



Illinois Heartland Library System

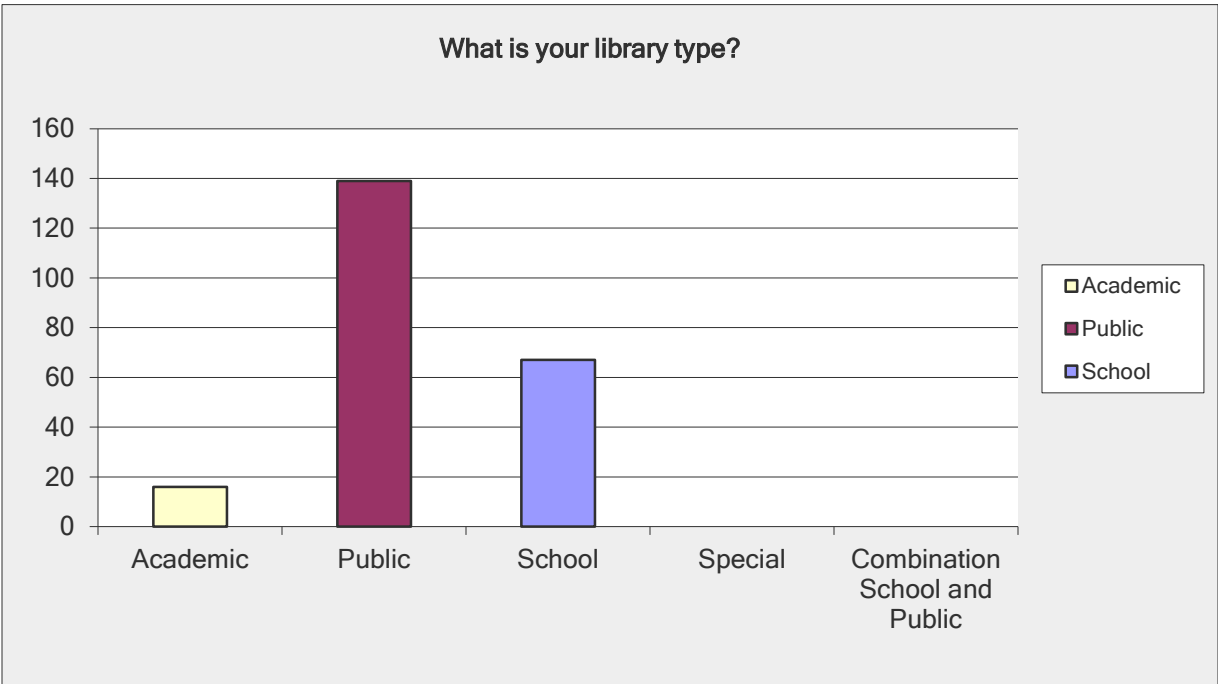
Survey Results Holiday Delivery Services

A large, 3D geometric graphic at the bottom of the page, consisting of several overlapping, semi-transparent, light blue and grey rectangular blocks arranged in a complex, angular pattern. The blocks are stacked and offset from each other, creating a sense of depth and movement.

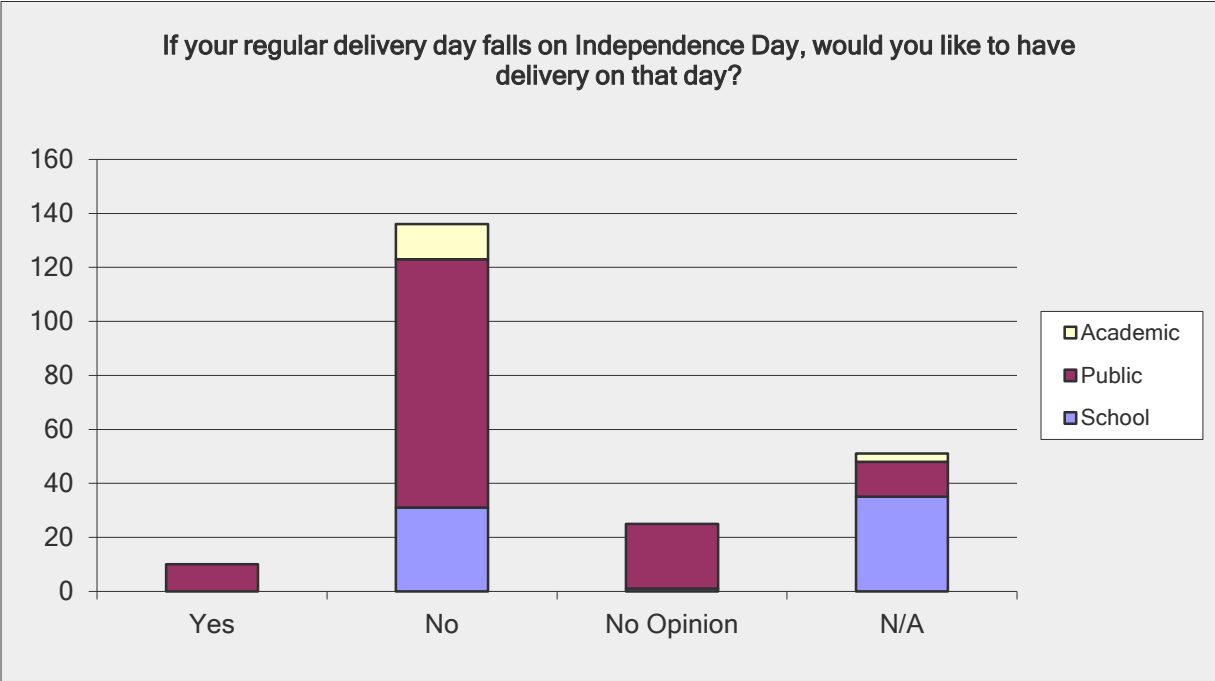
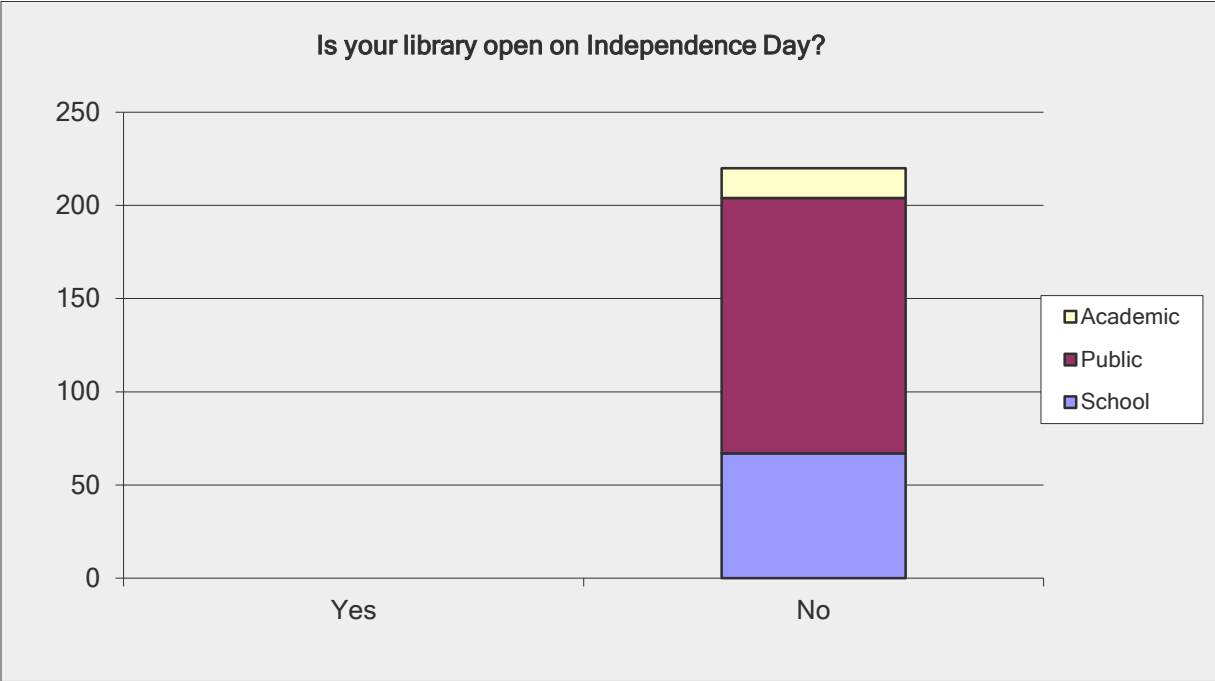
2013

DELIVERY HOLIDAY COMPARISON: IHLS, RAILS, ILDS, CPL

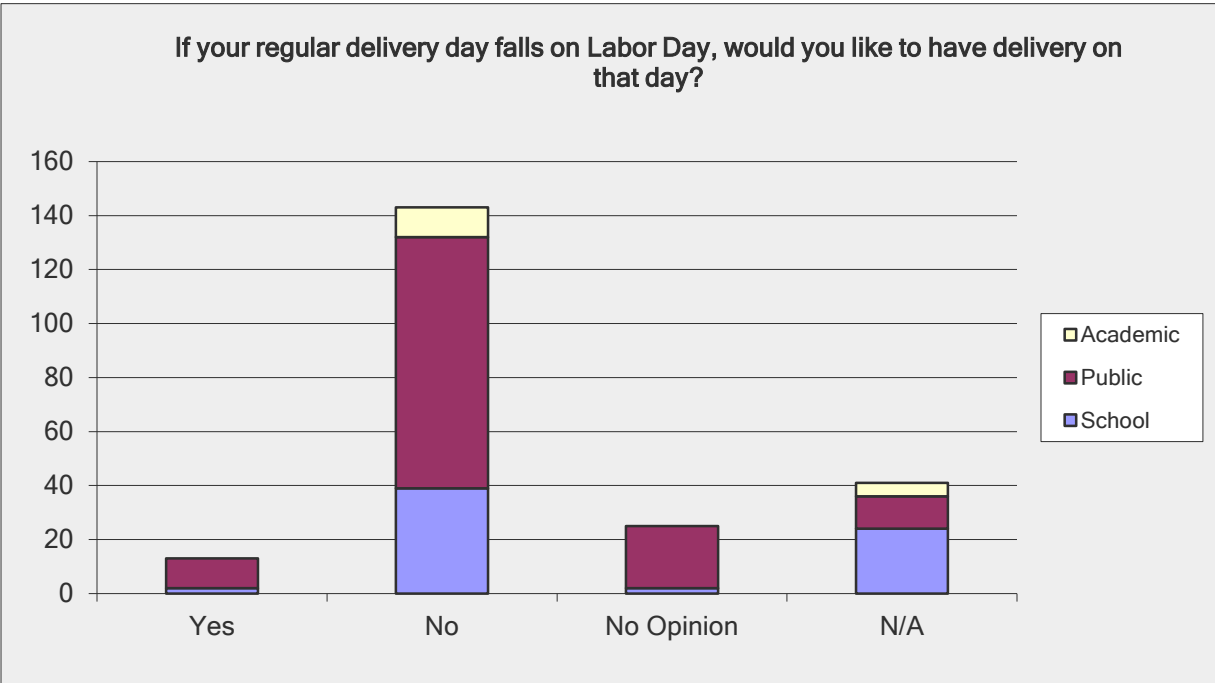
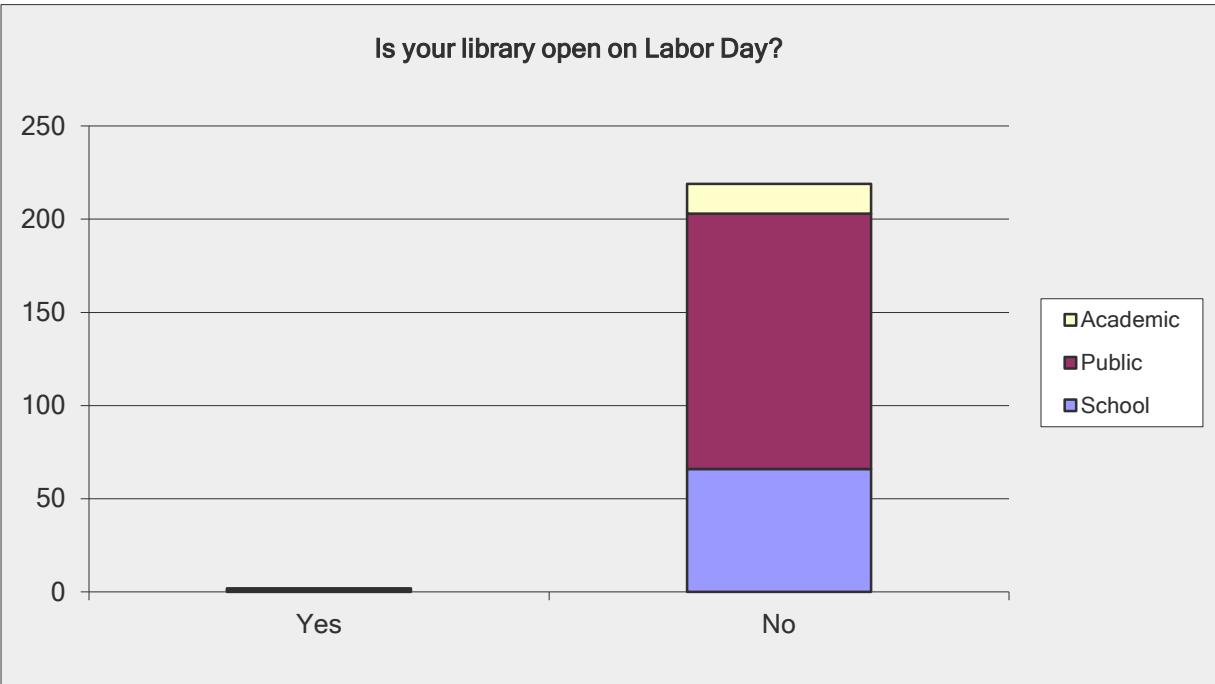
MONTH	HOLIDAY	IHLS	RAILS	ILDS	CPL
July	Independence Day	No	No	No	No
September	Labor Day	No	No	No	No
October	Columbus Day	Yes	Yes	Yes	Yes
November	Veterans' Day	No	Yes	Yes	Yes
November	Thanksgiving Day	No	No	No	No
November	Thanksgiving Day (Friday)	No	Yes	No	Yes
December	Christmas Eve	No	No	No	Yes
December	Christmas Day	No	No	No	No
December	New Year's Eve	No	No	No	Yes
January	New Year's Day	No	No	No	No
January	Martin Luther King, Jr. Day	No	Yes	No	No
February	Lincoln's Birthday	Yes	Yes	Yes	No
February	Washington's Birthday / Presidents' Day	No	Yes	Yes	No
March	Pulaski Day	Yes	Yes	Yes	No
May	Memorial Day	No	No	No	No



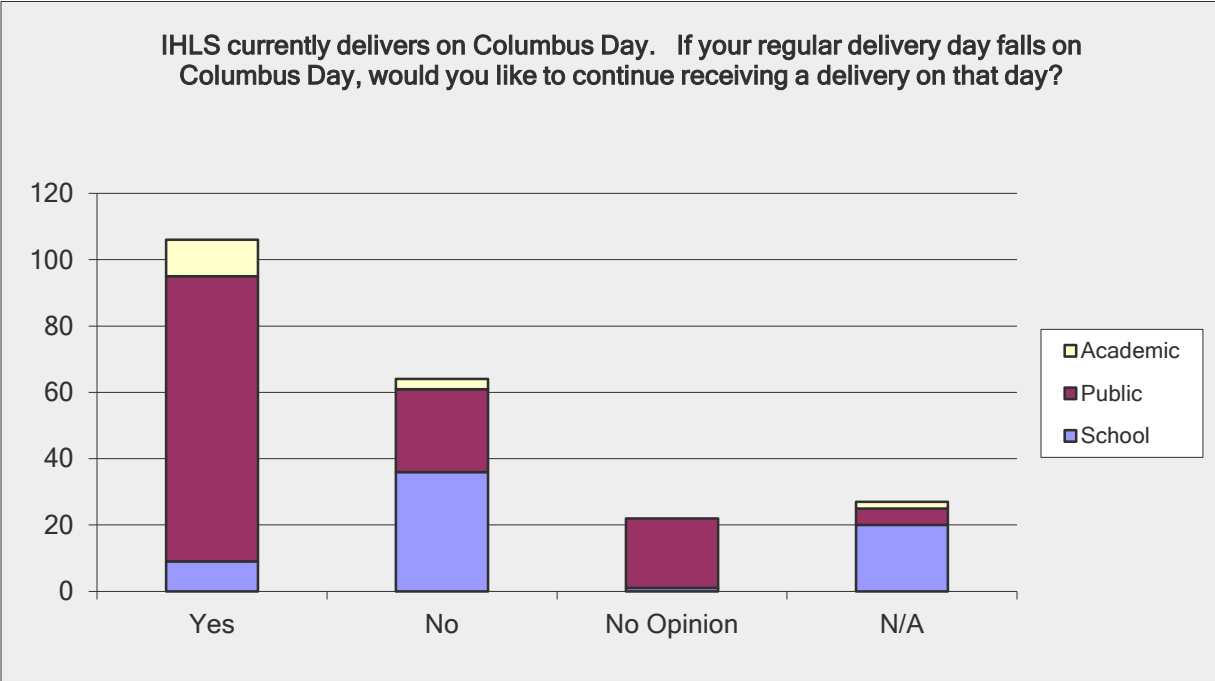
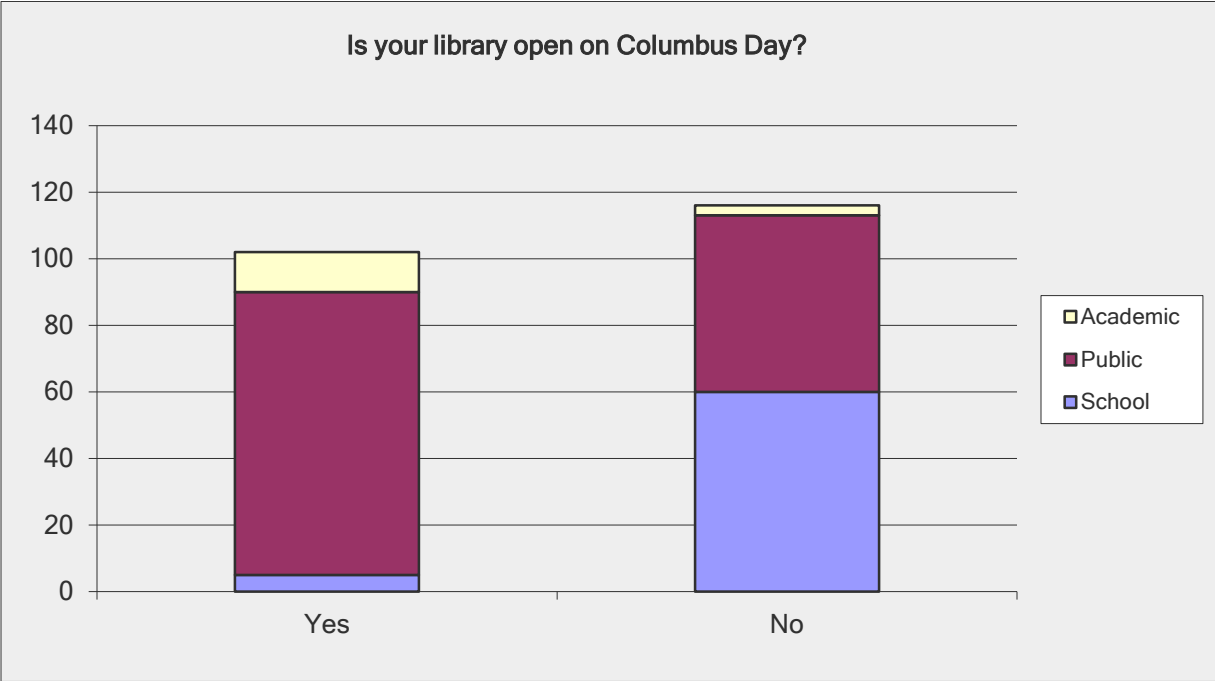
222 (or about 40% of our member libraries) responded to this questions.



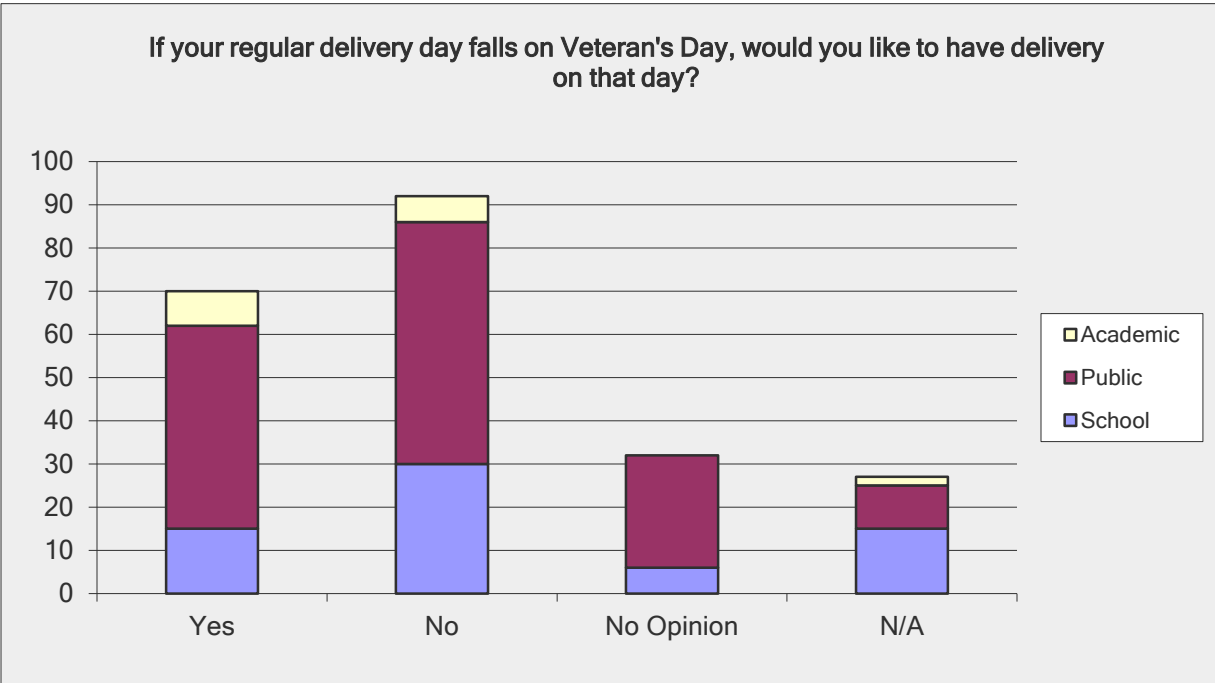
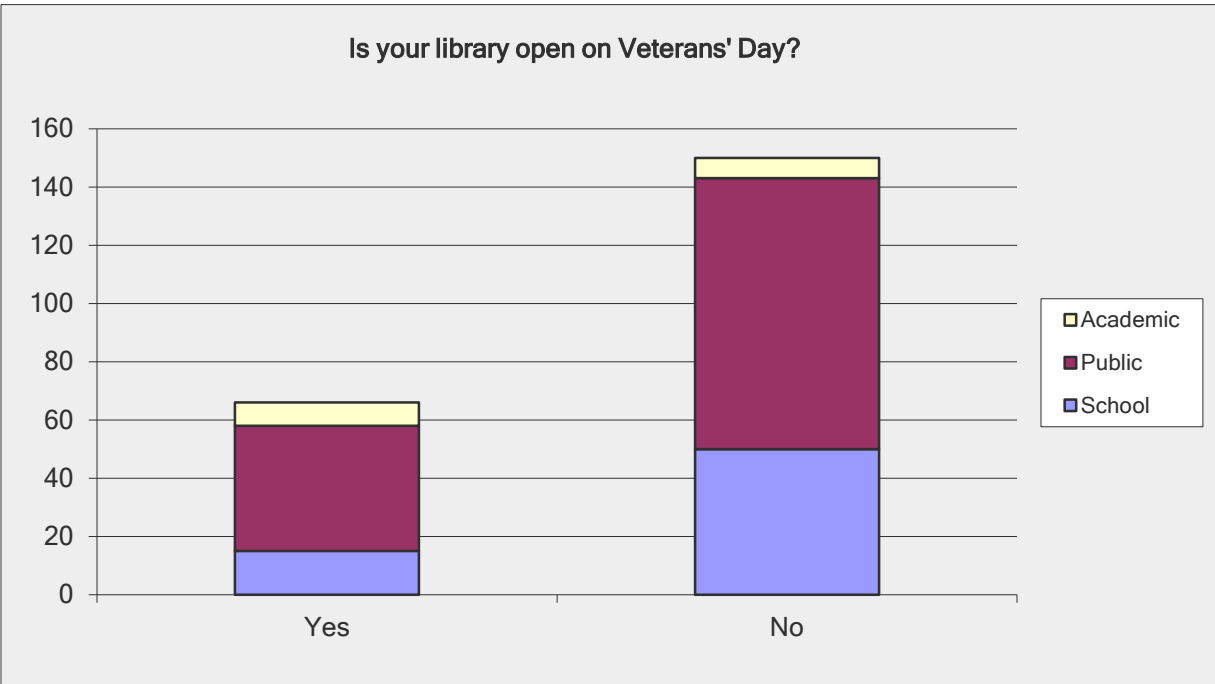
Currently there is no delivery of library materials on Independence Day by IHLS, RAILS, ILDS or CPL.



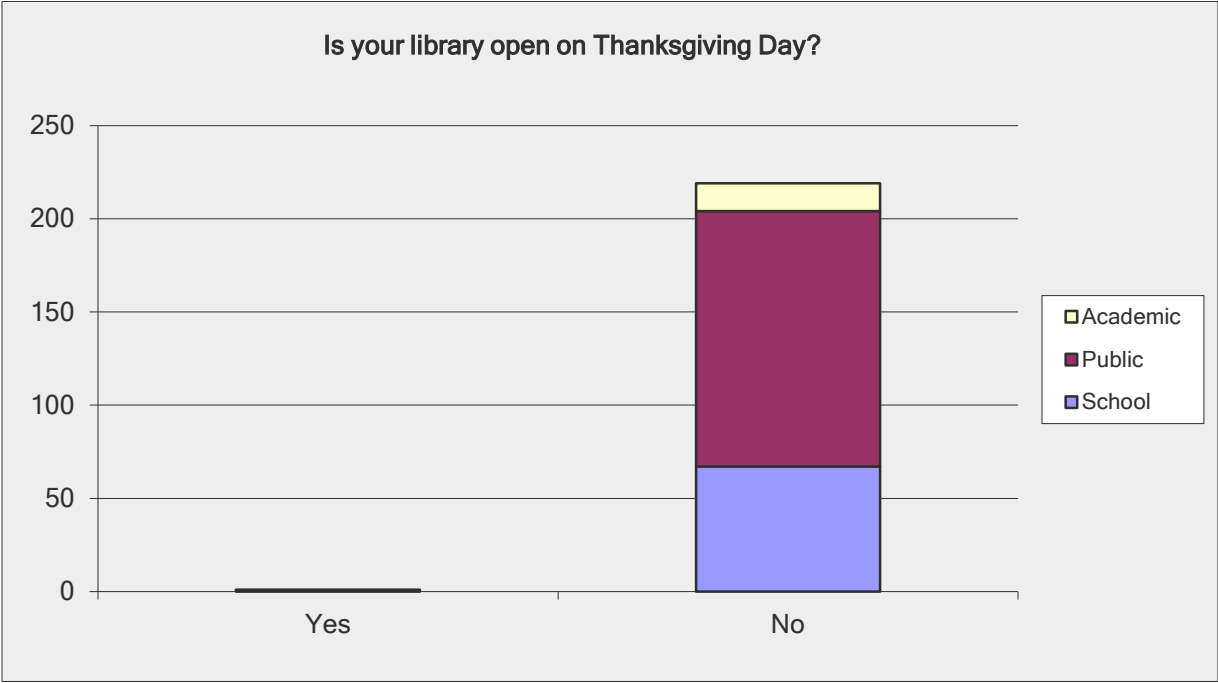
The majority of respondents indicated they would not like to have delivery on Labor Day. Currently there is no delivery of library materials on Labor Day by IHLS, RAILS, ILDSA or CPL.



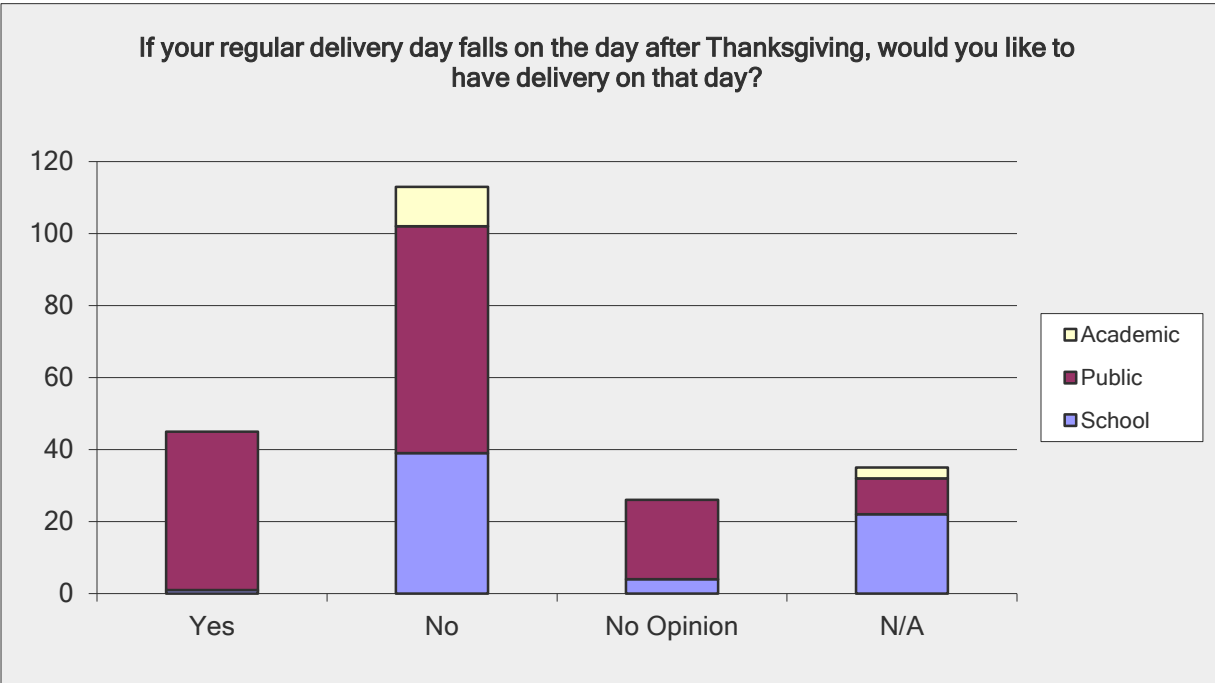
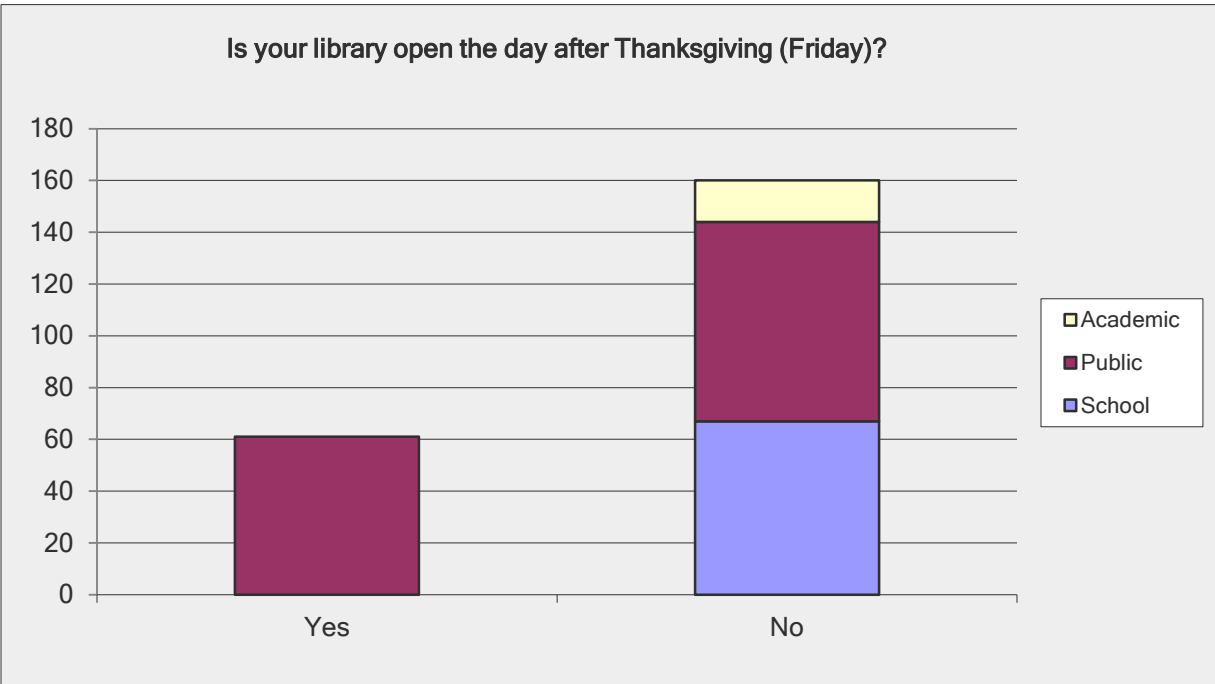
Delivery service is currently offered by IHLS, RAILS, ILDS and CPL.



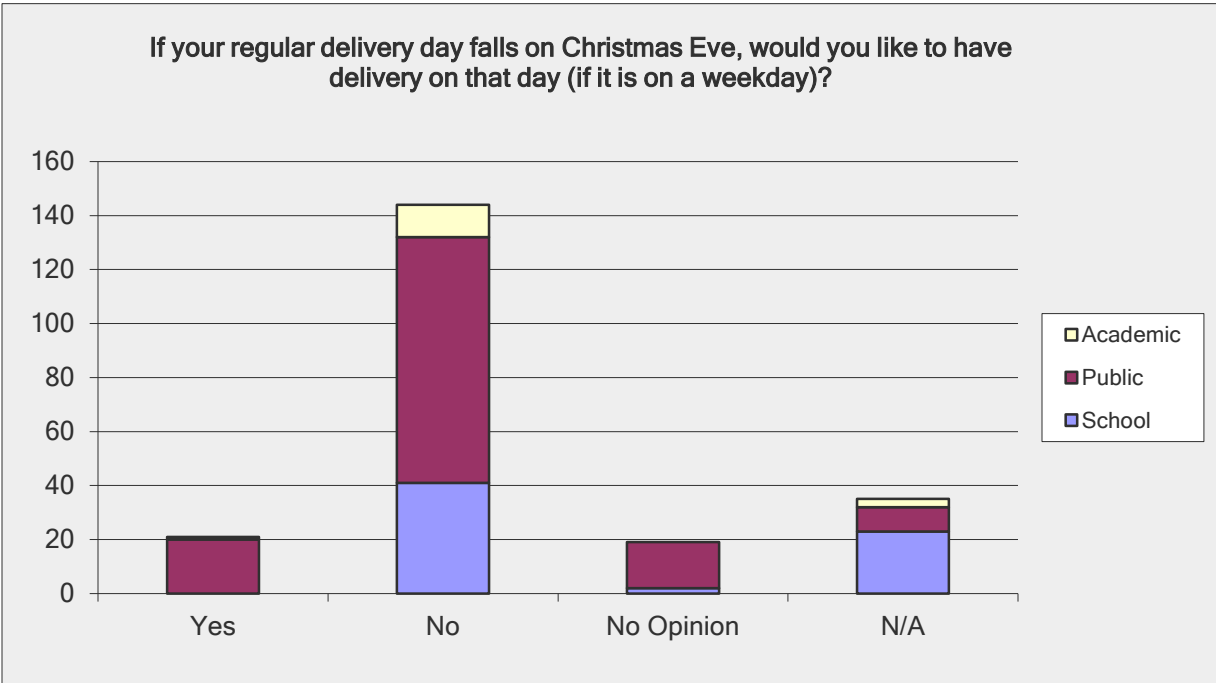
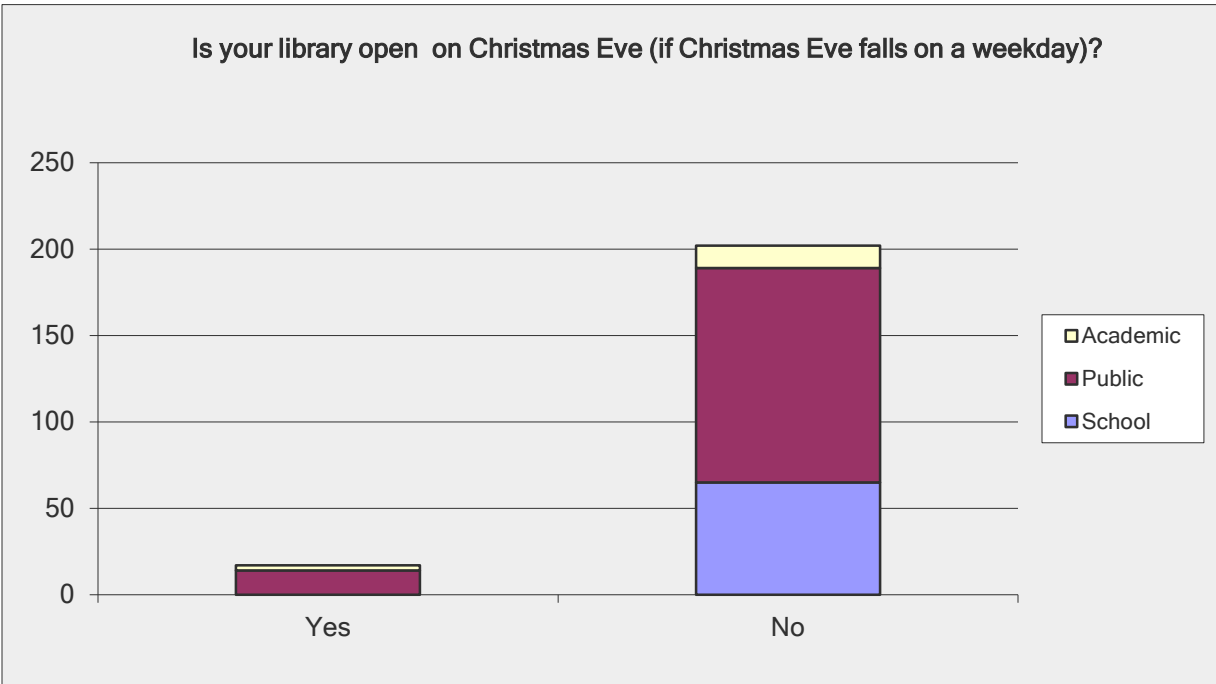
32% of our responding libraries indicated they would like to receive delivery on Veteran’s Day. Currently IHLS is the only System/organization that does not offer delivery on this day. RAILS, ILDS and CPL do.



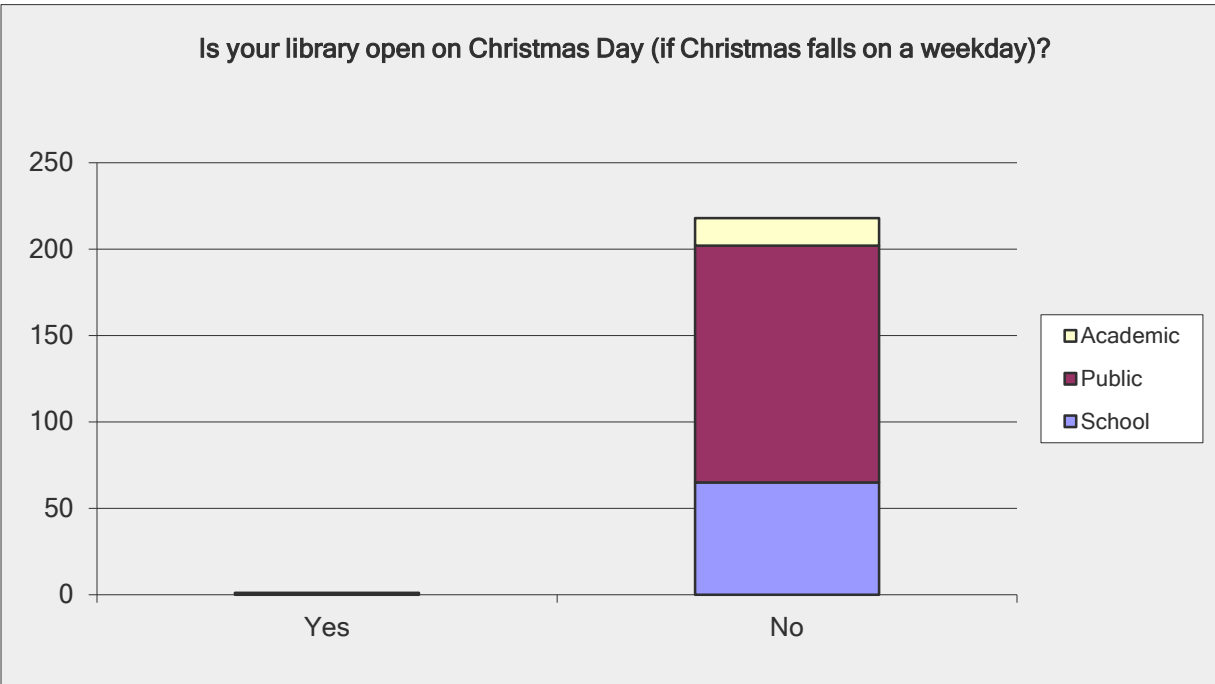
Currently almost all member libraries are closed. There is no delivery of library materials by IHLS, RAILS, ILDS and CPL.



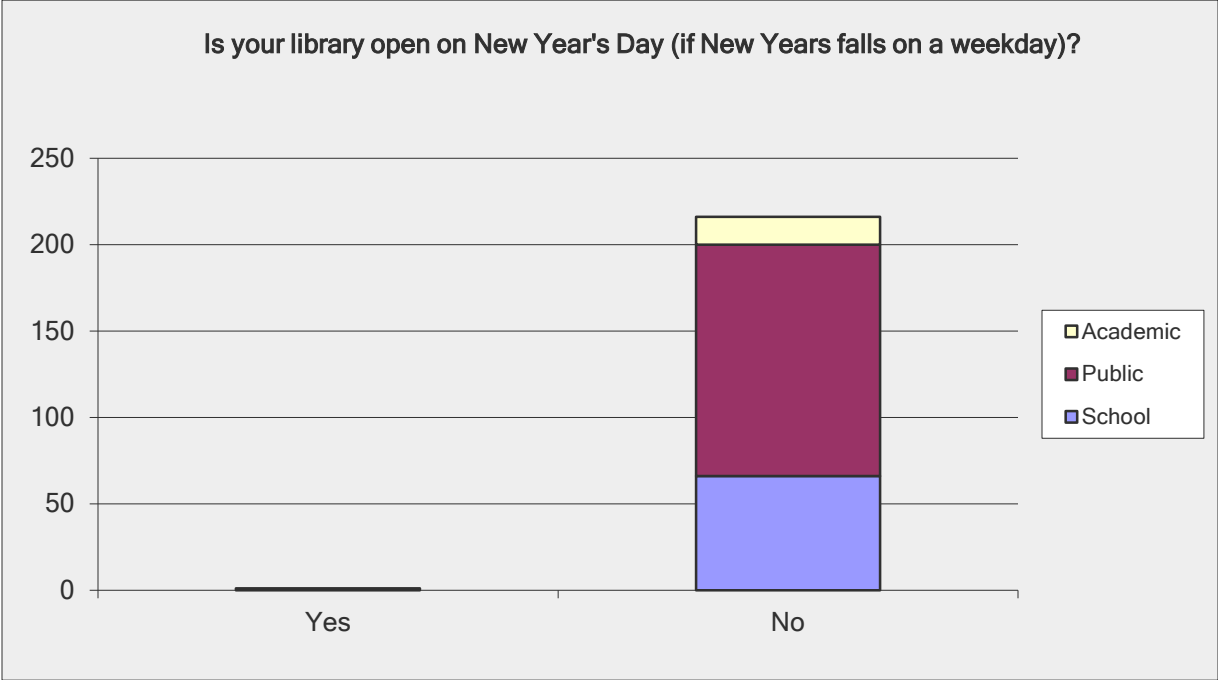
The majority of responding IHLS libraries are closed. Currently IHLS and ILDS do not offer delivery service and the majority of IHLS libraries indicated they would not like service on this day. RAILS and CPL do offer delivery service the day after Thanksgiving.



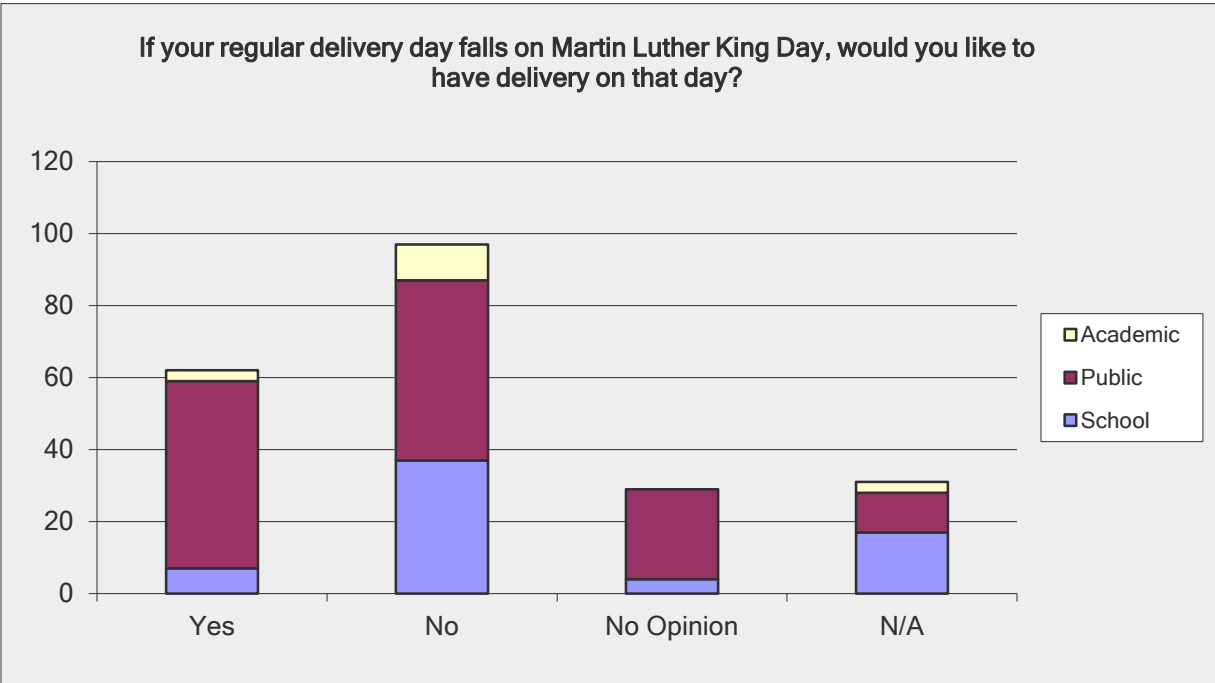
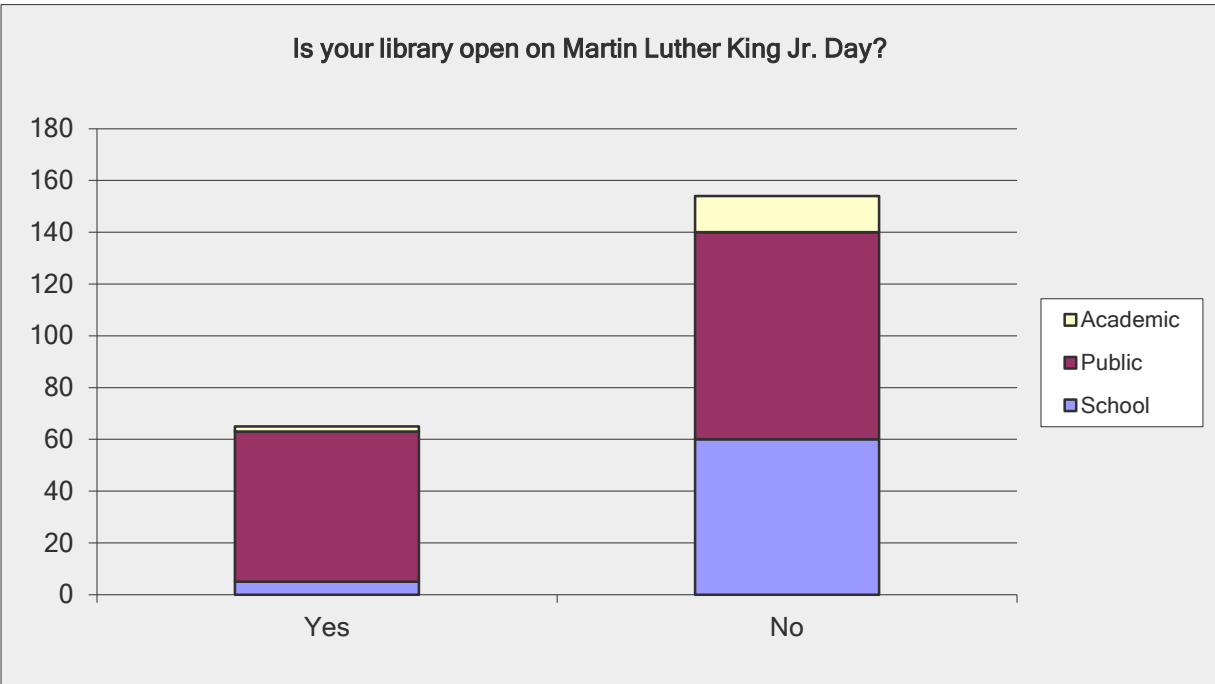
The majority of IHLS member libraries that responded are closed on Christmas Eve and have indicated they would not like to have delivery on that day. Only CPL offers service on Christmas Eve.



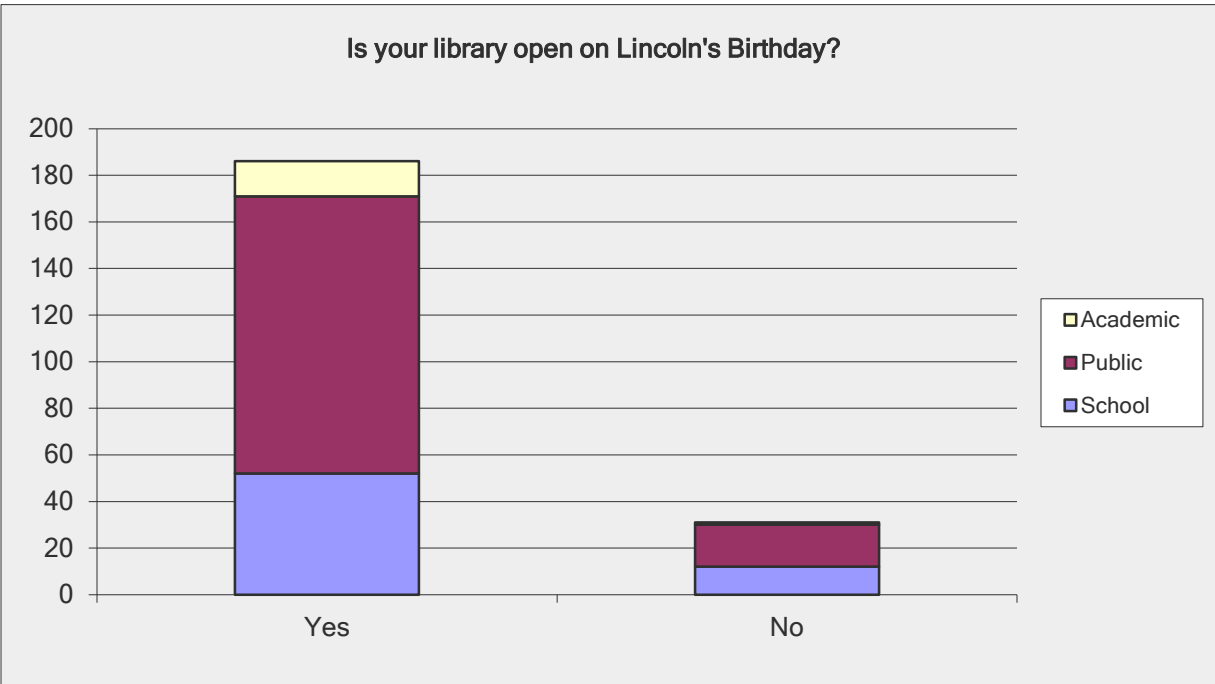
The majority of IHLs libraries are closed on Christmas. IHLs, RAILS, ILDS and CPL do not deliver on Christmas.



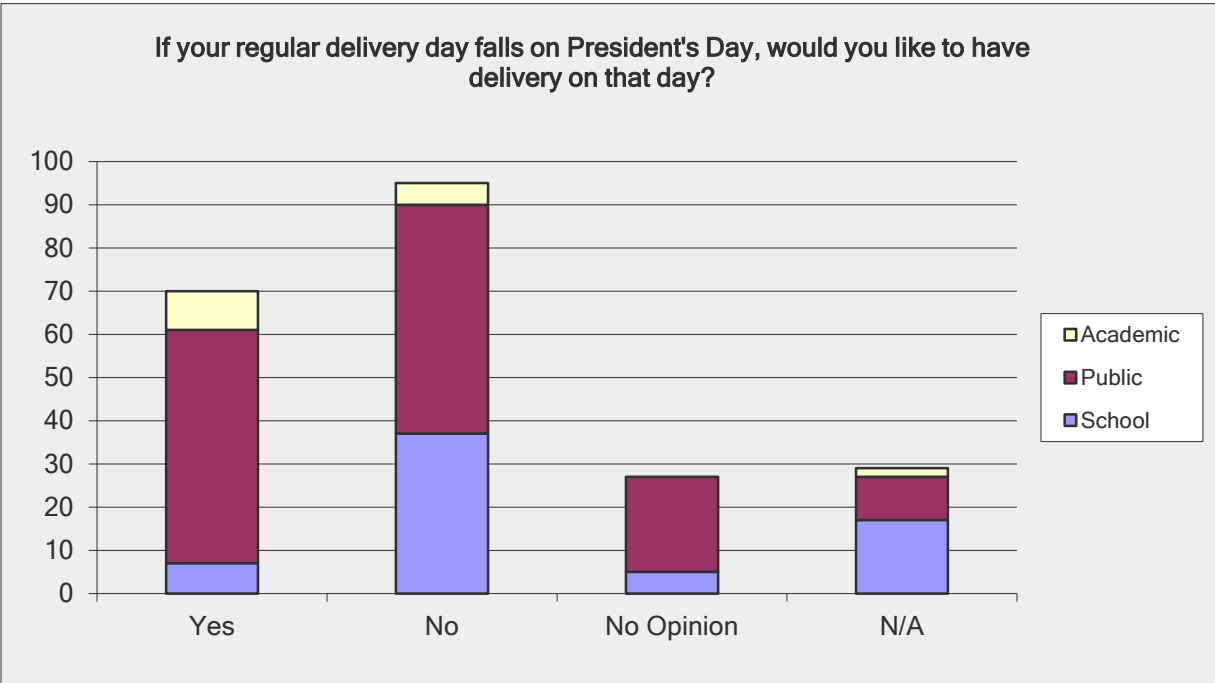
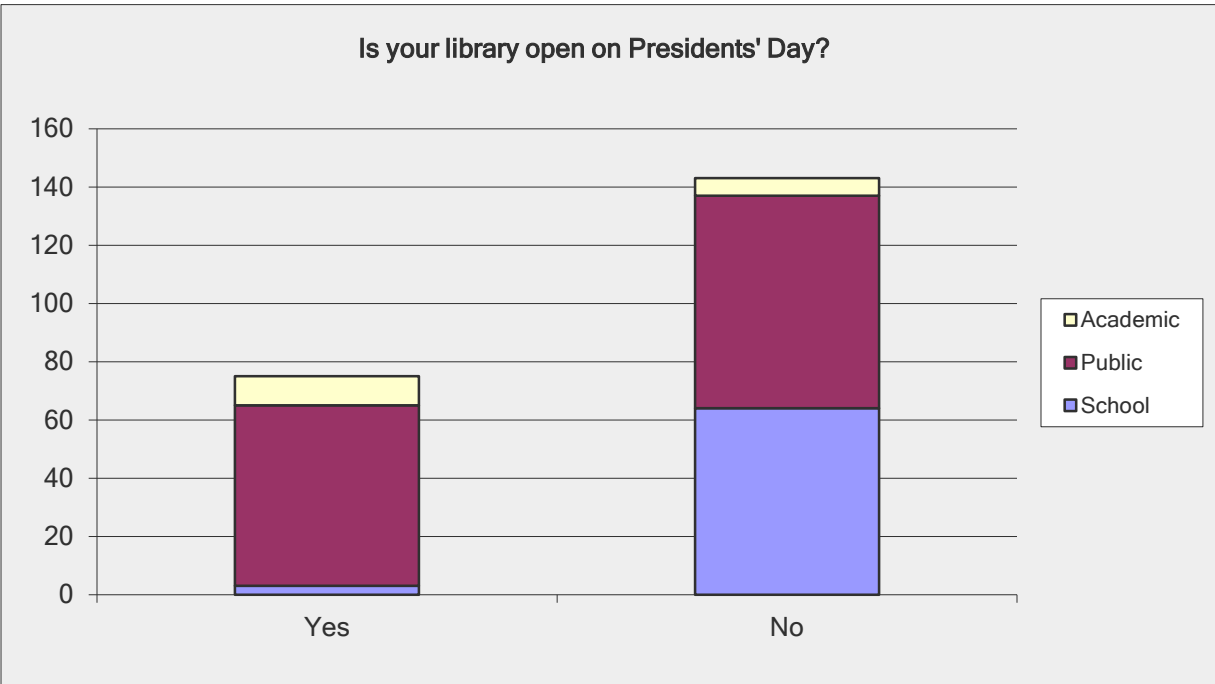
Almost all IHLS member libraries are closed on New Year's Day. IHLS, RAILS, ILDS and CPL do not delivery on this day.



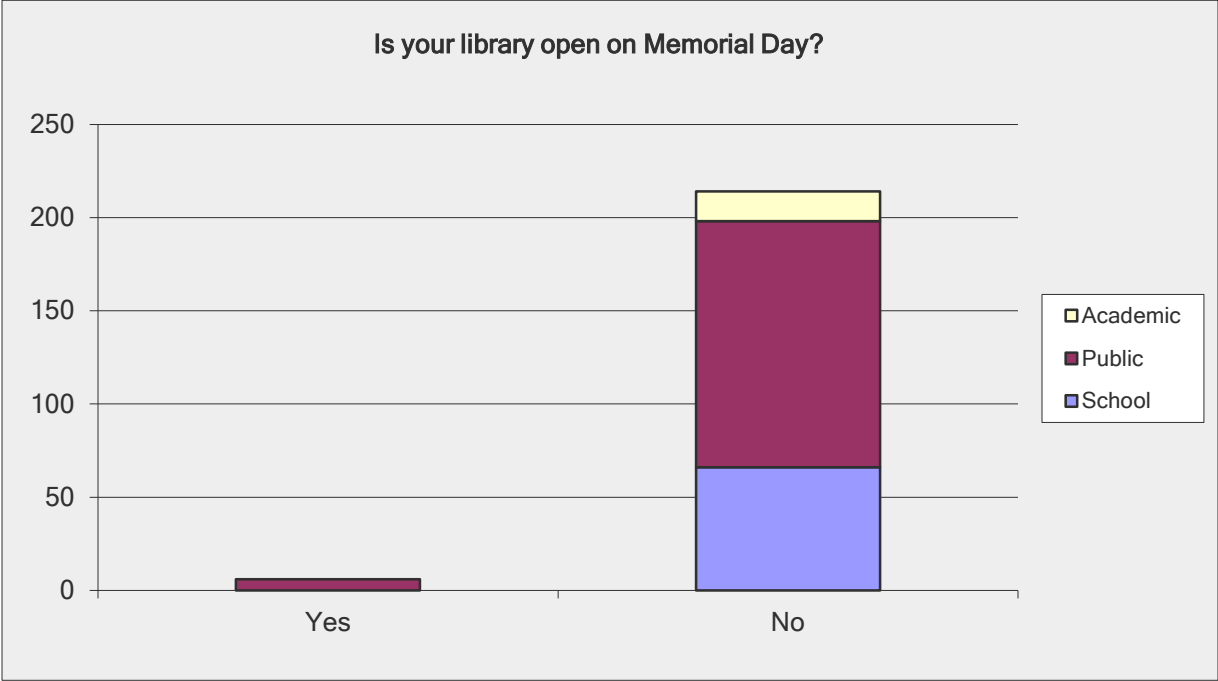
Some of our libraries are open on Martin Luther King Day and 28% of the responding libraries indicated they would like delivery. IHLS, ILDS, and CPL do not currently deliver on this day. RAILS does.



The majority of IHLs libraries that responded are open on Lincoln’s Birthday. IHLs, RAILS, and ILDS currently provide delivery. Only CPL does not.



32% of responding member libraries have expressed an interest in having delivery on President's Day. Currently RAILS and ILDS offer delivery. IHLS and CPL do not.



Almost all of IHLS libraries are closed on Memorial Day. Delivery service is not offered by IHLS, RAILS, ILDS and CPL.



Illinois Heartland Library System

Holiday Delivery Services Survey Summary and Recommendations

Summary

The Illinois Heartland Library System is represented on the Illinois State Library Delivery Advisory Committee. Representatives from RAILS (Reaching Across Illinois Library System), Chicago Public Library, and ILDS (Illinois Library Delivery Service) are also on the Committee as well as representatives from libraries throughout the State.

A subcommittee was formed to look at holidays and make recommendations on which holidays should have delivery service provided consistently throughout the State. (It was recognized that while Chicago Public Library is a System, they are also a City Library with unique requirements.) To better understand the needs and desires of IHLS member libraries, a survey was conducted. The results of the Survey are attached.

In total, IHLS received 242 responses. This makes the survey statistically valid with a 95% confidence level.

The first page reflects which organization(s) provide delivery service on various holidays. As is indicated, delivery is not provided by any organization on the major holidays highlighted in yellow (Independence Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day and Memorial Day). The holidays that are not highlighted are holidays during which delivery service is treated the same by IHLS, RAILS, and ILDS. The holidays highlighted in purple reflect inconsistent delivery service offered by IHLS, RAILS, and ILDS.

Page 2 reflects the composition of the responses received by IHLS. 62.6% of respondents were from public libraries, 30.2% were from school libraries, and 7.2% were from academic libraries.

The remainder of the survey summary provides information on how many libraries are open on various holidays and how many libraries would like to have delivery services on specified dates.

The recommendations indicated below are based on the results of the survey and are an effort to provide more continuity in the delivery services offered on a Statewide basis. The maximum out of pocket cost for IHLS to provide service on each of the recommended holidays would be \$1,900 (a total of \$3,800 for delivery service on both recommended holidays)..

IHLS Recommendations:

Continue providing delivery services on:

- Columbus Day
- Lincoln's Birthday

Continue not providing delivery service on:

- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Martin Luther King Day
- Memorial Day

Begin offering delivery services on:

- Veterans' Day (RAILS, ILDS and CPL currently provide service)
- President's Day (RAILS and ILDS currently provide service)