
RAILS Service of the Month Talking Points: Delivery Service August 2021

The following are talking points RAILS Board members can use when talking to staff and trustees from other RAILS libraries about delivery service. Choose the talking point or points that work best for you depending on who you're talking to and the situation at hand.

- Delivery is provided as a member benefit without cost through RAILS. All RAILS libraries, academic, public, school, and specialized, are eligible to receive delivery through one of several methods based on need. Contact our delivery help desk at railsdelivery@railslibraries.info to find out more.
- RAILS delivers an average of 9 million items per year between Illinois libraries, at a cost of approximately 30 – 40 cents per item. You will not find another high-quality delivery service that comes anywhere close to that low cost!
- Last year, RAILS also delivered over 100,000 bags of items to 109 academic locations via the Illinois Library Delivery Service (ILDS).
- RAILS vans drive over 1 million miles per year delivering materials between Illinois libraries.
- Once a library user finds an item they need in an online shared catalog or in Find More Illinois, they don't have to travel miles to pick it up. They can request that it be delivered to their home library via the RAILS delivery service.
- RAILS continuously looks for ways to make our delivery service more cost-effective and efficient, including outsourcing, working with outside consultants, and using automation where viable.