

## Operations Board Report October 2014

### Delivery Accomplishments:

- Organized IHLS/RAILS/ISL Delivery Summit; completed the customer service ticketing software training
- Sent delivery stats to ISL, Ron Winner
- Working with ISL, Ron Winner, and SHARE manager, Traci Edwards, to utilize the SHARE software for the next round of counting planned for November

### Delivery Outreach

Attended Small Public Library meeting at Marrowbone PL in Bethany, IL  
Attended LIBNET meeting at C.E. Brehm, in Mt. Vernon, IL  
Attended the Delivery Summit, designed to keep all of delivery in Illinois on the same page  
Attended ILA in Springfield, met with members, shared information  
Manned a vendor table at IHLS Member Day

### Building Updates

*Champaign*  
HVACs installed!

*Du Quoin*  
Met with Mark Gilula, the landlord, and addressed the ongoing issues. Was informed that there may be a buyer for the building. I asked that when it gets further in the process of selling, I would like to meet with the new owner. Mark agreed.

*Edwardsville*  
Received 5 new delivery vans from FY14 budget, they have been distributed to hubs

Respectfully submitted,

Susan Palmer