

Operations Board Report February 2014

As a result of our first few staff meetings we have initiated:

- A “lost book” section on our website listed as unidentified items (under delivery tab). This is a section that libraries could check to see if we might have any of their items. These are items that do not have a bar code nor an identifying owning library stamp, so we have no way to discover who these items belong to. When a library recognizes something as being theirs, they simply click the email link and we will get their information and send the item to them. I would like to extend our thanks to Nick Bennyhoff-- he is the creator of the page.
- A hub to hub newsletter for the drivers. This newsletter has information about happenings at the system. Our drivers are our ambassadors, and we want to empower them with knowledge about what is going on in our system so they can share the information with libraries. This is an important part of what makes our delivery system different from a courier system. We have the relationship edge.
- Created cards that the drivers will leave at the library with the library’s route number, their hub phone number, the manager at their hub, along with phone number and email address, and my name along with my contact information. This is just a quick way for libraries to have ready our information to contact us.

Next steps include:

- Evaluating our routes in regards to how efficient we are running things. There will be changes coming down the road to positively enhance the libraries’ service while keeping costs to a minimum. We will partner with SHARE to further enhance our delivery services. Our numbers have exploded with the implementation of the SHARE software. Pre-Polaris volume numbers (from April 2012 to February 2013) were 4,090,119 items delivered and we are currently at 4,654,870 items (from April 2013 to February 2014). An increase of 564,751 items! The staff has done a remarkable job of keeping up and still living up to the high standard of delivery that libraries have come to expect. We have been in survival mode for so long, it is great to move into thriving mode.
- Evaluating our processes to better accommodate the increase in volume.



Delivery Outreach

I presented an overview of system delivery at the SHARE semi annual meeting this month. As a result I will present at the Metro East Public Library meeting February 27 at the Fairview Heights PL.

Building updates

Champaign

We are looking at ways to re-organize the delivery space to flow better. We have put on hold the cement ramp and carport type structure that was going to be placed there for the drivers. We will focus on the internal space in the sorting area and get that efficient then move to the outside for improvements there.

Du Quoin

I have now met our landlord and am taking over the communication between the Du Quoin staff and the landlord. While I am hopeful things will be resolved, there is no compromising on basics such as plumbing not functioning or roofs leaking.

Edwardsville

We are collecting estimates on the repairs necessary due to mine subsidence. Our claim with the Illinois Mine Subsidence Fund was finalized and we received payment for repairs in September, 2012.

Respectfully submitted,

Susan Palmer