

DATE: March 2, 2026
TO: RAILS Resource Sharing Committee
FROM: Joe Filapek, Associate Executive Director
SUBJECT: RAILS Delivery Services

At our upcoming meeting, RAILS Delivery and Facilities Director Mark Hatch will provide a presentation on our delivery services, followed by time for discussion. Delivery remains one of our most foundational and relied-upon services, supporting resource sharing across our membership every day. As the landscape of libraries continues to evolve, we are committed to remaining responsive to member needs and adapting accordingly. We also recognize that delivery needs can vary greatly depending on a library's size, type, and community, and it is essential that our approach reflects those differences.

We hope this conversation will provide an opportunity to hear your thoughts and feedback about where our delivery service is today and where it may need to go in the future. To help guide our discussion, please consider the following questions in advance of the meeting:

- What are the biggest strengths of our current physical delivery system?
- How has inbound and outbound volume changed over the last 3–5 years?
- Are there inefficiencies in routing, packaging, labeling, or sorting that we should examine?
- What trends are you seeing in ILL requests (format, subject, age of material, academic vs. leisure, etc.)?
- How do fill rates and turnaround times compare to patron expectations?
- How have patron expectations changed regarding speed, convenience, and notifications?
- How do differing priorities (curriculum needs, research deadlines, leisure reading demand) affect resource sharing expectations?
- How do you think about out-of-state interlibrary loan? Do you have regular demand for items that might only be available from out-of-state libraries?

We look forward to a thoughtful discussion that will help ensure our delivery system continues to meet the diverse and changing needs of our member libraries and the communities they serve.