

## **Operations Board Report May 2015**

### Delivery Accomplishments:

The Delivery Help Desk is live!!! Libraries, using their L2 account registered email address, are able to send in help desk tickets. These can be compliments or issues. The system will automatically route the ticket to their hub for resolution or acknowledgment.

Met with Tom Dorst (ISL) and Mark Hatch (RAILS) to talk about the new ISL Delivery website page. Ideas were discussed about what we would like to see on there. Please check out the map, which for me is the most exciting: <http://finditillinois.org/ilds/ILDS-map.html>

Sent to member libraries, following the Statewide Delivery Recommendations, the one stop per agency memo. What this means is that each agency (public library, special library, school library and academic library) will have only one drop point. This is important for efficiencies in delivery. We are working with the members to accomplish this goal.

### Delivery Outreach

Attended the All Systems Board meeting in Springfield, IL.

### Building Updates

#### *Champaign*

Contacted the firm who originally provided the appraisal of the Champaign building. They will be doing a new appraisal within the next couple of weeks.

#### *Du Quoin*

Landscaping is still an issue in Du Quoin.

#### *Edwardsville*

Tenants upstairs have been given notice that we will not be renewing their lease. Their last day of occupancy is July 6, 2015.

We will be using an online auction service to dispose of our surplus inventory by the end of June 2015.

Respectfully submitted,

Susan Palmer