

## **Operations Board Report February 2015**

### Delivery Accomplishments:

Worked on getting the IHLS Help Desk for libraries to use to contact us with concerns and/or praise.

Used the Text Alert system to announce closings/delays.

Completed a delivery survey for libraries to use.

### Delivery Outreach

Resolved several damaged item issues with libraries.

Spoke with 14 libraries in the Champaign hub area while riding the routes with drivers.

Attended ALA Mid Winter and participated in a roundtable discussion regarding Physical Delivery with people from around the country.

Met with MOBIUS (Missouri Consortia) to evaluate the feasibility of partnering with them with delivery.

### Building Updates

#### *Champaign*

Obtaining quotes for replacing the roof. We will budget for FY16 unless further problems arise.

#### *Du Quoin*

Landlords are in the process of separately metering our utilities.  
Alarm is now separated and we will be responsible for our part only.

#### *Edwardsville*

Office space being analyzed to provide the most spaces for employees.

Respectfully submitted,

Susan Palmer