



## Operations Board Report September 2016

### Delivery Accomplishments:

We are now meeting bi-weekly with RAILS and CARLI (Consortium of Academic and Research Libraries in Illinois) to keep communication lines open and to share how ILDS (Illinois Library Delivery Service, or delivery to academic libraries) is going. A CARLI survey to evaluate how the transition has gone so far from the previous provider to RAILS/IHLS was completed. The results were positive.

We have not signed the contract with RAILS for ILDS. Bolingbrook is remaining the central hub for the exchange of items for the library systems. RAILS is now in the process of hiring the shuttles from Edwardsville to Bolingbrook and from Carbondale to Champaign. IHLS will retain the shuttle from Champaign to Bolingbrook and transfer the items from Carbondale since Champaign is only 2+ hours from Bolingbrook. RAILS will be putting out an RFP for these routes. Other than the logistics of Bolingbrook being the hub, ILDS is going well. It is good that we can provide delivery service to our academic members.

Working with accounting on ILDS costs.

Functional 5 day a week service (SMART) delivery is being done in all hubs. Every library should see quicker turnaround times which in turn the patrons will see as well with their requests arriving sooner.

### Building Updates

#### *Champaign*

Waiting for board approval to move on replacing the roof.

#### *Du Quoin/Carbondale*

Delivery has moved into Carbondale. After the first two days of operating there, we realized we underestimated the space that was needed. We have since gained some much needed relief in the form of dock space being allocated to us. Our landlord is very accommodating and thinks outside the box in order to find solutions.

#### *Edwardsville*

Processes in delivery are flowing much smoother. We are managing the changes that come with functional 5 day a week service (SMART).

Respectfully submitted,  
Susan Palmer