



## Delivery Standards

Delivery Subcommittee report to the  
Southern Systems Planning Panel  
26 February, 2011

Recommendations to the Planning Panel, for approval by Planning Panel February 26, 2011

All points to be implemented in the short term (i.e. March-April, 2011):

### **Delivery based on volume**

Libraries receive delivery at the frequencies below based on delivery statistics from FY2010. Each delivery supervisory has discretion to add 5<sup>th</sup> delivery day to alleviate workflow concerns. Alternative delivery methods include traditional delivery, mail, and other delivery provider.

400+ items dropped off/delivered per week	4 days
399-200 items dropped off/delivered per week	3 days
199-50 items dropped off/delivered per week	2 days
Less than 50 items dropped off/delivered per week	alternative delivery method

Delivery will occur at a single building for member agencies with multiple locations. The member will determine the appropriate building for delivery.

### Alternative delivery methods

*Alternative delivery methods include on call, and mail delivery with the system reimbursing the library for any postage costs.*

### Community Access Terminals (CATs)

Additionally, libraries have the option to collaborate with other libraries in their area to form a Community Access Terminal (CAT). *The advantage of CATs is that libraries may increase the delivery frequency for materials. CATs will have a single drop off/pickup location and the delivery frequency is based on the total delivery volume for all members of the CAT.*

### *CAT example:*

*--Library A has average weekly volume of 370 items, which would be 3 day/week delivery*

*--Library B has average weekly volume of 40 items, which would be alternative delivery method*

*--IF Library A and Library B determine to form a CAT, the CAT will receive delivery 4 days/week, based on the total average weekly combined volume.*

### *CAT specifics:*

- *The drop off/pickup location for any CAT is determined by the CAT members.*
- *Materials delivery to CATs will be in containers by library.*
- *CATs will be a one-year commitment, and System delivery staff will work with any interested member libraries to determine their overall delivery volume.*

**Delivery on the Go (DOG)**

All member libraries will pre-sort items by destination library and bundle them together based on guidelines from the System delivery departments. Items for destinations *along the library's route each day* will be pulled and labeled with easy identification for courier staff.

**Access**

All member libraries are to provide a drop off location in their building that is as close to the courier's point of entry as possible. System staff will identify those libraries who can improve delivery access, and executive directors will contact those particular member libraries.

All member libraries will provide building keys (and access codes, if necessary) if delivery occurs when the building is not open. It is the responsibility of the member library to indicate an alternate drop off point if the member library is unwilling or unable to provide a key to their building.

**School libraries**

Unless very high volume dictates otherwise, all school deliveries will occur at a single building within a school district. System staff will work with school library staff to determine the most logical drop off building. Due to safety concerns in school buildings, the drop off location will generally be the school office.

**Statistics**

All delivery departments will maintain daily delivery statistics indicating items dropped off, picked up, and DOG materials transported in delivery vans. Statistics will be gathered based on full and partial containers, and translated into total item counts.

**Identification**

All delivery personnel will be provided identification lanyards and appropriate garment (i.e. shirt, jacket). All vehicles will be identified with System name.