



IHLS DELIVERY SURVEY 2015

A quick evaluation of the state of delivery in the
Illinois Heartland Library System

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IHLS Delivery Survey FY2016

Background

It was a mere four years ago that four regional library systems merged to form Illinois Heartland Library System (IHLS). At first the focus was on merging the 4 separate LLSAPs into one large cohesive organization. Hundreds of meetings filled with negotiations resulted in the largest consortia in North America sharing the same integrated library system (ILS) platform to share resources.

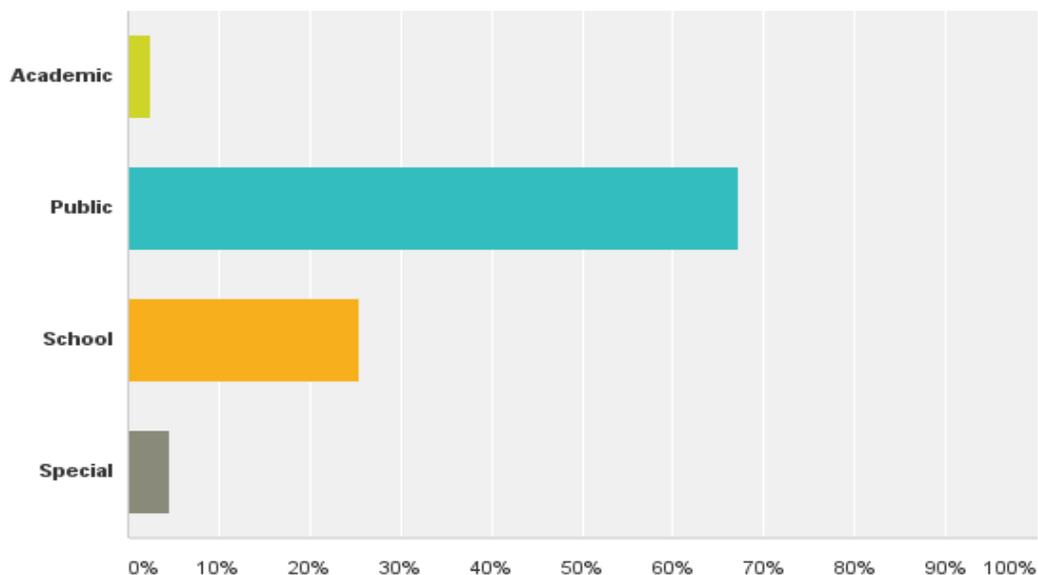
Delivery -- the other piece of a great resource sharing environment -- evolved as well. The previous library systems each had their own independent delivery service. As IHLS locations changed, delivery did as well. By the very nature of having one consortia with over 300 agency members, delivery volumes increased. Exponentially. Delivery had to adapt not just to the increased volumes but remain cognizant of the quality of service to the libraries. New processes were adopted across the three physical service hubs in order to meet and exceed the demands of the libraries. Delivery had to start working together as a team, even though they were not in the same building. Forms were standardized, uniforms were bought, a newsletter for communications between hubs was begun and weekly meetings were held to make sure everyone was on the same page.

It is into this environment that we asked our members to participate in a second IHLS delivery survey. Our first delivery survey was completed April, 2012. In FY2016 it was necessary to learn if the changes we have implemented since the LLSAP merger were making a positive impact on our libraries. And we also needed to identify areas that we could improve the service going forward.

Delivery Survey Results

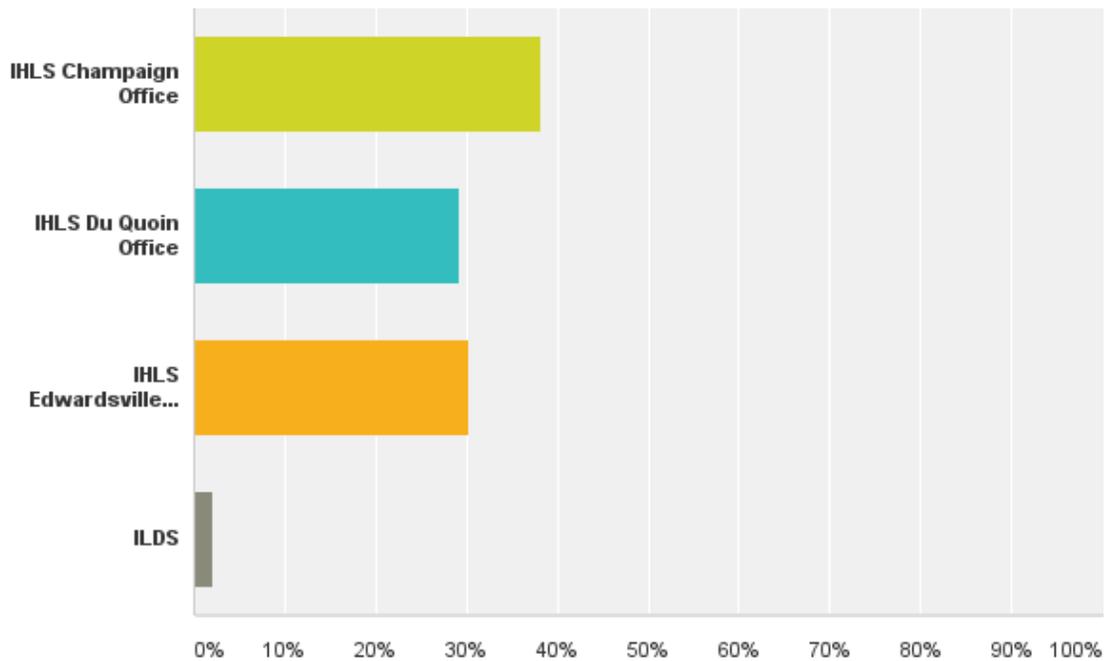
We had 192 respondents to the survey. The first four questions were about the library type, the library's hub location, if the library participated in downstream delivery and how many days of service the library received. It is basic data that is necessary to help in the evaluation process. Here is that data.

Question 1: What type of library do you work for?



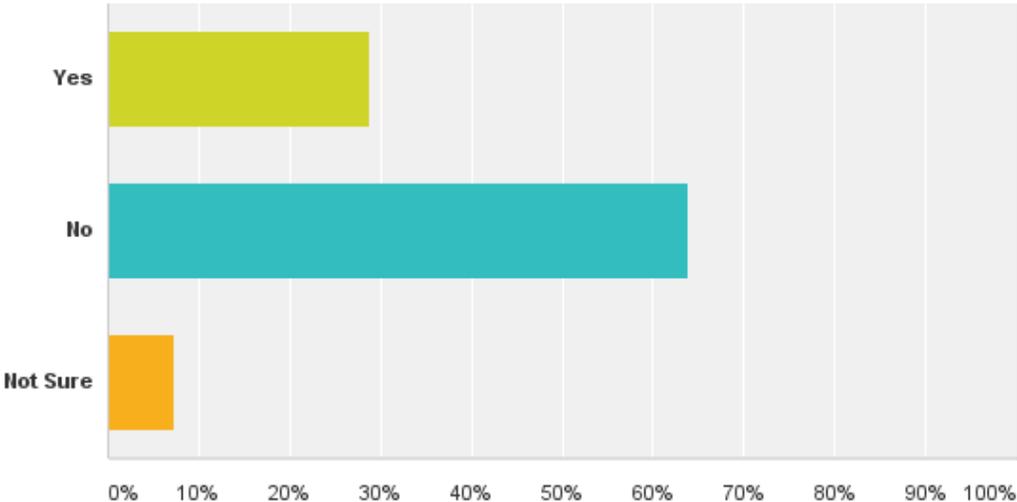
Answer Choices	Responses
Academic	2.60% 5
Public	67.19% 129
School	25.52% 49
Special	4.69% 9
Total	192

Question 2: Which office/service provides delivery to your library?



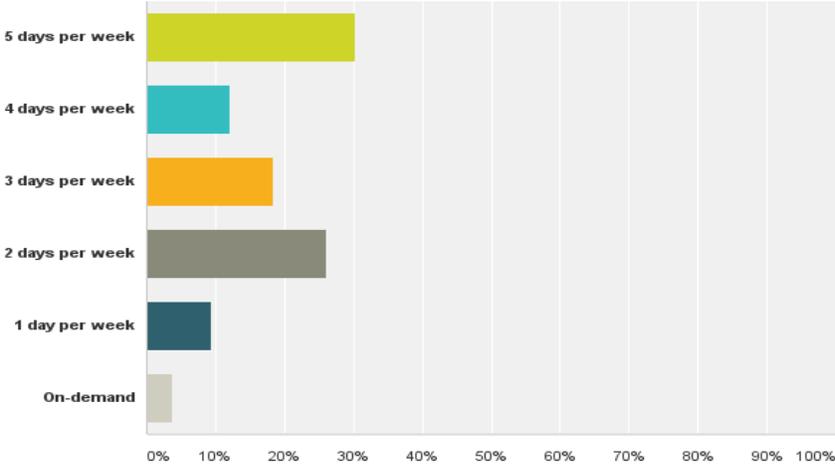
Answer Choices	Responses
IHLS Champaign Office	38.22% 73
IHLS Du Quoin Office	29.32% 56
IHLS Edwardsville Office	30.37% 58
ILDS	2.09% 4
Total	191

Question 3: Does your library perform any pre-sorting of items for downstream (DOG) delivery?



Answer Choices	Responses
Yes	28.80% 55
No	63.87% 122
Not Sure	7.33% 14
Total	191

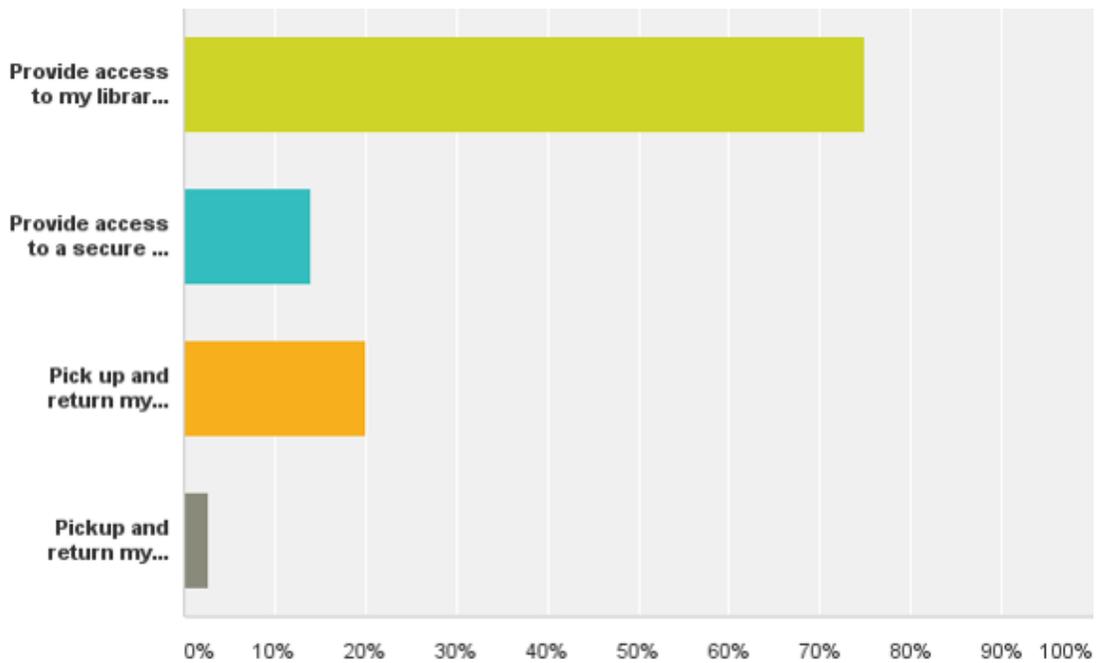
Question 4: How often do you receive delivery?



Answer Choices	Responses	
5 days per week	30.37%	58
4 days per week	12.04%	23
3 days per week	18.32%	35
2 days per week	26.18%	50
1 day per week	9.42%	18
On-demand	3.66%	7
Total		191

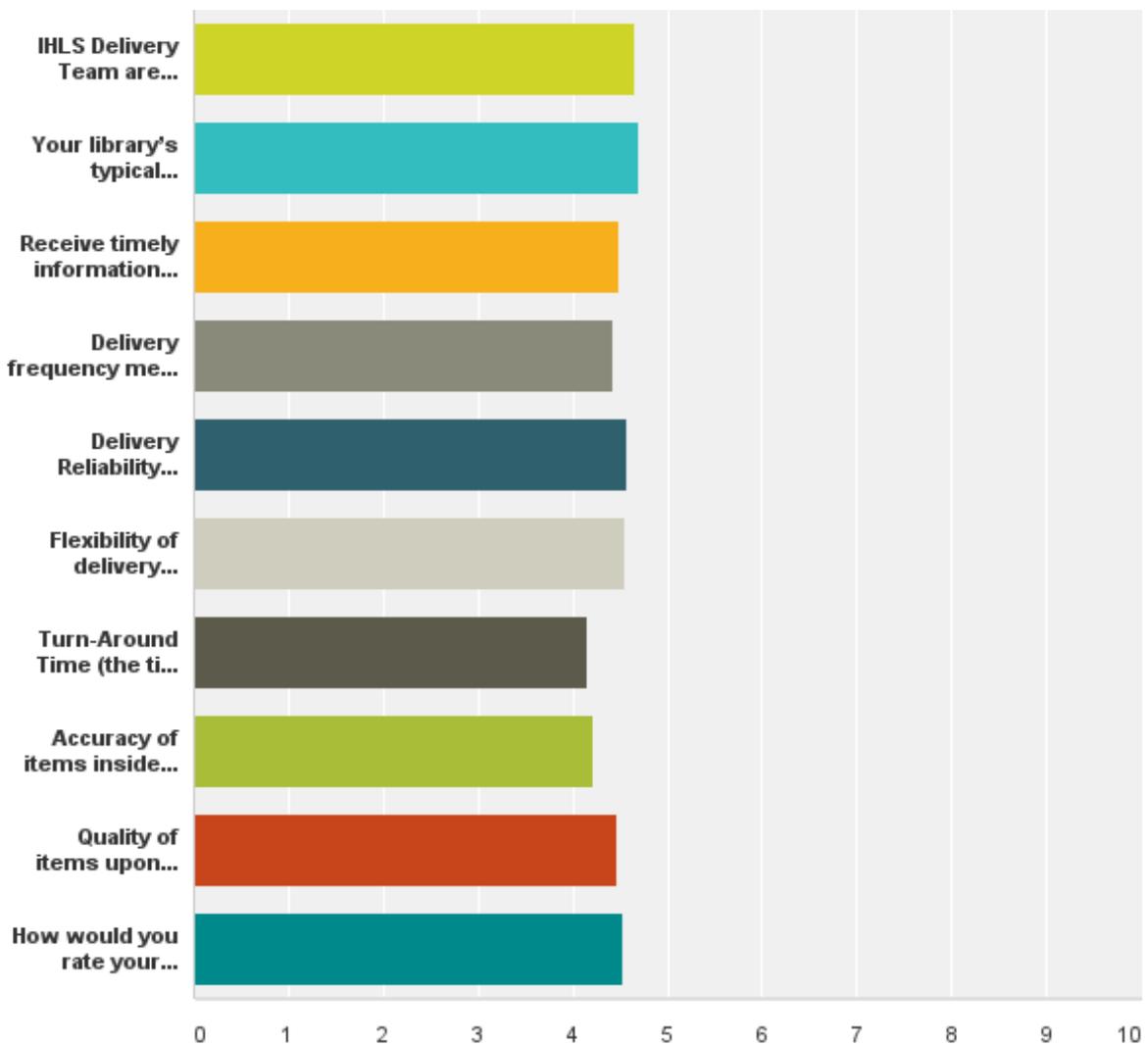
Question 5: “In order to receive delivery of materials 5 days per week (Monday – Friday), which of the following methods would be acceptable for your library?”

This is where the survey starts to get interesting.



Answer Choices	Responses
Provide access to my library (keys, access code, etc.) outside of regular (staffed) hours.	75.00% 108
Provide access to a secure box outside my library.	13.89% 20
Pick up and return my library's materials from another library in my community.	20.14% 29
Pickup and return my library's materials from a secure drop box elsewhere in my community.	2.78% 4
Total Respondents: 144	

Question 6: Please rate on a scale of 1 to 5 (with 1 being Very Dissatisfied to 5 being Very Satisfied) nine areas of delivery and then give an overall rating of the delivery service as a whole.



	1 Very Dissatisfied	2	3	4	5 Very Satisfied	N/A	Total	Weighted Average
IHLS Delivery Team are effective and professional in dealing with you and/or your staff	2.63% 5	0.53% 1	4.21% 8	12.11% 23	74.74% 142	5.79% 11	190	4.65
Your library's typical experience with the Delivery Drivers	2.12% 4	0.53% 1	3.17% 6	12.17% 23	73.02% 138	8.99% 17	189	4.69
Receive timely information regarding status of delivery (delays or cancellations of routes)	2.12% 4	2.12% 4	7.94% 15	20.11% 38	65.61% 124	2.12% 4	189	4.48
Delivery frequency meets your library's needs	3.17% 6	3.17% 6	7.41% 14	19.58% 37	65.08% 123	1.59% 3	189	4.42
Delivery Reliability (items are delivered in a consistent manner on the proper day/time)	2.63% 5	0.00% 0	7.37% 14	15.79% 30	72.11% 137	2.11% 4	190	4.58
Flexibility of delivery schedule	1.06% 2	0.53% 1	6.38% 12	19.15% 36	57.98% 109	14.89% 28	188	4.56
Turn-Around Time (the time to move items from the lending library to the borrowing library)	2.13% 4	4.26% 8	13.83% 26	34.04% 64	43.09% 81	2.66% 5	188	4.15
Accuracy of items inside the tubs	2.11% 4	3.16% 6	9.47% 18	38.95% 74	43.16% 82	3.16% 6	190	4.22
Quality of items upon delivery	2.12% 4	1.59% 3	3.70% 7	32.28% 61	57.67% 109	2.65% 5	189	4.46
How would you rate your current delivery service?	2.11% 4	0.53% 1	8.42% 16	19.47% 37	66.84% 127	2.63% 5	190	4.52

It was noted that two of respondents had responded with ones (extremely dissatisfied), however in the comment section, they wrote that the delivery service was great. It may have just been a case of misunderstanding the rating scale.

Question 7: What are the most positive aspects of your current delivery service?

(complete comments listed at the end of this report)

Overwhelmingly, the comments praised the drivers and staff. “The drivers- nice drivers; we love our drivers” seemed to resonate with many of the libraries who responded. We do have great employees who care about the libraries and their materials. That is the core of delivery. We start with conscientious employees then improve the delivery processes around that solid base.

Resource sharing was also noted as having huge impact on the service that libraries were able to provide for their patrons. The libraries being able to have access to millions of items that a patron can easily order shows how the two pieces (Resource Sharing + Delivery) partner to be one of the best partnerships in the library world in North America.

Question 8: If you could make one change to your current delivery service, what would that be?

(complete comments are listed at the end of this report)

While “nothing” came up frequently as a response, it is clear that libraries would like more delivery. IHLS has over 75% of their members receiving 3 days or less of service. Definitely an area to look into and develop a way to get more delivery to our members. Also it was apparent from the responses that damaged and misrouted items are occurring. Again, another area that we will address in order to minimize damaged/misrouted item.

Question 9: Do you have any additional comments that you would like to share with the IHLS delivery service?

(complete comments are listed at the end of this report)

Some of the concerns brought up in these responses are not directly related to delivery. We will forward these to appropriate IHLS staff.

Based on survey results areas identified by delivery staff we can improve upon are:

1. Accuracy of items in bins
 - a. Dedicated sorting staff will allow us to have some quality control. Currently there are anywhere from 7 to 8+ people doing the sorting at each hub each day and by the sheer numbers, it is difficult to pinpoint someone consistently putting the incorrect items in the tubs. Also, our sorters are our drivers in most cases and by the time they get back from driving their routes they are not as fresh as an employee whose only job is to sort. We would have increased accountability if there were sorting errors and also in regards to over packing the tubs which leads to items being damaged. Dedicated sorting staff can improve our quality of service.
2. More service/different days of service
 - a. Propose to move current five and four days of service libraries to five days a week. Implement SMART delivery system-wide. SMART delivery uses the LLSAPs ILS platform to alert delivery staff when a library has items to be picked up. SMART delivery system wide combined with increasing delivery frequency for some libraries can provide up to 5 days/week delivery for many system members.

- b. Once a year, ask librarians for their preferences of days of service. In evaluating the routes yearly, accommodations may be possible.
- 3. Timely information regarding delays/cancellations
 - a. Currently we use the text messaging system and our website for cancellations of routes. Delivery staff will begin using both systems for delays as well. We are also implementing an email string pulled from LibraryLearning (L2) by route so we can also email affected routes. Encourage member staff to update their information regarding delivery contact in their library to receive the emails.
 - b. On the delivery page of the website add a status button for the routes.
- 4. Turnaround time
 - a. This is an issue that delivery may not be able to resolve as other factors enter into the time an item takes from the lending library to the borrowing library. Software is involved. We are completing a study evaluating the time an item takes to go between our hubs. This is important as we currently have over one millions items, one way, being transported through ILDS (Illinois Library Delivery Service), which is the state route managed by CARLI (Consortium of Academic and Research Libraries in Illinois). If IHLS were to bring the delivery between hubs back in house, we would be able to cut down the turnaround time as well as monitor the quality of the delivery service. In addition, less damaged/lost items could easily be the result of doing delivery between hubs.
 - b. SHARE and delivery staff meet next month to consider how the LLSAP software may be more effective from a delivery perspective.

To sum it up:

Overall, the survey is VERY positive regarding IHLS delivery service. Kudos to the drivers/sorters/managers/staff! We have a great group of employees that care about delivery quality service. Each hub manager is currently addressing concerns that were brought up in their geographic location. Operations staff listen to member libraries and will work with them to find acceptable solutions to delivery challenges. Our goal is to be the best library delivery service in North America.

Complete Responses – Questions 7 - 9

Question 7 comments: What are the most positive aspects of your current delivery service?

- 1 The delivery staff is very personable.
- 2 All of the above positive check marks. The delivery men are FANTASTIC.
- 3 Being able to request so many items from all the libraries. For small libraries, this is a big advantage.
- 4 I really don't have any complaints, our delivery service meets our needs.
- 5 It is reliable.
- 6 THEY ARE ALWAYS HERE ON THE DAYS ASSIGNED
- 7 We receive our delivery before we open at 10am which gives us the time to sort and set up our hold shelf. Very positive and friendly staff.
- 8 Sorry, we don't have delivery

9 The drivers - nice drivers; we love our drivers. Overall the drivers are friendly, courteous, professional and considerate, and take pride in their work. The drivers are frequently the primary contact a library has with the system, and in some cases the only contact libraries have with the system. We are grateful to have delivery, especially 5 day a week delivery. Our patrons have come to expect and appreciate the vast array of materials to which they have access. When I had a concern about our delivery turn around, the delivery director was very willing to meet with me and discuss my concerns. She was appreciative of my situation, and of the fact that I had documentation of the issues and wasn't just complaining. She is open and willing to work with me to improve the situation where possible.

10 We are thrilled to have been given an extra delivery day each week--we went from 2 to 3 about a year ago. Our patrons are thrilled with their service!

11 when I make a call to the branch, I get prompt responses.

12 Veery satisfied on all points.

13 Fast delivery of most items.

14 consistency

15 the timely manner we receive items and the positive attitude of the delivery people.

16 Our patrons are surprised how quick we can receive materials and how many different libraries participate in the lending program.

17 Efficiency and manners of delivery personnel

18 That it exists and works.

19 We partner with another Library and delivery is great.

20 The drivers are very cool people. :-) Wish the turnover wasn't so high: as soon as you get to know them, they're gone!

21 Appreciate the service!

22 The driver's are friendly and knowledgeable.

23 We love the delivery staff.

24 Patrons like to order materials online.

25 5 days a week delivery.

26 Delivery is timely except for weather.

27 We are able to get items that we could not possibly supply to our patrons

28 The drivers are friendly and always arrive around the same time every day.

29 Friendly drivers. Access to enormous amount of items.

30 I am extremely happy with our service. Personnel and service are great!

31 Always friendly and about the same time everyday. Ms. Petty always willing to go extra mile when delivery is missed or if needed to start sooner than other schools in our area.

32 It's all good!

33 That Linda Petty is willing to work with me and adjust deliveries according to needs since we are once a week delivery.

34 Reliability and speed after orders.

35 Everything is great...No Complaints!!

36 Consistency & dependability

37 Drivers are very friendly, efficient and polite.

38 The drivers are great and so is turn around time.

39 Morning delivery so we have time to process items and contact patrons of their arrival

40 The drivers are always very nice and our books and materials are mostly in great condition when returned.

41 It is fairly consistent.

42 Friendly drivers and System staff one can easily talk to with questions. Susan and her staff are always Striving to improve delivery.

43 Turn-around time is very efficient

44 The considerate delivery staff...they are just the best!

45 Gives patrons access to many items.

46 fast and efficient

47 The delivery personnel courteous and seem to be informed.

48 receive delivery days needed

49 Very timely and the access to materials from across the system.

50 I'm thankful that we have it.

51 We are very happy with the delivery service. It is timely an efficient. except issues with AV cases and non-removable tape

52 That we have it!!!

53 I really appreciate having an established time window that the delivery driver will arrive each day. I have a dedicated staff member that checks in the tubs, and this makes scheduling much easier.

54 Getting delivery's 3 times a week.

55 It works.

56 We greatly enjoy the consistent and friendly service our ILDS driver provides.

57 consistent in delivery times/days

58 Five-day delivery.

59 reliability

60 Reliable

61 Bags are delivered promptly in a timely fashion.

62 5 Day a week delivery

63 Would like to add another day. Right now we have only one day, Thursday, for pickup and delivery.

64 Having access to an amount of material we could never have budget or space for!

65 Free as opposed to mail.

66 Consistency.

67 Fast

68 Very responsible drivers who have a key and complete their deliveries efficiently; patrons are happy with speed of filling requests.

69 The drivers are always pleasant. Also, three days a week delivery allows us to serve our patrons well and satisfy their requests in a timely manner.

70 Drivers are very helpful & friendly

71 I enjoy meeting all the drivers and discussing delivery with them when I am here in the morning.

72 Seeing the different drivers. Each has their own personality and brings something different to the job.

73 Timely, responsible, and honest.

74 no complaints. very satisfied with current delivery

75 Access to much needed materials

76 We are now back to a 5-day delivery schedule, like many years ago. That is an excellent benefit for our patrons.

77 Having delivery!

78 Fast, friendly, on task drivers keep the materials moving.

79 I love having it 3 days a week this year.

80 The delivery drivers have always been friendly, courteous and professional.

81 I get to visit the public library often!

82 friendly delivery drivers; items arrive in good condition

83 The delivery guys are very nice.
84 Turnaround time is good.
85 We receive notices of what books are going to be delivered, and when they will be delivered.
86 I have zero complaints. The drivers are always friendly and helpful.
87 The ability to get materials in a timely manner
88 Frequency, six days a week would be great but I know we won't get that back.
89 The access to materials throughout the system for my library's patrons is second to none and always a significant part of our library's marketing. Also, the delivery team is always courteous and pleasant!
90 The couriers are all wonderful, polite and respectful.

91 We are very pleased with our service. We are scheduled for two days of delivery but we get an extra day on Friday if we have books coming to our library.
92 It is delivered to my building. I don't have to go pick up somewhere close by.
93 I appreciate that the drivers are employed by the Library System. I feel more comfortable turning over keys to the building to drivers who are employed by the System.
94 convenience only means of delivery service.
95 Driver professionalism Being able to email delivery team
96 It seems to meet our needs as to delivery,
97 Delivery is dependable.
98 Delivery 5 times a week
99 Most of the delivery drivers are very pleasant and friendly
100 Our delivery is here before we are at work, and we can clear the tubs before we open for the day.

101 Most all aspects of delivery are positive. Very friendly delivery personnel.
102 Being able to help the school system out by having their items delivered here.
103 Delivery people are very respectful and friendly
104 The delivery drivers are always so friendly and very helpful.
105 It is much faster than when SHARE /Polaris was first started. Love how many items it makes available for students and faculty.
106 Turnaround time is great. The drivers are very friendly. Chris Jarvin has done a great job with addressing any issues that arise quickly.
107 Friendly and helpful staff.
108 consistency prompt
109 The delivery service is here every day and items are in bins neatly. Great Service!
110 Timely & regular service. Fairly cheerful and personable delivery drivers.

111 Being able to borrow from other libraries. That is a major benefit for small libraries.
112 respectful treatment when there is a problem, willingness to pick up or delivery on a different day if regular delivery was missed
113 The drivers are friendly and Linda is great to work with.
114 I think things get here fast.
115 Delivery arrives on Tuesday mornings. Driver arrives at same time each week and is very helpful and friendly. We discuss any issues that may arise in order to work out the best solution for the both of us.

116 conscientious drivers
117 We can send all items to one location for pickup which means we receive 5 day a week delivery. Items seem to be moving quickly between libraries.
118 Our delivery is almost always on time which is wonderful.
119 Courteous and pleasant delivery personnel.
120 We get materials that are requested in a timely manner.

- 121 Getting what we request. Access in general
- 122 5 day delivery
- 123 No problems
- 124 Gives us as a small library access to other libraries.
- 125 This is a wonderful service for small libraries and they do an excellent job. We have no complaints.
- 126 The delivery staff is great to work with and very helpful. Any small problems we have had were handled promptly. Everyone is polite and friendly.
- 127 Refer to question #6
- 128 Improved access to library materials for our rural patrons.
- 129 The tubs are always there on time.
- 130 the guys are very friendly and personable
- 131 Everything is always delivered on time and in an efficient manner.
- 132 Delivery is great. Our library is closed until 11 a.m. each day so we never see the delivery man because it is delivered earlier.
- 133 With delivery we are able to offer our patrons so much more than what we carry just at our library!
- 134 punctual and courteous
- 135 Materials regularly arrive with little delay, in good shape usually, and when I am expecting them. My patrons are pretty happy with their service.
- 136 Drivers are friendly, courteous and helpful.
- 137 I receive books that I request from other libraries. The drivers are very friendly. When I request delivery after a holiday it is granted.
- 138 We are so thankful to have it! Good system, drivers, etc...
- 139 They make deliveries before we get here and have the tubs in an easy place to access.
- 140 Daily delivery.
- 141 promptness
- 142 We like our delivery schedule. We rarely have books damaged in delivery.
- 143 Speed and friendly drivers.
- 144 professional, friendly staff who are willing to work with us
- 145 most things get through in a timely manner but sometimes wonder why others from same hub take so long-up to two weeks.
- 146 The professional behavior of the delivery staff.
- 147 fast delivery of items ordered
- 148 The frequency of delivery, the attitude of our drivers. Awesome!
- 149 Delivery arrives before we open and is waiting in our foyer each morning.
- 150 The delivery drivers are a wonderful group! They are very helpful and kind.
- 151 We love having everything delivered right to our door!

Question 8 comments: If you could make one change to your current delivery service, what would that be?

- 1 Nothing
- 2 The half block the truck would need to drive to deliver the bag, as was past practice, is the exception to the rule recently implemented that should be reinstated. MANY people have been forced in motion whereas delivery before was NOT a hardship for drivers in this community.
- 3 I wish I could change my delivery date back to Thursday, so I would receive books on Monday & Thursday instead of Monday & Wednesday.

4 I would have three days of delivery or my two dates of delivery separated with at least two days between them.

5 WE ARE NOT A BIG LIBRARY AND WE ONLY GET DELIVERIES TWICE A WEEK WHICH IS FINE UNLESS THERE IS SOMETHING A PATRON IS WAITING FOR AND HAS TO WAIT UNTIL TUESDAY OR THURSDAY TO GET IT.

6 N/a

7 Faster delivery of available items. We were previously able to tell our patrons that an available requested item would be delivered to our library within 2-3 days. We can no longer make that statement - when we are brave enough to voice a delivery time frame, we say at least one week. We have also been forced to tell our patrons that they can drive to neighboring libraries and pick up the items more quickly than we can get them delivered to us. While I support patrons using our library and other libraries, it is very frustrating to have to send them elsewhere to get an item we can't supply because of the path the item takes to be delivered to our library. In one instance an item was shipped for 28 days. In another instance the requested items came in more than a week after the patron had finished her project.

The items were sent back unused. The patron was forced to find other resources to complete her project. In a time when people expect instant result and we want to provide excellent customer service, fast delivery is essential. Also as a library, we have made a conscious choice to pack our tubs in a manner that maintains as flat and level a surface as possible to avoid damaging items. We also do not fill the tubs beyond the natural indentation of the lids, again to avoid damaging materials. Sometimes drivers will repack the tubs in an effort to get more materials into a tub, crushing the lids down onto the items and smashing them.

8 I cannot think of anything right now.

9 maybe get three days a week delivery

10 More days.

11 none--we are very satisfied

12 nothing

13 Nothing!

14 Nothing.

15 None

16 We would LOVE to have them come at the very same time, every day -- but, we live in Illinois, home of perpetual road work, and we know better!

17 I'm not sure, we're pretty happy with the delivery service

18 Polaris would check for items in your hub first before going to another hub to find the requested item. so would cause less work and materials would arrive sooner. Even if you had to wait a day or two for the item to become available in your hub. It would still get here faster and cause less work.

19 We sure miss our old delivery guys - they were so friendly.

20 Nothing.

21 More careful attention to the item in the boxes. We find items bent and torn when they are returned.

22 Some items seem to take a long time to get here after saying they are shipped. However, this problem has gotten better this school year.

23 Don't change a thing!

24 We would like delivery more frequently than twice a week.

25 Can't think of any right now

26 To return to delivering to both the high school and the middle school. Now you just deliver to one, and we have to transport the items that go to the other school.

27 Maybe add another day eventually.

28 Tuesday for a delivery day is okay but Wednesday was better. Friday for a delivery day is great!

29 More frequent

30 Have delivery before we open at 9 AM.

31 I wish I could sort for down the route but I am a solo librarian.

32 DOG bags available for us to use. IHLS provide padded bags for libraries to circulate their av materials

33 I'd love to have 5 day delivery but even more important, it would be nice to have the drivers come at the same time each time they come. They come very early on Monday and not until noon or later on Wednesday and Friday . It would nice I'd Monday was the same as the other days. It's hard to get te pull list done before they come on Mondays.

34 Get rid of the Lanter service for ILDS. Those people don't have a clue how to take care of Library items.

35 Not so many broken tubs

36 We would add delivery on Mondays.

37 Earlier.

38 Since the Bryan-Bennett Library closes at 2:00 p.m. on Fridays and school lets out at 3:30 p.m., if we get a delivery on Fridays I can't pick it up until Saturday or Monday. Not your problem though

39 Better turn-a-round time between hubs

40 nothing. I'm thankful that we have had delivery service in the past.

41 We have had several issues with AV cases being damaged when returned. It would be nice if there were a solution to that. We still have occasional issues with non-removable tape damaging covers.

42 We would like delivery three times a week.

43 Make sure that material in the totes belong to the recieving library.

44 None.

45 I wish it could be delivered directly to my library, but I am upstairs and the drivers have to deliver in the main office. That is why the answers to the delivery driver questions are NA - we don't see them!

46 Damage control; we lose DVD cases regularly and have had damage to other items severe enough that the items had to be withdrawn.

47 Possibly deliver to each school instead of one location

48 More frequently

49 Move away from ILDS for Academics

50 Would like to add another day. Right now we have only one day, Thursday, for pickup and delivery.

51 Not having other library's bag delivered to us. It is frustrating for both parties.

52 Very Satisfied--no changes

53 I am happy with the system

54 Nothing to note

55 A quicker delivery speed for items ordered through OCLC.

56 More transit accountability. Receiving damaged items back and previous library/ies say that their patron/s did not do damage (it was probably the patron in many but not all cases). Is damage happening in-transit sometimes? Are there other libraries with this issue and how can we address it?

57 No changes needed

58 5 day a week service

59 no complaints. very satisfied with current delivery

60 Driver would park in one parking spot and not three when employees coming to work.

61 We used to be the 1st library on our delivery route -- now we're the last, meaning we get delivery in the afternoon instead of the morning. (Btw, in reference to the question about sorting tubs for DOG -- I answered no because we're last on the route -- when we were 1st, we did sort for DOG.) I'd love to get back to having delivery in the morning instead of the afternoon, but I understand that routes need to be scheduled for the most effective overall route. I'm not upset about being last -- it's just that it would be number one on my list of changes.

62 Faster turn-around time. Books are often within a day or two of their due date by the time they reach my library. If the lending library isn't willing to extend the due date, I have to send the book right back and begin the process again.

63 Early am delivery was easier manage during our quieter morning hours, but we rescheduled to accommodate later delivery and it's worked out fine.

64 another delivery

65 Deliver directly to my building.

66 I know there are variables that can affect deliveries (weather, traffic, etc), but it would be nice if the deliveries could arrive the same time each delivery day

67 I wish the dates of delivery were spaced a little differently. Currently it's Wednesdays and Fridays. Wednesdays I can have a bigger bag for both outgoing and incoming. Friday's pickup is a couple of items. Then it feels almost like another week before a delivery again. We also understand, we are a small library who doesn't have a lot of items going through the system.

68 We lose delivery a lot for Monday holidays. We only get 2 delivery days a week. Would like to see delivery on Tuesday after Monday holiday.

69 Maybe have a twice a week delivery and pick up.

70 Not a thing!

71 Find a faster way to get items to and from the Champaign hub.

72 To have a more consistent delivery time. I think it varies, for the most part, because you don't deliver to all libraries on a route every day. It would make scheduling our volunteers who help with courier easier. BUT NOT a big deal. My staff and I think it would make more sense to deliver to J'ville PL first on Tuesday & Thursday then go to Brussels. That way we get delivery early and maybe they would be there later.

73 Would love five days a week! :)

74 Even though our load has not been very large lately, due to our decreased hours, two day delivery would be wonderful. As it stands now, if it doesn't come Thursday, you have to wait a whole week again to see if an item comes in.

75 We are very satisfied with our service.

76 One more delivery day - I have 2 but used to have 3

77 None

78 that they would give us a tub with a snap down lid, so that we have fewer lost or late items , that somehow show up later , sometimes months later.

79 It would be nice to get deliveries every day.

80 none at this time

81 No change needed

82 nothing

83 Keep all media in separate totes/bags

84 None

85 That all libraries could have 5 day delivery. When a patron ask about status on an item, and it shows shipped sometimes we do not receive it for 4 or 5 days, probably because the lending library does not get delivery as often.

86 When an holiday is on a Monday we receive only 2 delivers in that week. It would be nice to have another day for delivery.

87 Would like to have three day delivery but I know we don't have the high demand. Still our patrons needs are just as important as the bigger libraries patrons needs.

88 Would prefer morning delivery, as our clerk is only here in the morning. Then she could manage the whole delivery process.

89 We are happy with the current service.

90 Receive delivery more than one day per week.

91 Attitude- Occasionally pickups are more volume than usual and drivers sometimes make staff feel as if they are imposing.

92 I would have us send more items out!

93 Delivery to my school, not the public library even if it was only one day a week would be better than twice a week at the public. I pick up after school so my students & teachers don't get material until Thurs or Mon which isn't really convenience. It's a long wait if your item doesn't make Wed. tub. Delivery on Mon & Thurs would be better because I would get it to my patrons on Tues & Fri.

94 Better training of drivers. We've had drivers who have never been here or have been here once. They don't know which door to use and they set off the alarm.

95 That I don't have a pick up day. Since we are on demand delivery, I have to return items to our public library. Not that big of a deal just an inconvenience for me. Is it possible that I could call and schedule a pick-up day?

96 Later in the day would be beneficial

97 I would like to have 5 days of delivery.

98 Ideally we'd have it every day, but I know our numbers don't support that.

99 More than once a week.

100 add a Monday delivery

101 We share a partial name with another library and we are constantly receiving their materials.

102 To have items picked up 5 days per week if they were in the area anyway.

103 increase delivery by 1 day

104 I think a good portion of the damage to certain items (av especially) is that the tubs are filled to a capacity that the items inside are caring the weight of the tubs stacked above it. If the tubs were packed so that a few cm of space was between the top of the materials and the lid of the tub the added weight would be supported by the rim of the tub and underneath.

105 N/A

106 No changes

107 I'm very satisfied now

108 Inter-system delivery times could be improved. Seems to take a long time to get things from northern system libraries when they are sent out via OCLC.

109 Sometimes we receive items that should have gone to another library. The other library always starts with the same first letter as the Worden Library (Wood River, for example). This happens rarely, however.

110 none

111 Seems to be working just fine for us.

112 None.

113 I wouldn't change anything

114 increase delivery days from 4 to 5 days per week

115 It would be nice to have daily delivery.

116 Bring Chatham PLD back to the Champaign hub so we have another larger library to help fill requests so ILDS is not used as much since delivery that goes through ILDS is MUCH slower in coming....or convince the state library to eliminate using ILDS when going between IHLS hubs since IHLS does such an excellent job and would move the materials faster between hubs than what it seems ILDS does.

117 The library would have at least a 2 day delivery schedule

118 Nothing

119 We get items sent to the Bement Schools. We would prefer for the sorters to be a bit more careful.

120 A better tracking system. Some things will inevitably get lost in transit but there may be ways to lessen or improve this aspect.

121 n/a

122 shorter wait time to receive books

123 Accuracy of items in tubs.

124 When the high school or Morthland College have big deliveries they could be dropped off there. We are 1 block east of the college and 1 block left of the high school. We would be willing to pick up our 1 tub from one of those locations to save them the trouble of loading and unloading several tubs or bags of books. (Morthland College had 7 tubs today that she had to come and load in her car, take them back and unload them. it would have been much easier for us to transport 1 tub if we needed to.)

125 MORE DELIVERY DAYS!!!! At least 3 days per week would be great.

126 Saying something works a certain way and then following through.

127 none

128 Start using rubberbands for media (audio, video, etc.)

129 None. We were recently upgraded to 5 day a week delivery and we love it!

130 DVD cases would arrive intact.

Question 9 comments: Do you have any additional comments that you would like to share with IHLS Delivery Service?

1 No

2 Everyone should be dealt with on an individual basis. In Arthur, Lovington, and Atwood, the truck does not go, mileage wise, very far at all (two blocks tops?!!!) to be a HELP to our school system.

3 I occasionally receive books that should go to West Frankfort, guess that's too similar to West Salem.

4 JUST WISH WE COULD SEND OUT MORE STUFF TO OTHER LIBRARIES, NOT SURE HOW THEY PULL FROM CERTAIN LIBRARIES

5 N/a

6 Overall we are satisfied with IHLS Delivery Service. I understand and appreciate that the System operates under the umbrella of the ISL and that restrictions are sometimes placed on what services can be provided, and how those services are provided. I appreciate the personnel at IHLS listening to my concerns about delivery at my library. During a meeting with the Delivery Director, we talked about decisions made at a System level impacting my delivery without any prior discussion with me. On the first occasion, I received notification on the day the change took place. I received a brief email one week before the second, major change occurred. Both times I had questions about the impact these decisions would have on my library, and felt blindsided by the abruptness of the notification. I understand that both of these decisions were made at times when there were huge changes happening at all levels of library operations throughout the State. And, sometimes communication got lost in the shuffle. I was encouraged after meeting with Susan that my concerns were heard and that better communication is a work in progress. I feel delivery is essential to libraries providing excellent customer service. I also feel continuing education and support for libraries, especially smaller libraries is also essential. Now, since this is a delivery survey, I won't belabor that point. :-) btw, I'm not sure what the 'Flexibility of delivery schedule' means, so I left it blank..

7 Just that some of the tubs have recently been marked "Altamount", which is a misspelling of our name-- Altamont. I called last week and told someone at the hub about it.

8 sorting, I tend to get one-three books that are to be routed to another school; I understand sorting must be done in a timely manner, and errors occur.

9 Great Job IHLS delivery!

10 wonderful job and we are so grateful for this service

11 Keep up the great work!!

12 The delivery system works great and the current system meets our needs. Thanks!

13 Almost all of our problems are with the libraries that are sending items (or not sending items, as the case may be). It would be good to have a standards of what's expected of us. Using removable tape, rubber bands or protective cases on CDs and DVDs, etc.

14 different due dates are somewhat confusing to patrons. My DVDS check out for three weeks, some check out for 3 or 4 days. You would think patrons would catch on to this and order items from specific libraries to get to keep them longer.

15 For the most part, you do a great job. Thanks.

16 It's not the Delivery that takes a longer time. It seems to be the lending libraries. I have students doing research or book projects who need their books in a more timely manner sometimes.

17 I've noticed the delivery and turn around time this school year is much, much, better than last school year. I was getting very frustrated last year, and so were students and teachers when needed items did not come in. The delivery drivers who serve Central are very friendly and always take the time to ask how my kids and I are doing!

18 It isn't any that the delivery service has control over but it seems some materials we receive have really seen better days ;-) and some libraries seem slow to fill the requests.

19 No.

20 Great job! Keep up the good work. We very much appreciate your efforts!

21 Thank you for all your hard work in delivering items in a timely manner!!

22 In the past, there were a few staff complaints about drivers scolding them about forgetting to put the bins at the bottom of the stairs or not grouping them correctly. But now we are rarely in the building when the driver is here, so it doesn't matter. And sometimes we get another library's items by mistake; but that's just once in a while. In general, all is well.

23 I would like to see us try another service for ILDS. Always hoping for 5 day delivery instead of 4.

24 It is only on occasion that we get Case Halstead, but when we do, we get a lot in one day.

25 Definite improvements as time goes on.

26 no.

27 We have in the past had problems with the delivery people leaving the doors unlocked. It has not happened in a while so maybe the problem has been taken care of!

28 No

29 we receive our items via us postal service which is very slow at times

30 Items that are coming to our library from IHLS and RAILS are consistently mis-labeled and often delivered to Lincoln Land Community College. We also find the transit time between our library and libraries served by IHLS and RAILS is often up to a week or more.

31 I generally am satisfied with the delivery we receive. Sometimes turnaround time is too long. We receive materials that are not ours - they are meant for Central High School - not Centralia HS- and I would guess they get ours as often.

32 We don't use the service.

33 Reinforce that library items should be better treated. Crushed boxes tell us something about the treatment the filled bags receive.

34 no

35 ILDS is working well for us.

36 Packing items should be of the biggest concern. We see damage quite frequently to cases

37 I have not heard any complaints from my staff, so I am answering in my opinion.

38 Our borrowed materials are delivered to the Centralia Public Library and then transported to the Odin Branch where I pick them up as needed. The same process is used for returned materials. This works well for us and I appreciate the efforts of the Centralia Library and Odin Branch staff.

39 We are grateful for this very valuable service to rural Illinois. Thank you.

40 Thank you for working hard for all of us.

41 The sharing of materials across so many libraries benefits our community and others tremendously.

42 N

43 Enjoy interacting with the different drivers. I like the current method of switching drivers. All of the drivers are efficient and nice. It is good to have a chance to interact with all of them. I have been on vacation and this is the first chance I have had to answer the survey.

44 Keep up the good work!

45 Items are often delivered to the public library in town by mistake rather than the school, even when clearly marked. This happens 2-3 times per month.

46 Every time I have a question or problem, Kathy has been wonderfully knowledgeable and helpful. You provide great service to all sizes/types of libraries!

47 You guys are great! We appreciate your courtesy and hard work.

48 Like I said, the drivers are always friendly. We love seeing them every day!

49 We would gladly do DOG if it would help but at this time we have been told not to. On occasion your good drivers drop off items to our high school and others north as a favor to us.

50 The few '4' ratings above are only due to not having delivery five days/week and because our anticipated delivery time varies due to the courier's schedule for the day ... otherwise, I would've rated everything a '5'!

51 We would not be able to serve our community as well as we do without this service. We so appreciate all involved.

52 The delivery personnel are always professional, courteous, and represent Heartland well.

53 possibly figure out a way to have a more secure way to keep our returns safer....

54 Thanks

55 Thank you!

56 I pick up my deliveries from the local public library. Most of these questions did not apply to me.

57 Maybe have a projected delivery date? Not sure if that would even be possible.

58 You are great. I never have to complain about their service.

59 Very grateful for delivery service. Library is on 2nd floor, and since delivery only goes to first floor now, we never see them, or get to know their names. But it has not been a problem.

60 They do an excellent job! My average rating pertains to one day per week delivery.

61 NA

62 No, thank you.

63 I pick up my deliveries at the public library. I've NEVER met any of the drivers. I don't know when they come. Some staff at the public library seem put out that I have to come in and get my items or deliver items. I have to come in after school. I have to get down on my hands and knees to unload my tub and then re-load it.

64 Drivers are polite. They want to do a good job.

65 All positive! What a great resource.

66 Sometimes wrong items in delivery (items going to other schools) but this has improved over the last couple of years

67 Please make sure the delivery driver leaves a bag for the next time. If they have nothing to drop off, please ask them to just remove the items from the bag rather than taking the bag and leaving nothing for the next time. This has been one of a few issues I've had.

68 Thank you for all you do. We would not be able to provide all we do for our students and faculty without you.

69 no

70 We are grateful that we can occasionally send an item for donation to another library. It is nice to be able to help out other libraries on occasion especially those with very limited resources.

71 I have to say that, having run the lost in transit report, we have lost very few items since the switch over to Polaris. We hope the policy of turning over bills for lost items to the system continues.

72 We appreciate the good job they do and all the delivery people are very nice.

73 Thank you for the good service.

74 No

75 Overall, the service is excellent and indispensable to our library.

76 Always a great job!

77 No

78 none

79 Thank you for all you do!

80 Susan Palmer, Chris Javrin and delivery staff have done a phenomenal job of providing excellent delivery service.

81 Keep up the good work! We appreciate all the "delivery team" does for our library!

82 None

83 There are some items that arrive extremely late or slow. There is generally no explanation for this. If an item is coming from a library that receives multiple deliveries every week and we receive daily deliveries, there is no good reason it should take a month. Luckily this does not happen on a routine basis.

84 no

85 If something changes in sure make sure all libraries are aware of it. Not word of mouth from drivers to librarians.

86 none

87 drivers are very friendly

88 Things are running very smoothly- I am amazed at the fast turn-around times!

89 We feel it would be better to not get our media items back open with the possibility of loss. We would like to see everyone using rubberbands on media items.

90 Because delivery arrives before we open, we do not know who our driver is and cannot comment on their professionalism.

91 Great job!!