

12 June 2020

TO: RAILS Board of Directors

FROM: Deirdre Brennan

SUBJECT: Executive Director Report – June, 2020

Promote, support, and expand resource sharing to optimize use of tax dollars and other funding and help libraries share resources to the fullest extent possible

COVID-19

Not unexpectedly, much of our work during June has continued to focus on COVID-19. We will reopen our buildings on June 15, although most staff have chosen to continue to work from home. I forwarded a message to you all last week that I sent to the staff – you can see from that all of the precautions that we are taking.

Delivery resumes on June 18, with a first run of returning all items that have been in our hubs or at CTL to the owning libraries. On June 25, there will be another special run returning items to libraries that we picked up on Jun 18.

Normal delivery operations will resume on June 29, for libraries that have opted in for delivery. That number is increasing daily. I have included a delivery FAQ and a flow chart in the packet.

We held a member update on June 4 to discuss delivery, changes to non-resident rules and other issues. We had more than 700 attendees.

We met with the consortia managers on June 11 to discuss – you guessed it! – delivery. It was a very good meeting. I continue to be so impressed and grateful for the amazing teamwork, patience and innovation among all of our colleagues.

We met with staff from the state library, CARLI, CPL, and IHLS on June 11 to discuss reopening plans for delivery and other issues.

As I reported last month, we have received additional grant funding from IHDS for census work in the approximate amount of \$325,000. This funding is for FY2021, specifically July through December. The census officially ends on October 31, and then there will be clean up and reporting work to be finished by December 15. Amy de la Fuente has done an amazing job leading this project.

Unfortunately, not all of our subrecipients are re-upping for the extended grant work. It is certainly understandable – libraries are focused on reopening, virtual services, they are facing staff shortages – and other problems related to the pandemic. However, a complete census count is vital. We are exploring other ways of working with libraries and affiliate agencies to reach out to hard to count communities.

Work with libraries of all types to tell the library story

Advocacy

We are continuing our work with ILA and AISLE on advocacy, as well as our [campaign](#) to tell the library story. I have provided a link to the campaign website so that you can see the amazing vitality of the work. The advocacy committee also met this week and talked about the My Library Is... campaign and school and academic libraries.

Help libraries be the best they can be

Training

RAILS is continuing to provide training, of course, in the form of webinars. We are also continuing virtual networking sessions and visits with member libraries. We have seen increasing demand for and use of our online training during the pandemic.

REALM – Reopening Archives, Libraries and Museums

REALM is the official name of the study that is being led by IMLS, OCLC and Battelle Labs. You can find the website [here](#). I am on the steering committee, which meets weekly and also the operations working group. The first phase of the project is focused on public libraries, the second on other types of libraries and museums, and the third on monitoring new developments. Testing of different types of library materials – books, CDs, paperbacks – and how long the virus can live on them is underway, as is a literature search about the epidemiology of the virus. Hopefully, we will get some definitive science on the safe handling of library materials soon.

Prepare libraries for the future

The governor has signed the FY 21 state budget and as far as we can tell (having talked to Greg McCormick) there have not been any changes to library funding, which is very good news. We also believe that the “Cards for Kids” legislation, to provide library cards to students in unincorporated areas whose families income fall below the USDA poverty guidelines, will become law.

The State Library has agreed to relax the rules related to non-resident cards during the crisis. Libraries have been offering temporary cards so that families and students can access their online resources for educational and other purposes – surely related to filing for unemployment, job search, understanding the stimulus bills, etc. Resources as well as online access to professional assistance from librarians is critical for everyone during this time.

Equity, diversity and inclusion

Many member libraries have made powerful statements about their opposition to racism and reminded us all of the important role that libraries have always played in creating and ensuring a civil, educated and enlightened society. As you know, we are beginning some internal EDI work with a consultant, Biz Lindsay-Ryan. We need to look at our own culture within RAILS so that we can authentically work with others on equity, diversity and inclusion. Since our mission is to support libraries so that they can provide the best possible services to their communities, we are evaluating how best we can support them in this work. I hope that we can discuss this at the board meeting as I am very interested in your thoughts on how RAILS can assist.

Aim to be the best library system in the country

The June board meeting is a week early (June 19) because of ALA, which is cancelled.

The orientation session for new board members is scheduled for the morning of July 24. The regular July board meeting is the afternoon of July 24.

This Month at RAILS – June 2020

Promoting/Supporting/Expanding Resource Sharing

Providing Access to Digital Content/E-Resources/Other Innovative Projects

eRead Illinois Axis 360 Update

As of June 3, 293 libraries (96%) have completed our new automated and streamlined renewal process for [eRead Illinois](#). Twelve new libraries have signed up to access the shared collection as well. At this time last year, only 160 libraries had completed their part of the renewal process, with work still to do on RAILS' part.

Planned Additions to BiblioBoard Collection

RAILS is investigating adding more Recovering the Classics (RTC) titles to the [BiblioBoard Library](#) collection. RTC brings modern covers to some of the most popular titles in the public domain, making them more attractive to students and others. We are also working on adding titles as part of our census grant project, including Arcadia Publishing books about towns across Illinois.

BiblioBoard and inkie.org Social Media Ads



In April, RAILS ran a series of four ads promoting BiblioBoard and [inkie.org](#) to the general public, including two Facebook (FB) ads and two Instagram (IG) ads designed by Nicole Zimmermann from the RAILS staff. The total cost to place the ads was \$361.85. Over 18,000 people saw at least one of these ads and they generated hundreds of link clicks.

The table below provides more information on ad reach and engagement.

Ad Title/ Platform	Date Posted	Total Spend	People Reached	Post Engagements	Link Clicks	Comments	Shares
Unlimited Empathy/FB	4/9/2020	\$100.00	5,234	793	73	3	69
Unlimited Creativity/FB	4/14/2020	\$100.00	2,003	722	24	0	15
Unlimited Empathy/IG	4/17/2020	\$100.00	3,378	988	12	0	16
Unlimited Creativity/IG	4/14/2020	\$61.85	8,295	n/a*	71	0	37
Totals		\$361.85	18,910	2,503	180	3	137

*This Instagram post ran without a corresponding Facebook post and post engagements could not be calculated.

Our BiblioBoard statistics show a much higher viewer rate for April. The average number of BiblioBoard viewers in the past six months is approximately 1,000 people as indicated in the table below. For April 2020, that number was just over 1,800. This could also be attributed to a general interest in online reading platforms during the COVID-19 pandemic.

Month	Views
Nov-19	652
Dec-19	595
Jan-20	1,047
Feb-20	760
Mar-20	1,384
Apr-20	1,804
Average	1,040.3
Total	6,242

The only statistics available from inkie.org are the number of books created by month and there is no significant growth in the number of books created in April 2020. Unfortunately, we do not have information on the number of times users accessed inkie.org. Knowing that this is a new resource just released in fall 2019, we feel confident that using social media to advertise inkie.org will give the platform a solid exposure to future users.

Explore More Illinois Update



RAILS' [Explore More Illinois](#) statewide cultural pass program is currently suspended due to participating attractions being closed due to COVID-19. In the meantime, RAILS continues to work on adding additional libraries to the program. All Illinois public libraries are welcome to participate. Thus far, 263 libraries have joined. We are also contacting Explore More attractions to discuss their reopening dates and a timeline for resuming their offers.

Improving Physical Delivery Services

Plans to Resume RAILS Delivery Based on Member Feedback

As reported last month, RAILS conducted a survey from May 13 - 21 to gather information on library reopening plans and when/how libraries will be equipped to receive RAILS delivery. We received 456 responses from libraries of all types (academic, public, school, and special). Feedback from the survey was crucial in the development of our [plan to resume RAILS delivery](#), which we publicized to members beginning June 4. We also developed an [FAQ](#) based on questions members have been asking about delivery.

As a first step, RAILS will return the 43,000+ items currently stored in our warehouses to the owning libraries on June 18 and 25. RAILS will begin full delivery on Monday, June 29 to all libraries that email a request to our delivery help desk (railsdelivery@railslibraries.info).

RAILS Meets with Statewide, Regional, and National Delivery Stakeholders

RAILS staff continue to meet with other Illinois delivery stakeholders, including the Illinois State Library, the Illinois Heartland Library System, and [CARLI](#) to discuss delivery plans and communications. We have also met with the Midwest Delivery Group and ALA's Association of Specialized, Government, and Cooperative Library Agencies ([ASGCLA](#)). All of these meetings have been extremely helpful in determining a best course of action for RAILS.

Providing Greater Purchasing Power

New RAILS Deals and Discounts

RAILS recently partnered with new vendors to offer special, deeply discounted rates for RAILS member libraries. More information on the following "deals" is available on the [Deals & Discounts page](#) of the RAILS website.

ConverSight LIBRO Curbside Pick Up Discount

ConverSight LIBRO Curbside Pick Up helps libraries keep patrons and staff safe while offering curbside or contactless service. The application easily integrates with public library ILS systems, allowing patrons to select materials remotely from their mobile device and schedule curbside pickup at their local library. A Schedule Only option, which does not integrate with ILS systems, was also added due to member interest. Two live webinars were held to provide more information and approximately 40 RAILS members attended.

Unique Curbside Communicator Discount

Curbside Communicator is a tool that lets library staff communicate with patrons via text message to facilitate a safe and seamless curbside hold pickup process. Four live webinar demos were held and 97 RAILS members attended.

READsquared Discount Savings

READsquared is an online tool for managing reading programs, including summer reading (through READsquared partners iREAD or CSLP), as well as Read Across America, 1,000 Books Before Kindergarten, and more. As of June 3, 24 RAILS libraries have signed up for READsquared for a combined savings of \$3,084.

Building Collaborative Relationships & Fostering Networking

Zoom Access for RAILS Networking Groups Update

Last month we reported that RAILS is offering a limited number of [Zoom licenses](#) to member networking groups that meet on a regular basis. Thus far, we have given licenses to nine groups and anticipate that more groups will apply in the coming weeks.

RAILS and IACRL’s “Spark” Event a Huge Success

RAILS and the Illinois Association of College & Research Libraries (IACRL) co-hosted the “Spark: Connect and Get Fired Up!” professional development/networking opportunity for academic library staff in May. The event featured lightning presentations from eight Illinois academic librarians. Over 130 people registered and over 100 attended live. The [archived version of this event](#) is available on the ILA website.

RAILS Online Water Coolers Move to Every Other Week Schedule

RAILS initiated our Online Water Coolers to help library staff stay in touch during the COVID-19 quarantine period. As more libraries begin to open, we are moving these drop-in networking opportunities to an every other week schedule. RAILS Board members are welcome to attend. Upcoming sessions include:

- [Thursday, June 25](#), 3 – 4 p.m.
- [Thursday, July 9](#), 3 – 4 p.m.

Telling the Library Story



Social Media Ads for RAILS Talking Points

RAILS developed [talking points](#) in response to frequent member requests for help promoting the value of all types of libraries. To help spread the word, we purchased one Facebook and one Instagram ad for a total of \$100. Nicole Zimmermann from the RAILS staff designed the ads and both began running on May 20.



The table below shows the performance of the Talking Points Facebook post vs. the average RAILS Facebook post.

Title	Lifetime Post Total Reach	Lifetime Post Total Impressions	Lifetime Engaged Users
Talking Points Facebook Post	2,538	2,925	125
Average May Facebook post	476	520	25

The Instagram post was “liked” by 14 people and garnered over 6,578 impressions. A glance at the viewer statistics for the [My Library Is... website](#) shows that May 20, 2020 had one of the highest number of pageviews (478) in 2020. Only two other days had a higher number. In addition, the Talking Points page is the sixth highest accessed page on the My Library Is... website.

My Library Is... Blog Helps Libraries Tell Their Stories

Recent posts to the [My Library Is... blog](#) include:

- A [guest post](#) from Claire Ong, Adult Services Associate at Warrenville Public Library District, about the video Warrenville and Fox River Valley Public Library District created to let their communities know they were still there for them during the pandemic, just in a different way. [View the video](#) in the Sharing Showcase on the My Library Is... site.
- A [guest post](#) from Donna Forbis, Marketing & Events Coordinator at Illinois Prairie District Public Library, about creating a sidewalk obstacle course to engage and drive patrons to the library during COVID-19. View the [video about the obstacle course](#) in the Sharing Showcase of the My Library Is... site.
- A [guest post](#) from Lisa Lockheart, Publicity and Outreach Librarian, and Rachel Ippolito, Reference Librarian, both from Rock Island Public Library, about the library’s Quad City Quarantine Cookbook project to document new and old recipes discovered/tried during the COVID-19 quarantine period.

Advocating for and Helping Members Advocate for Libraries

Helping School Library Staff Communicate with Stakeholders

On May 27, 15 school librarians participated in the “Communicate to Educate” workshop. This event was originally scheduled at our East Peoria service center. We transitioned it to an online workshop due to the shelter-in-place order.

The workshop gave school libraries an opportunity to share ways to communicate their value and the importance of the school librarian to various stakeholders. It also gave RAILS a chance to share our newly-created [school library talking points](#) with participants. RAILS was also able to award PDH credits for attendees through our partnership with the Illinois State Library.

RAILS & AISLE to Co-Host Roundtable on Summer Reading Collaborations

On Wednesday, June 10, RAILS and AISLE (Association of Illinois School Library Educators) co-hosted a roundtable on public and school library collaborations for summer reading. The event featured four short presentations showcasing how public libraries and school libraries are working together to develop new summer reading plans in response to COVID-19. Approximately 62 people attended.

Helping Schools with Everyday Advocacy

In early June, Joe Filapek and Mary Witt from the RAILS staff met with Jenna Nemec-Loise, RAILS Board member and Director of Library and Information Literacy at North Shore Country Day School, to discuss possible training to help all school library staff view advocacy as an everyday activity. Jenna has developed and taught similar workshops in the past. We would like to partner with AISLE on this training and will discuss it at our next meeting with AISLE Board members.

Helping Libraries Be the Best They Can Be

Ensuring Ongoing Library Staff Development

RAILS Helps Libraries Meet Sexual Harassment Prevention Training Requirements

RAILS continues to remind members that Section 2-109 of the Illinois Human Rights Act requires employees to engage in sexual harassment prevention training each calendar year. Members continue to take advantage of the training that RAILS offered as a live webinar in April. The recorded training is available in the [RAILS CE Archives](#) through the end of the year. It has been accessed over 2,200 times in the last two months.

Developing Library Leaders

Directors University Moves Online

In past years, Directors University has been an in-person, week-long event held at the Illinois State Library in Springfield to provide training and networking opportunities for first-time or new-to-Illinois public library directors. Due to the COVID-19 pandemic, the event moved online for 2020.



Directors University Online began on June 5 with 54 new public library directors from around the state in attendance. There were 30 directors from RAILS member libraries. The introductory session included speakers from RAILS, the Illinois Heartland Library System, the Illinois State Library, and ILA. RAILS' Dan Bostrom, Member Engagement Manager, gave an overview on the benefits of RAILS/system membership.

In the months ahead, this group of new directors will participate in presentations and small group discussions led by volunteer library director mentors from around the state. Training topics will largely mirror those traditionally offered during Directors University in Springfield, including HR, library law, board/director relations, library policy, library safety/securing, and building maintenance.

Aiming to Be the Best Library System

Member Communication/Engagement

Large Attendance at June 4 RAILS Member Update

Over 800 people viewed the June 4 RAILS Member Update held via Zoom. Topics included RAILS' [plans for resuming delivery service](#); the latest information on the [REALM Project](#) studying the physical handling of library materials; library reopening experiences, including Rock Island Public Library and Gail Borden Public Library District's experiences with curbside delivery, and the reopening of the Illinois State Library to the public; and new Illinois nonresident card legislation and Aurora Public Library's decision to expand the Cards for Kids legislation beyond the poverty income level.

Miguel Figueroa from ALA's [Center for the Future of Libraries](#) also discussed the future of public services in libraries and presented ideas on how all libraries can continue to offer innovative services during the changing days of COVID-19 and after. A [recording of the update session](#) is available on our COVID-19 Pulse Page for those who missed it.

RAILS Exhibits “Virtually” at ALA Annual Conference

RAILS was scheduled to be an exhibitor at the ALA annual conference in Chicago in June. Due to the COVID-19 pandemic, ALA has moved the conference online and RAILS will be a “virtual exhibitor.” We will have a listing in the conference mobile app with links to our social media pages. In addition, our listing will include a “request information” button, allowing us to collect emails of those who “visit our booth.”

Engage in Innovative Projects on Statewide and National Basis

SimplyE Update

RAILS continues to explore costs and development issues related to SimplyE, a library-developed, open source e-reader/e-book discovery app that simplifies the library user's experience in finding, borrowing and reading library e-books. Patrons at libraries with multiple e-collections can search all collections at once using the free SimplyE app.

Deirdre Brennan, Leila Heath, and Anna Behm from the RAILS staff are on the national SimplyE Council. The council meets monthly to discuss technical and development issues. Current issues in various stages of resolution include: OverDrive audiobook integration, BiblioBoard integration, and unsatisfactory performance on devices. We are working with vendors and other library systems regarding costs and strategies to implement the program when appropriate. While SimplyE is not ready for widespread deployment at RAILS, it is providing critical insights into potential solutions for more favorable e-book purchasing models and interfaces that encourage checkouts rather than hold placements and ultimately, provide a better user experience.

RAILS Plans to Resume Delivery - June 2020

Introduction/General RAILS Delivery Plan

RAILS looks forward to resuming delivery service to our member libraries. Thanks to all who completed our May 2020 delivery survey. We carefully reviewed all responses and used your feedback to develop a plan and specific guidelines for resuming service as seamlessly and quickly as possible.

As a first step, RAILS must return the 43,000+ items currently stored in our warehouses to the owning libraries. This will also involve retrieving materials belonging to RAILS libraries from the Illinois Heartland Library System (IHLS). We plan on returning these items to their owning libraries on Thursday, June 18 and June 25. We will only deliver items to public and special libraries at this time. We are currently working on plans to provide deliveries to academic and school libraries and will communicate with those library types with more information in the near future.

If RAILS has key or alarm code access to your library, or if you receive overnight delivery from CTL, we will automatically drop off any materials we have from your library on June 18 and June 25. CTL libraries will receive these materials overnight as usual. We are not able to provide estimated delivery times for non-CTL libraries.

If RAILS does not have key or alarm code access to your library, and you do not receive delivery from CTL, please send an email to the delivery help desk at railsdelivery@railslibraries.info if you want RAILS to return any items we have from your library on June 18 and 25. You will need to have staff onsite to provide us contactless access to your building. We will not be able to provide you with an estimated arrival time, but will do our best to arrive within your normal hours of operation.

RAILS will also retrieve any outgoing items you have that are labeled and ready to go on June 18 and June 25. Please ensure that RAILS delivery staff will not have any contact with your library staff when they drop off and pick up materials.

RAILS will begin full delivery to all libraries that request it beginning Monday, June 29. All libraries that want to receive full delivery beginning June 29 or after, must email our delivery help desk at railsdelivery@railslibraries.info. Please allow up to one week from the time you notify the help desk for your delivery to start. For example, if you want to receive delivery on June 29, notify us via the help desk by June 22. While RAILS will be able to provide delivery on your regularly scheduled days, we will not be able to provide estimated delivery times. (CTL libraries will continue to receive delivery overnight.)

Below you will find guidelines and specific steps all members wishing to resume RAILS delivery must follow. RAILS developed these guidelines with the goal of providing the fastest, most efficient delivery service to our member libraries, and at the same time, ensuring the safety of our delivery staff as much as possible.

Delivery Guidelines for All Libraries to Follow

- All libraries should contact the delivery help desk at railsdelivery@railslibraries.info with any questions/issues related to delivery, including notifications to resume delivery, and requests for additional blue delivery bins. This will ensure that you receive the fastest service possible as

your request will be routed automatically to the RAILS service center in your area. Libraries can request additional delivery labels via the [RAILS website](#).

- RAILS is not able to predict when our delivery vans will arrive at your library, on June 18 and 25, and after you resume normal delivery. Arrival times will likely also change frequently as additional libraries are added to delivery routes. CTL libraries will continue to receive delivery overnight.
- All quarantining of items must occur at our member libraries. RAILS is not able to quarantine items in our warehouses.
- All libraries are expected to quarantine materials for seven days before sending them through RAILS delivery. There are currently differing opinions on the length of time needed to quarantine library materials. We are erring on the side of caution until more definitive information is released by the [REALM project](#) studying the handling of library materials.
- Libraries must not use RAILS' blue delivery containers to quarantine materials. Even though we have ordered additional containers, our supply is limited and will be depleted quickly. Libraries are asked not to stockpile blue containers and to release their surplus supply for the same reason. We want to ensure that there are enough containers for everyone.

Preparing to Receive RAILS Delivery Checklist

The following is a handy checklist for libraries wishing to resume RAILS delivery.

- Review your library's inventory of delivery supplies, including blue delivery bins and labels. If you need additional bins, contact the delivery help desk at railsdelivery@railslibraries.info. You can request extra labels via the RAILS website at railslibraries.info/services/deliverylabels-order. We will deliver these supplies to you as soon as possible.
- Develop established procedures as necessary to ensure that RAILS delivery staff will have no contact with staff from your library when they pick up or drop off materials. Establish a contactless delivery point if you don't already have one.
- If RAILS **does not** have key or alarm code access to your library, and you do not receive delivery from CTL, contact the delivery help desk at railsdelivery@railslibraries.info if you want us to return any items we have from your library on June 18 and June 25. If you aren't sure whether we have key or alarm code access, check with the appropriate person at your library. Ensure that a staff member will be available to provide contactless access to your building.
- Have any outgoing delivery items labeled and ready to go on June 18 and June 25 if you want delivery staff to take these items when they drop off materials from your library.
- Send an email to the delivery help desk at railsdelivery@railslibraries.info letting us know when your library would like to resume normal RAILS delivery (June 29 or after). Send the email at least one week in advance of the day you would like regular RAILS delivery to begin.
- Develop a procedure for emptying RAILS containers immediately so you can either return the empty containers to RAILS or use them for outgoing materials.
- Develop a procedure for quarantining library materials you are sending/returning via RAILS delivery for at least seven days.

RAILS will revise our delivery plans as needed, and will keep members informed of new developments via our weekly *RAILS E-News* and our delivery strings. In the meantime, if you have any delivery questions or issues, please contact railsdelivery@railslibraries.info. Thank you for your patience and understanding as we work through these challenging times together!

Frequently Asked Questions about Resuming RAILS Delivery June 2020

The following are answers to questions RAILS has received from members about our [plans to resume delivery service](#). If you have any additional questions, please email our delivery help desk at railsdelivery@railslibraries.info.

Employee Safety and Quarantine:

- What safety precautions are RAILS and CTL staff taking?
 - The following is a list of precautionary measures taken by RAILS and CTL Staff:
 - Performed electrostatic disinfectant deep cleaning treatment at each hub and inside all vehicles. (RAILS and CTL)
 - Developed and introduced mask and glove guidelines. (RAILS and CTL)
 - Masks are required in the warehouse while sorting or if social distancing cannot be achieved. Staff will wear masks when making deliveries to all libraries.
 - Gloves are encouraged to sort or deliver materials. Staff are required to follow proper hygiene (including regular hand sanitizing and hand washing) to mitigate risk.
 - Bottles of hand sanitizer are strategically placed throughout the office and warehouse spaces. (RAILS and CTL)
 - Trained staff on the proper techniques for removing used PPEs (gloves and masks). (RAILS and CTL)
 - Dedicated rooms or containers were established to discard PPEs away from working areas. (RAILS)
 - Staggered shifts created to eliminate multiple team members arriving and departing at the same time. (RAILS and already in place at CTL)
 - Overhead garage doors will remain open to increase air circulation within the warehouse (weather permitting). (RAILS and CTL)
 - RAILS is also investigating the use of a hand held sprayer for bins that would mist disinfectant on them in our warehouses.
 - Please explain the specifics of quarantining materials for seven days.
 - From the RAILS standpoint, a seven day quarantine begins when the item is last touched by a patron. Staff that are following safe hygiene practices, wearing masks, and not working while symptomatic, do NOT reset the quarantine clock. This means that items can be removed from quarantine and packed into containers for RAILS without resetting an additional seven day quarantine period.
 - Please wipe the outside and handles of bins with an EPA approved cleaner after packing and placing the bin for pickup.
- Can you provide a flow chart demonstrating the seven-day quarantine process? I think this would make it easier for me to understand.

- RAILS is currently working on a flow chart and will let members know as soon as it is available.
- Will you consider changing the quarantine period from seven days?
 - RAILS will follow the recommendations of the [REALM project](#) once they are released. If those recommendations are different than the current seven day recommendation, we will make changes to reflect the new recommended practice. Until that time, the quarantine period will remain at seven days
- How should we quarantine items once they are delivered to us?
 - Items must be emptied from the RAILS blue bins before being placed into quarantine. Libraries may determine for themselves whether they wish to put items in an additional quarantine when they are returned to the owning library by RAILS. If they do wish to do so, items may not be quarantined in the blue RAILS bin. Bins should be returned to RAILS delivery if not required for immediate use at the library.

Contactless Delivery Point:

- What does “contactless delivery” mean?
 - A contactless delivery would consist of completing the exchange of materials without RAILS delivery staff interacting with the library staff or the public. This is the recommendation RAILS would like to follow whenever possible.

Pre-Sorting and Packaging:

- Do you need us to pre-sort material?
 - No, RAILS is not requiring libraries to pre-sort materials.
- What if I don't have enough labels/bins? How can I request more?
 - Labels requests should be directed to: <https://www.railslibraries.info/services/deliverylabels>
 - To request bins, please contact the Delivery help desk at: railsdelivery@railslibraries.info.
- Can I give you items in boxes/bags/loose?
 - If you do not have enough blue bins for materials, we will accept them in boxes or bags. The delivery help desk remains open for libraries to request additional bins (railsdelivery@railslibraries.info).

- If I have a container (not a blue bin) of materials in the pick-up area, will the driver transfer items to the blue bins for us if we do not have enough blue bins?
 - No, the delivery driver will not transfer the content of the containers into a blue delivery bin. It's recommended that the library request additional blue bins and/or pack the items into boxes and the driver will transport them to our hubs. We will accept boxes or bags if no blue bins are available.
- Please confirm that libraries do not need to relabel items in their bins. I understand material will be returned to the home library on June 18 and 25, regardless of the labeled destination.
 - Yes, libraries will not need to relabel items in their blue bins.
- Will drivers drop off the same number of bins as they pick up?
 - We will do our best to complete a one-for-one bin exchange, however, at this time, it may be impossible due to the sheer number of bins being retrieved.

Phase One Delivery – Returning Items:

- Will I receive delivery on both June 18 and 25?
 - Yes, RAILS will stop at your location on both dates to deliver and/or pick up materials. As long as there are items for you in RAILS' possession, you will receive items.
- Will all items from the hubs be delivered on June 18 or only some?
 - All items from the hubs will be delivered to libraries that can receive items on June 18. The June 25 delivery will include materials that were picked up from other libraries on June 18.
- How many items can I expect to receive on June 18 and 25?
 - Libraries may email the delivery help desk at railsdelivery@railslibraries.info for an estimate of what to expect. The Delivery Service Manager in their area can estimate the number of bins or items currently sorted for their library.
- When should I put my bins out for pickup on June 18 and 25?
 - Prepared outgoing bins should be left out the nights of the June 17 and 24. CTL retrieves bins overnight. RAILS will retrieve them the next morning.
- I don't normally receive delivery on Thursdays, RAILS is delivering on the June 18 and 25, both are on a Thursday. Will I receive delivery on those days?

- Yes, libraries will receive a delivery on June 18 and 25, regardless of your previous delivery schedule.
- Should I notify RAILS delivery if egress to my building has changed due to providing curbside service?
 - Yes, please notify RAILS if you are expecting a change to egress or pickup locations. The best way to notify us is by emailing the delivery help desk at: railsdelivery@railslibraries.info
- On June 18 and 25, will bins be collected from libraries or only dropped off? Or only collected from libraries that opt-in for delivery?
 - On June 18 and 25, RAILS will deliver to all libraries we have materials for and collect materials from the libraries, provided that we have key or alarm code access. If we do not have key or alarm code access to your library and you want us to pick up or drop off items on June 18 and 25, please send an email to the delivery help desk at railsdelivery@railslibraries.info.

Phase Two: Regular Delivery Resumes June 29 for Libraries that Email the RAILS Delivery Help Desk:

- Will I receive my regular delivery on my regular day once delivery resumes?
 - Yes, once delivery resumes you will receive your items on your regularly scheduled delivery day as long as you have notified the delivery help desk at railsdelivery@railslibraries.info that you wish to resume delivery.
- What will happen after June 29 with materials for libraries that haven't opted back in for delivery? I assume there will be material returned to libraries that are participating that belongs to libraries that aren't. Will RAILS/CTL store those materials?
 - Yes, materials for the libraries that have not opted in will remain in RAILS and CTL warehouses until we are notified that the library is ready to accept deliveries.
- Can we limit the number of days that we receive delivery at first?
 - The plan is to reinstate libraries to their original delivery schedule prior to the pandemic, however, libraries can select to reduce the number of days until resource sharing is reinstated 100%. Please contact the delivery help desk at railsdelivery@railslibraries.info if you have this request.
- Can we start placing holds on items? What about due dates?
 - Please coordinate with your consortium about these questions.
- Can you share the hours that RAILS staff will be delivering items?

- Hours of operation will vary depending on the hub. Deliveries will start as early as 5 or 6 a.m.

Academic and School Libraries:

- I'm an academic library that wants returns/delivery. What should I do?
 - Please contact the delivery help desk (railsdelivery@railslibraries.info) and we will work with you directly.
- I'm a school library that wants returns/delivery. What should I do?
 - Please contact the delivery help desk (railsdelivery@railslibraries.info) and we will work with you directly.
- I have items to send back to school and/or academic libraries. Can I send those on June 18 and 25?
 - Yes, RAILS will accept items from school and academic libraries. Items that cannot be delivered to those institutions will be stored at RAILS hubs.
- My library serves as a pick-up point for the local school. When can I resume this service?
 - Please contact the delivery help desk (railsdelivery@railslibraries.info) and we will work with you directly.

Misc.:

- What about interlibrary loan (ILL) items?
 - In the initial return of materials from our hubs on June 18 and 25, all materials are being sent to back to the owning library.
 - When regular RAILS delivery resumes on June 29, ILL items will circulate and be delivered as usual in cooperation with your consortium (if you belong to a consortium).
- How can I tell if I receive delivery from CTL?
 - Please contact the delivery help desk (railsdelivery@railslibraries.info) and we will work with you directly.
- Who should I contact if I have questions or requests?
 - Please contact the delivery help desk (railsdelivery@railslibraries.info) and we will work with you directly.