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

Recommendations to the Planning Panel, and for input from four library System Boards

To be implemented in the short term:

Delivery based on volume

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

500+ items dropped off/delivered per week	4 days
300-499 items dropped off/delivered per week	3 days
50-299 items dropped off/delivered per week	2 days
Less than 50 items dropped off/delivered per week	alternative delivery method

Additionally, libraries have the option to collaborate with other libraries in their area to form a Community Access Terminal (CAT). 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. 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 route 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

Due to safety concerns in school buildings, the drop off location will be the school office. 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.

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.