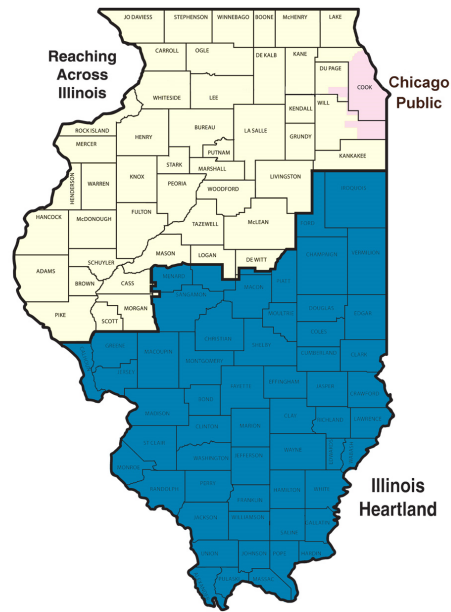




Introduction

- Mark Hatch, Facilities & Delivery Director
  - [Mark.hatch@railslibraries.info](mailto:Mark.hatch@railslibraries.info)

# Illinois Library Systems Map 2019



## Delivery Model

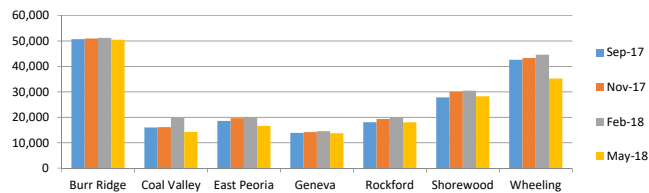
- Hybrid system of in-house and outsourced deliveries
- Simple process
- User friendly
- Efficient
- Statewide focused

## Delivery Stats 2018 (not including ILDS)

- Stops 91,056
- Mileage 1,020,000 miles driven
- Items processed 9.4 million (in-house and outsourced)
- Coverage area - 27,000 square miles
- Staff of 50 drivers/sorters and 4 managers
- Annual delivery budget of \$3 million
- Avg. cost per item of \$0.31

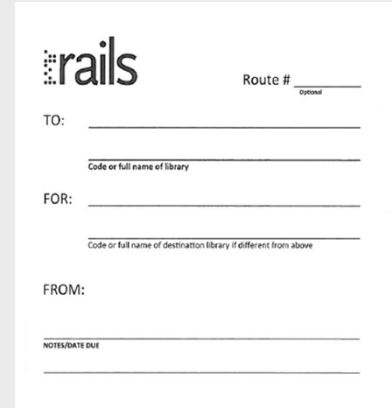
## Total Items Processed FY2018

	Burr Ridge	Coal Valley	East Peoria	Geneva	Rockford	Shorewood	Wheeling	Totals
Sep-17	50,741	15,995	18,589	13,818	18,036	27,836	42,623	187,638
Nov-17	50,980	16,099	19,633	14,132	19,332	30,025	43,297	193,498
Feb-18	51,220	19,822	20,069	14,521	20,047	30,449	44,600	200,728
May-18	50,467	14,242	16,611	13,690	17,962	28,276	35,251	176,499
Avg per day	10,170	3,308	3,745	2,808	3,769	5,829	8,289	37,918
Avg per wk	50,852	16,540	18,726	14,040	18,844	29,147	41,443	189,591
Monthly avg	203,408	66,158	74,902	56,161	75,377	116,586	165,771	758,363
Annual projection	2,542,600	826,975	936,275	702,013	942,213	1,457,325	2,072,138	9,479,538



## Simple Delivery Process

- RAILS delivery label

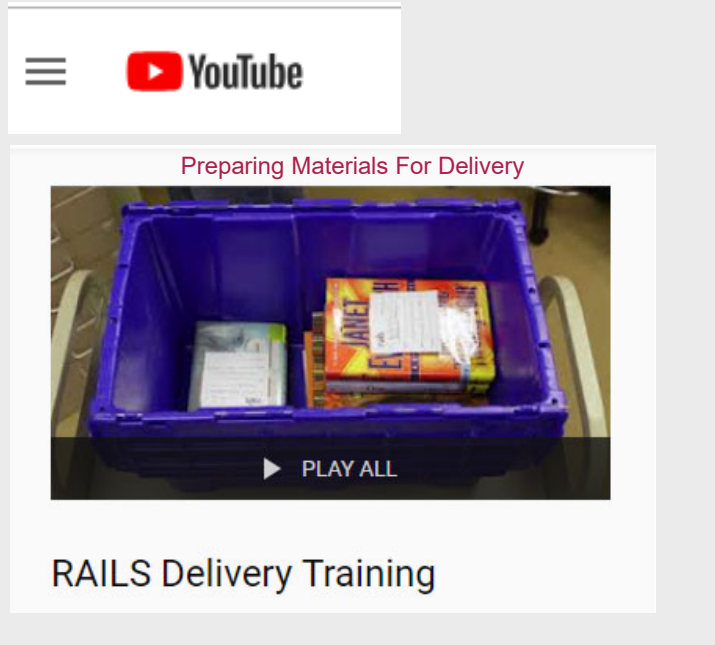


The image shows a RAILS delivery label form. At the top left is the RAILS logo, which consists of a grid of dots followed by the word "rails" in a lowercase, sans-serif font. To the right of the logo is the text "Route # \_\_\_\_\_" with a small "Optional" label underneath. Below this are three main sections: "TO:" followed by a horizontal line and the text "Code or full name of library" below it; "FOR:" followed by a horizontal line and the text "Code or full name of destination library if different from above" below it; and "FROM:" followed by a horizontal line. At the bottom of the form is a section labeled "NOTES/DATE DUE" followed by a horizontal line.

## User friendly

- Predetermined delivery route schedule
- Help desk ticketing system ([railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info)) to communicate issues or request service (VOD).
- Email notifications to members on route delays or other necessary communications

## Video Training Series



## Efficient

- Delivery hubs are located in the optimum locations to service our members.
- Use of Community Delivery Partnerships (CDPs)
- POD structures within the warehouses



Statewide  
focused

- Materials are exchanged 5 nights per week between RAILS hubs and IHLS

