

Operations Report  
November, 2013

Last month we reported that IHLS and its member libraries are still using the Champaign and Decatur hub codes (even though the Decatur Hub is located in Champaign). Using two hubs expedites the sorting process and keeps each hub assigned to approximately 100 libraries. ILDS has indicated that their contract requires one hub code per delivery location. RAILS also has two hubs in one building and differentiates the delivery of materials to each hub by using two different doors, each with a different "Suite Number." IHLS has requested the same, but was denied by ILDS. IHLS is seeking avenues to appeal this decision.

We are continuing to do recruiting for Courier Drivers. The Decatur Hub (housed in Champaign) needs three more courier drivers, Du Quoin needs two, and Edwardsville needs one.

RAILS has implemented an electronic communication database (ticketing system) which is being expanded to be used by their delivery staff. IHLS is working with RAILS to use the same database. A link to the website will be on both RAILS and IHLS' website. This will enable member libraries of RAILS and IHLS to ask delivery questions, report information, submit a request, lodge a concern, etc. which will create a "ticket". The appropriate hub manager will receive an e-mail that a ticket has been created. The hub manager will be expected to provide an initial response within 24 hours. The database keeps track of the initial communication through resolution. Tickets will also be created by a hub manager when they receive a call from a library. Designated management will have access to each ticket and summary information. Statistics will be maintained and reports prepared on a monthly basis. Staff from both RAILS and IHLS are modifying information in the system and will begin training. It is anticipated that the database will be introduced to libraries by the end of January, 2014.

The Illinois State Delivery Advisory Committee began meeting in May, 2013. Discussions and recommendations were made in several aspects of the delivery process including protective packaging, labeling, containers used, community concept of delivery, delivery drop points, holiday service, frequency standards, communication, and the provision of consistent statistics. Final recommendations will be completed within the next few months.