come quickly. No waiting to receive the books. Our patrons use this service because of the fast turn around time.	4/14/2025 3:52 PM
92	That they do not have to wait extended periods for requested items.	4/14/2025 3:50 PM
93	The patrons like the speed for getting an item.	4/14/2025 3:47 PM
94	It opens up a world of learning and entertainment to our patrons that would otherwise not be	4/14/2025 3:44 PM

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available.

95	We don't need 5 day delivery. 3 days a week is sufficient for our school libraries	4/14/2025 3:37 PM
96	Faster turn around on getting items for patrons and sending our books out to other patrons.	4/14/2025 3:36 PM