

# **RAILS Delivery**

**We Connect Libraries**



# Introductions:

Mark Hatch, Facilities & Delivery Director

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Demond Warfield, Delivery Services Manager

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# Value of Delivery Service



Source: *Illinois Libraries: Agencies of Impact*



# Delivery Model

Hybrid system of in-house  
and outsourced deliveries

Simple process

User friendly

Efficient

Statewide focused



# Delivery Hubs

## Outsource Vendor

- CTL – Continental Transport Logistics  
SWAN & CCS  
Burr Ridge/Wheeling

## In-house

- Bolingbrook

Shorewood/Geneva

- Coal Valley

PrairieCat

- East Peoria

RSA

- Rockford

PrairieCat



# User Friendly



**Predetermined delivery route  
schedule**



**Email notifications to members  
for route delays or other  
necessary communications**



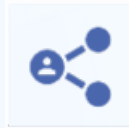
**Help desk ticketing system  
[railsdelivery@railslibraries.org](mailto:railsdelivery@railslibraries.org)  
to communicate issues or  
request service (VOD)**



# Efficient Routing



GeoMARC (Southern Illinois University Edwardsville)  
Logistics Specialists



Use of Community Delivery Partnerships  
(CDP)



Delivery On Demand




Delivery Frequency Determined By Volume



# Simple Delivery Process

- RAILS Delivery Label
- Library staff simply place items in outgoing bin



Route \_\_\_\_\_  
Optional

TO: \_\_\_\_\_  
Code or full name of library

FOR: \_\_\_\_\_  
Code or full name of destination library if different from above

FROM: \_\_\_\_\_

NOTES/DATE DUE  
\_\_\_\_\_  
\_\_\_\_\_

CIRCLE ONE:      HOLD      RETURN






# When to use a RAILS Label vs. ILDS Label

Where is the item going?  
(use the L2 directory to find the Delivery Hub and Code)

To a library in my hub/LLSAP:  
Use a RAILS label

To a library in a different hub:  
Use an ILDS label

To a library with "ILDS" in the delivery Code:  
Use an ILDS label



**Route** \_\_\_\_\_

**TO:** \_\_\_\_\_ TFS \_\_\_\_\_  
Code or full name of library

**FOR:** \_\_\_\_\_  
Code or full name of destination library if different from above

**FROM:** \_\_\_\_\_ LGS \_\_\_\_\_

NOTES/DATE DUE \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CIRCLE ONE:**      **HOLD**                      **RETURN**

FINAL DESTINATION (FOR) \_\_\_\_\_

CDP Delivery Information (TO) \_\_\_\_\_

FROM \_\_\_\_\_

NOTES \_\_\_\_\_

**ALWAYS CIRCLE OR HIGHLIGHT ONE ILDS DESTINATION CODE BELOW**

To Systems or their Non-ILDS Members	To ILDS Libraries				
CPL	ADL	ERK	KKC	ONU	UCH
XBR	AGC	EWU	KNX	PML	UIC
XCV	AIC	FLD	KSC	PRC	UIH
XEP	ALP	GRN	LAC	PRK	UIP
XGV	ANC	GSU	LCC	QCY	UIR
XRF	ARU	HRT	LEW	RCC	UIS
XSW	AUG	HST	LFC	RFM	UIU
XWH	BEN	HWC	LLC	RJD	UNI
ZCA	BHC	ICC	LUC	RKC	USF
ZCH	BLC	ICO	MBI	ROU	VCM
ZED	BRA	IEF	MCK	RSH	WCC
	BRN	IEL	MHC	RVC	WCN
	CBG	IEO	MIL	SAI	WHE
	CLC	IEW	MLS	SCC	WIU
	COD	IID	MON	SEI	WQC
	COL	IIT	MRT	SFM	WRH
	CON	ILC	MVC	SIC	WWC
	CRL	IMS	MWU	SIE	
	CSC	ISL	MXC	SIM	
	CSU	ISU	NBT	SJC	
	CTS	IVC	NBY	SJN	
	CTU	IWU	NCC	SML	
	DAC	JAL	NEI	SRC	
	DOM	JKM	NIU	SSC	
	DPU	JML	NLU	SVC	
	DPX	JOL	NPU	SWI	
	ECC	JUD	NUH	SXU	
	EIU	JWC	NWU	TIU	
	ELM	KCC	OAK	TRN	
	ERI	KIS	OHC	TRT	

ILDS codes defined at <http://ilnoidelivers.net>

For a directory of Illinois libraries see: <http://www.librarylearning.info/illinois/>

June 2023

FINAL DESTINATION (FOR) \_\_\_\_\_

CDP Delivery Information (TO) \_\_\_\_\_

FROM \_\_\_\_\_

NOTES \_\_\_\_\_

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XCV	AIC	FLD	KSC	PRC	UIH
XEP	ALP	GRN	LAC	PRK	UIP
XGV	ANC	GSU	LCC	QCY	UIR
XRF	ARU	HRT	LEW	RCC	UIS
XSW	AUG	HST	LFC	RFM	UIU
XWH	BEN	HWC	LLC	RJD	UNI
ZCA	BHC	ICC	LUC	RKC	USF
ZCH	BLC	ICO	MBI	ROU	VCM
ZED	BRA	IEF	MCK	RSH	WCC
	BRN	IEL	MHC	RVC	WCN
	CBG	IEO	MIL	SAI	WHE
	CLC	IEW	MLS	SCC	WIU
	COD	IID	MON	SEI	WQC
	COL	IIT	MRT	SFM	WRH
	CON	ILC	MVC	SIC	WWC
	CRL	IMS	MWU	SIE	
	CSC	ISL	MXC	SIM	
	CSU	ISU	NBT	SJC	
	CTS	IVC	NBY	SJN	
	CTU	IWU	NCC	SML	
	DAC	JAL	NEI	SRC	
	DOM	JKM	NIU	SSC	
	DPU	JML	NLU	SVC	
	DPX	JOL	NPU	SWI	
	ECC	JUD	NUH	SXU	
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June 2023



# The ILDS Label

## Use the [Illinois Library Delivery Service \(ILDS\) label](#) for:

- Academic libraries that are ILDS delivery locations
- RAILS libraries outside your delivery hub
- Libraries in the Illinois Heartland Library System (IHLS)
- Chicago Public Library

To Academic Library

FINAL DESTINATION (FOR)  
Northern Illinois University

CDP Delivery Information (TO)

FROM Acorn Public Library

NOTES

To Non-ILDS library outside your hub/LLSAP

**ALWAYS CIRCLE OR HIGHLIGHT ONE ILDS DESTINATION CODE BELOW**

To Systems or their Non-ILDS Members	To ILDS Libraries					
CPL	ADL	ERI	KIS	ONU	UIC	
XBR	AGC	ERK	KKC	PRC	UIH	
XCV	AIC	EWU	KNX	PRK	UIP	
XEP	ALP	FLD	KSC	QCY	UIR	
XGV	ANC	GRN	LAC	RCC	UIS	
<b>XRF</b>	ARU	GSU	LEW	RFM	UIU	
XSW	AUG	HRT	LFC	RJD	UNI	
XWH	AVI	HST	LLC	RKC	USF	
ZCA	BEN	HWC	LUC	ROU	VCM	
ZCH	BHC	ICC	MBI	RSH	WCC	
ZED	BLC	ICO	MCK	RVC	WHE	
	BRA	IEF	MHC	SAI	WIU	
	BRN	IEL	MIL	SCC	WQC	
	CBG	IEO	MLS	SEI	WRH	
	CLC	IEW	MON	SFM	WWC	
	COD	IID	MRT	SIC		
	COL	IIT	MVC	SIE		
	CON	ILC	MWU	SIM		
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	CTH	IWN	NEI	SSC		
	DOM	JAL	NIU	SVC		
	DPU	JML	NLU	SWI		
	DPU	JML	NPU	SXU		
	DPX	JOL	NUH	TIU		
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	EIU	JWC	OAK	TRT		
	ELM	KCC	OHC	UCH		

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July 2024

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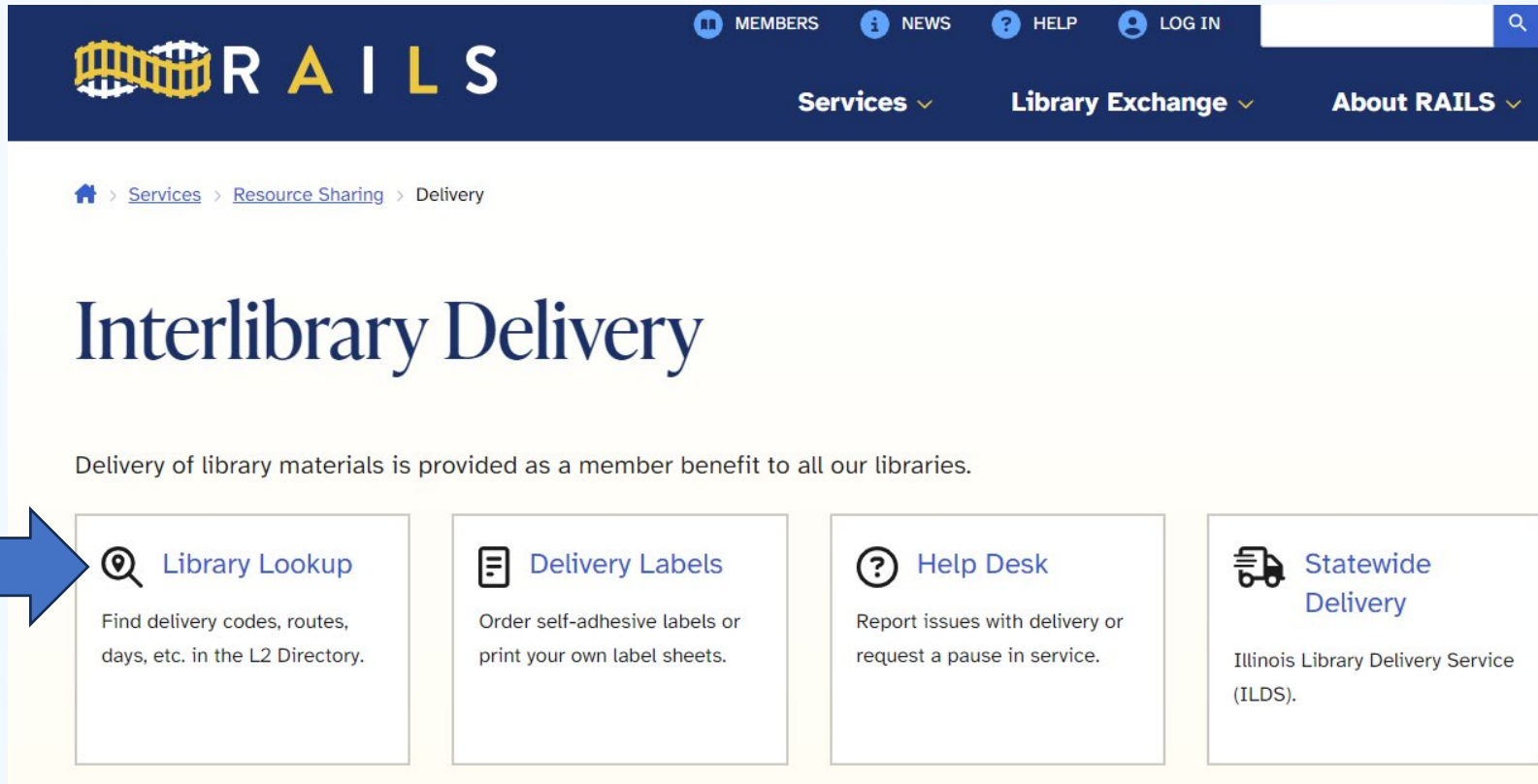
For a directory of Illinois libraries see <http://www.librarylearninginfo.org/illibraries/>

July 2024



# Library Lookup

Login not required



The screenshot shows the RAILS website interface. At the top, there is a dark blue navigation bar with the RAILS logo on the left and links for MEMBERS, NEWS, HELP, and LOG IN on the right. Below the navigation bar, there are three main menu items: Services, Library Exchange, and About RAILS. The breadcrumb trail indicates the current location: Home > Services > Resource Sharing > Delivery. The main heading is "Interlibrary Delivery". Below this, a paragraph states: "Delivery of library materials is provided as a member benefit to all our libraries." There are four service cards in a row: "Library Lookup" (with a magnifying glass icon), "Delivery Labels" (with a document icon), "Help Desk" (with a question mark icon), and "Statewide Delivery" (with a truck icon). A large blue arrow points to the "Library Lookup" card. The "Library Lookup" card contains the text: "Find delivery codes, routes, days, etc. in the L2 Directory."

MEMBERS NEWS HELP LOG IN





RAILS

Services Library Exchange About RAILS

Home > Services > Resource Sharing > Delivery

## Interlibrary Delivery

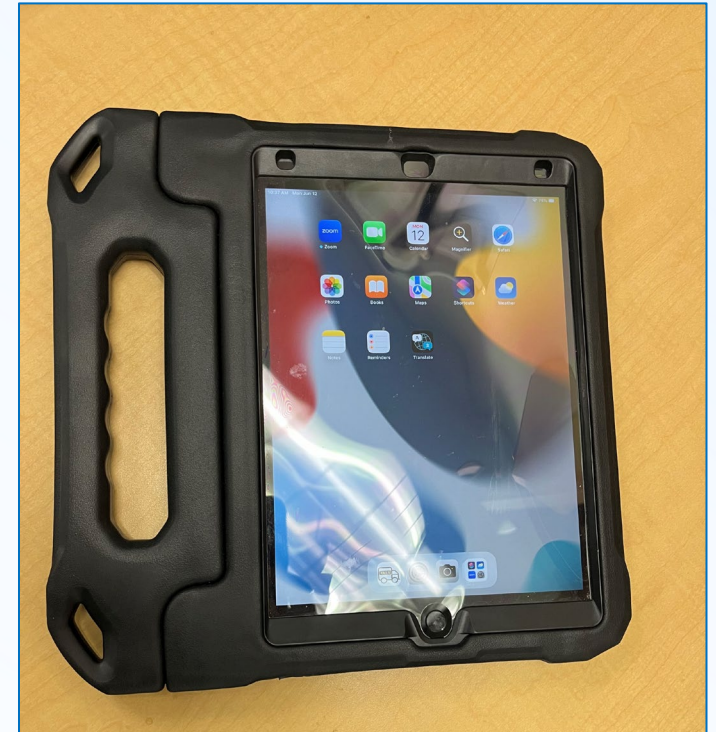
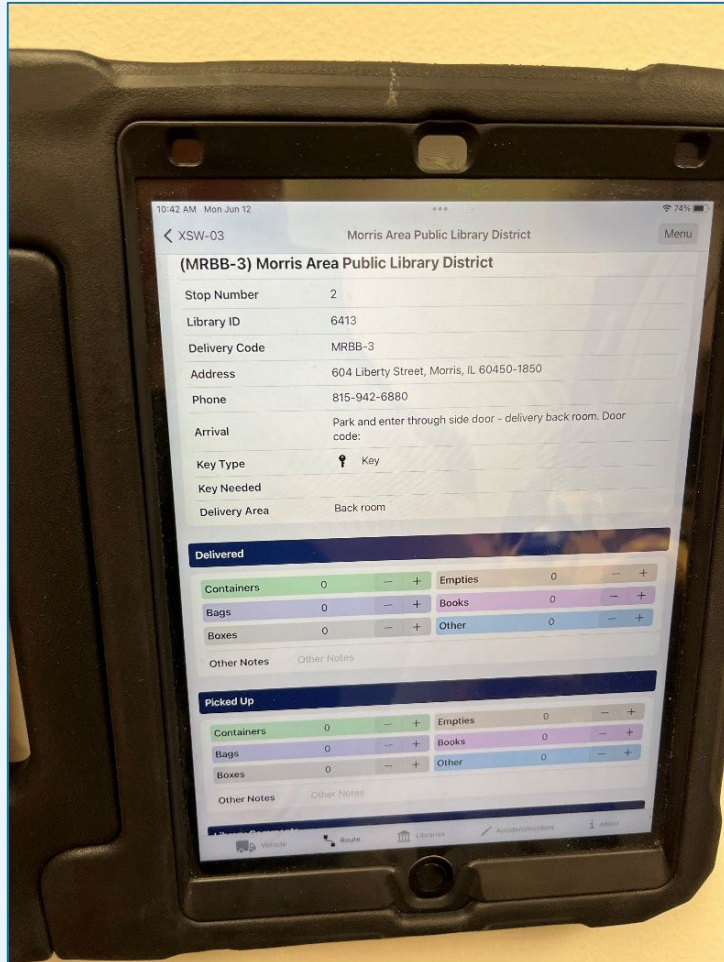
Delivery of library materials is provided as a member benefit to all our libraries.

-  **Library Lookup**  
Find delivery codes, routes, days, etc. in the L2 Directory.
-  **Delivery Labels**  
Order self-adhesive labels or print your own label sheets.
-  **Help Desk**  
Report issues with delivery or request a pause in service.
-  **Statewide Delivery**  
Illinois Library Delivery Service (ILDS).



# Automation

Drivers use iPads to collect delivery data.





# Library Requirement



## Delivery Count

- Required by the Illinois State Library four times per year.
- Physically hand count items.
- Enter daily counts using the online form on the RAILS website.
- Count *outgoing items* and *outgoing bins* for the day. (Outgoing = picked up by driver on that day)
- Important not to use totals from your ILS.
- Accuracy matters! Counts are audited to ensure accuracy.



# FY24 Delivery Statistical Data Quarter by Quarter Comparison

Total Items Processed								
	Burr Ridge	Coal Valley	East Peoria	Geneva	Rockford	Shorewood	Wheeling	Total
<b>Aug-22</b>	40,008	6,015	17,990	21,021	12,513	19,551	40,360	<b>157,458</b>
<b>Nov-22</b>	39,950	6,603	18,722	20,100	12,308	19,848	38,860	<b>156,391</b>
<b>Feb-23</b>	43,162	6,764	17,960	23,360	13,386	20,005	43,597	<b>168,234</b>
<b>May-23</b>	39,492	6,349	17,779	20,185	11,988	18,415	39,390	<b>153,598</b>
<b>Avg. per day</b>	8,131	1,287	3,623	4,233	2,510	3,891	8,110	<b>31,784</b>
<b>Avg. per week</b>	40,653	6,433	18,113	21,167	12,549	19,455	40,552	<b>158,920</b>
<b>Monthly avg</b>	162,612	25,731	72,451	84,666	50,195	77,819	162,207	<b>635,681</b>
<b>Annual Projection</b>	2,032,650	321,638	905,638	1,058,325	627,438	972,738	2,027,588	<b>7,946,013</b>



# Delivery Stats FY2024



Stops 117,400



Mileage - 1,176,500  
miles driven annually



Items processed -  
7.9 million (in-house  
and outsourced)



Coverage area -  
27,000 square miles



Staff of 40  
drivers/sorters and 4  
managers



Annual delivery  
budget of \$3.96  
million



Avg. cost per item of  
\$0.49



# Statewide Focused

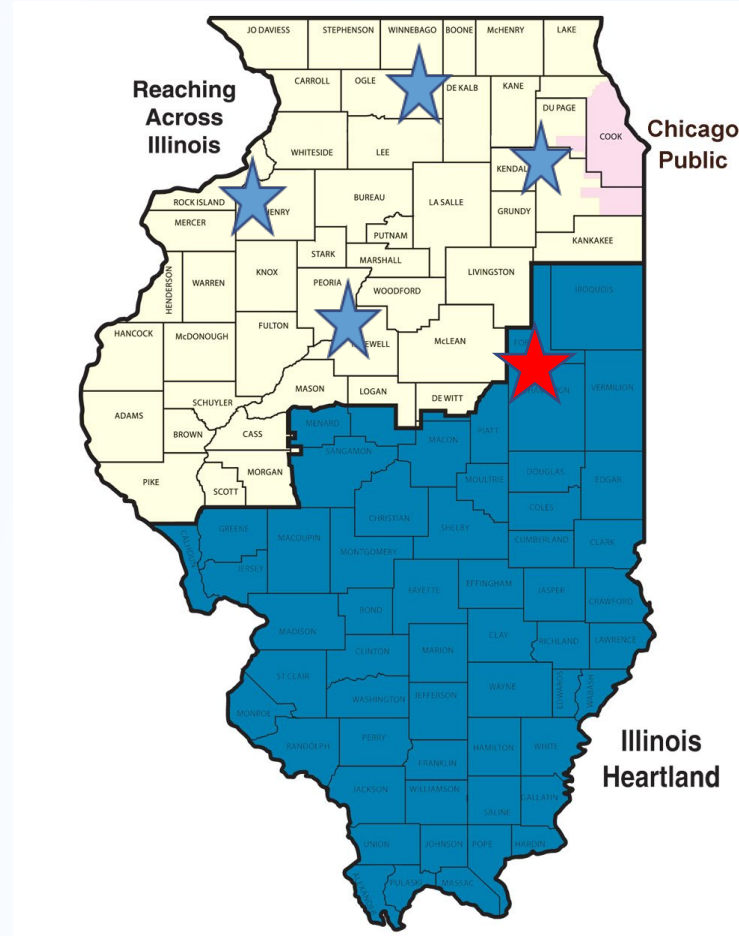
Delivery hubs are in the optimum locations to service our members.



RAILS Hub



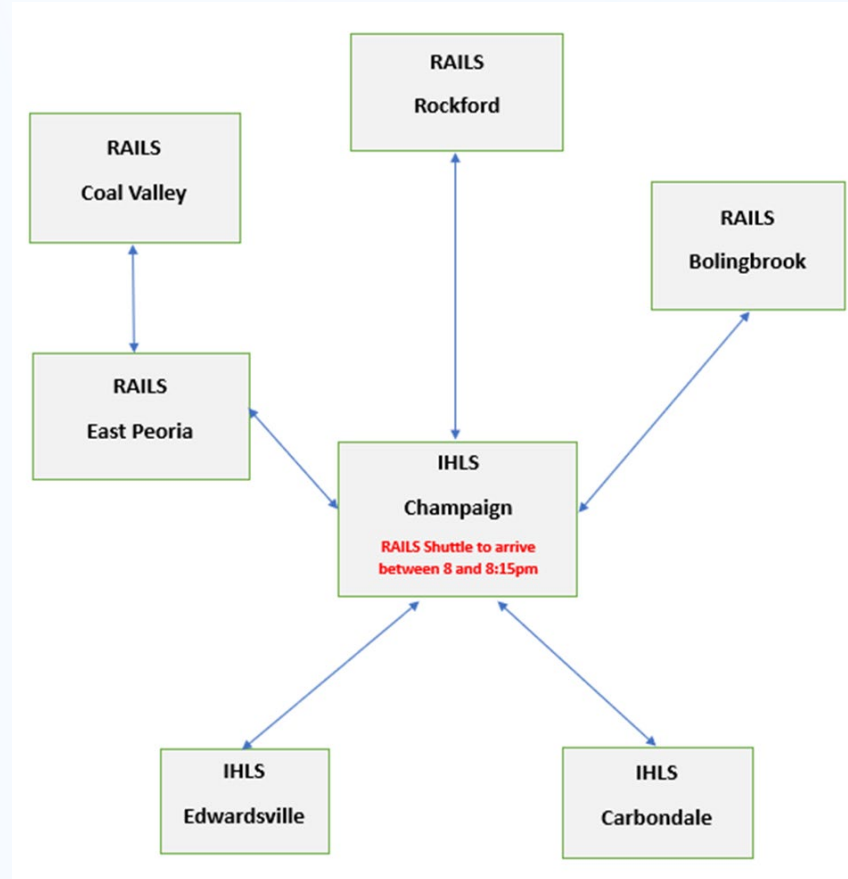
RAILS/IHLS Exchange Point





# Statewide Exchange



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






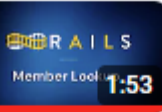
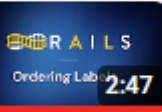
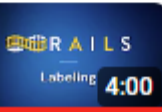
# Delivery Training Video Series

<https://railslibraries.org/delivery>

**RAILS Delivery Training**  
Reaching Across Illinois Library System - 1 / 5

  
YouTube

- ▶  **RAILS Delivery Training Series: Preparing Materials for Delivery**  
Reaching Across Illinois Library Sy...  
2:39
- 2  **RAILS Delivery Training Series: Delivery Support**  
Reaching Across Illinois Library Sy...  
1:39
- 3  **RAILS Delivery Training Series: Member Lookup**  
Reaching Across Illinois Library Sy...  
1:53
- 4  **RAILS Delivery Training Series: Ordering Labels**  
Reaching Across Illinois Library Sy...  
2:47
- 5  **RAILS Delivery Training Series: Labeling**  
Reaching Across Illinois Library Sy...



# Outsourced Deliveries

## Continental Transportation



- Serves the legacy SWAN & CCS service areas
- CTL accounts for over half of the items process(sorted) and delivered to RAILS libraries.

Visit <https://railslibraries.org/delivery> to see their procedures for RAILS delivery, including security and sorting.



# Challenges & Looking Forward



- Rising cost of fuel, staffing, and salaries
- Hiring of staff
- Simplified data collection (delivery count)
- Statewide collaboration



# Resources

Have a delivery issue or question? Send an email to [railsdelivery@railslibraries.org](mailto:railsdelivery@railslibraries.org).

- RAILS Website – Delivery page - <https://railslibraries.org/delivery>
- Delivery Help – <https://railslibraries.org/delivery/help>
- Delivery Training Videos – <https://railslibraries.org/delivery>
- Delivery Labels – <https://railslibraries.org/delivery/labels>
- Library Lookup – <https://librarylearning.org/directory>
- Delivery Best Practices (Illinois State Library) – <http://www.ilsos.gov/departments/library/delivery/delivery-best-practices.html>
- ILDS Delivery Services Homepage - <http://www.ilsos.gov/departments/library/delivery/home.html>
- *Illinois Libraries: Agencies of Impact* report - <https://www.mylibraryis.org/talking-points>



# Interlibrary Delivery



Q & A