

RAILS Delivery

We Connect Libraries



Introductions:

Mark Hatch, Facilities & Delivery Director

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- Attendees

Name, Library and role



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 (Burr Ridge) & CCS (Wheeling)

In-house

- Bolingbrook

PrairieCat / Geneva (MAGIC)

- 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
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://ilsocdelivers.net>

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

June 2023

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	

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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	
XRF	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		
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	CRL	IMS	MXC	SJC		
	CSC	ISL	NBT	SJN		
	CSU	ISU	NBY	SML		
	CTS	IVC	NCC	SRC		
	CTH	IWU	NEI	SSC		
	DOM	JAM	NLU	SWI		
	DPU	JML	NPU	SXU		
	DPX	JOL	NUH	TIU		
	ECC	JUD	NWU	TRN		
	EIU	JWC	OAK	TRT		
	ELM	KCC	OHC	UCH		

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

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

July 2024

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	
XRF	ARU	GSU	LEW	RFM	UIU	
XSW	XWH	AUG	HRT	LFC	RJD	
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		
	CRL	IMS	MXC	SJC		
	CSC	ISL	NBT	SJN		
	CSU	ISU	NBY	SML		
	CTS	IVC	NCC	SRC		
	CTU	IWU	NEI	SSC		
	DAC	JAL	NIU	SVC		
	DOM	JKM	NLU	SWI		
	DPU	JML	NPU	SXU		
	DPX	JOL	NUH	TIU		
	ECC	JUD	NWU	TRN		
	EIU	JWC	OAK	TRT		
	ELM	KCC	OHC	UCH		

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

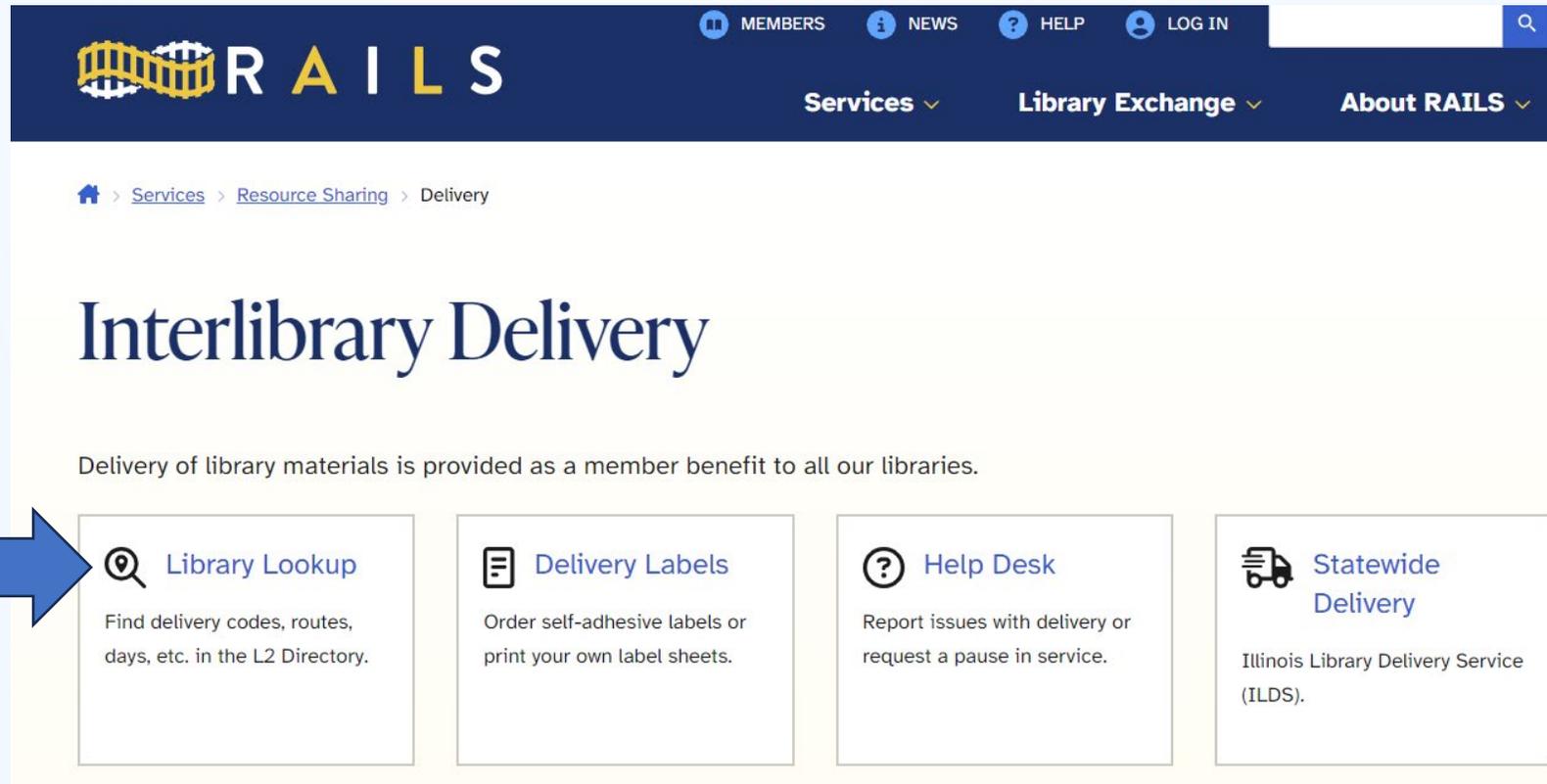
For a directory of Illinois libraries see <http://www.librarylearninginfo.org/illbranes/>

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 text reads: "Find delivery codes, routes, days, etc. in the L2 Directory."

[MEMBERS](#) [NEWS](#) [HELP](#) [LOG IN](#)

[Services](#) [Library Exchange](#) [About RAILS](#)

[Home](#) > [Services](#) > [Resource Sharing](#) > [Delivery](#)

Interlibrary Delivery

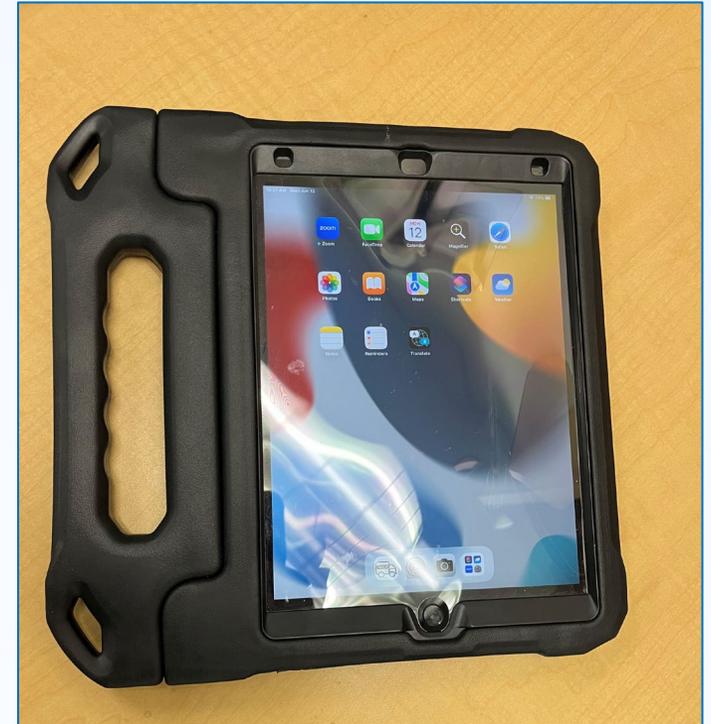
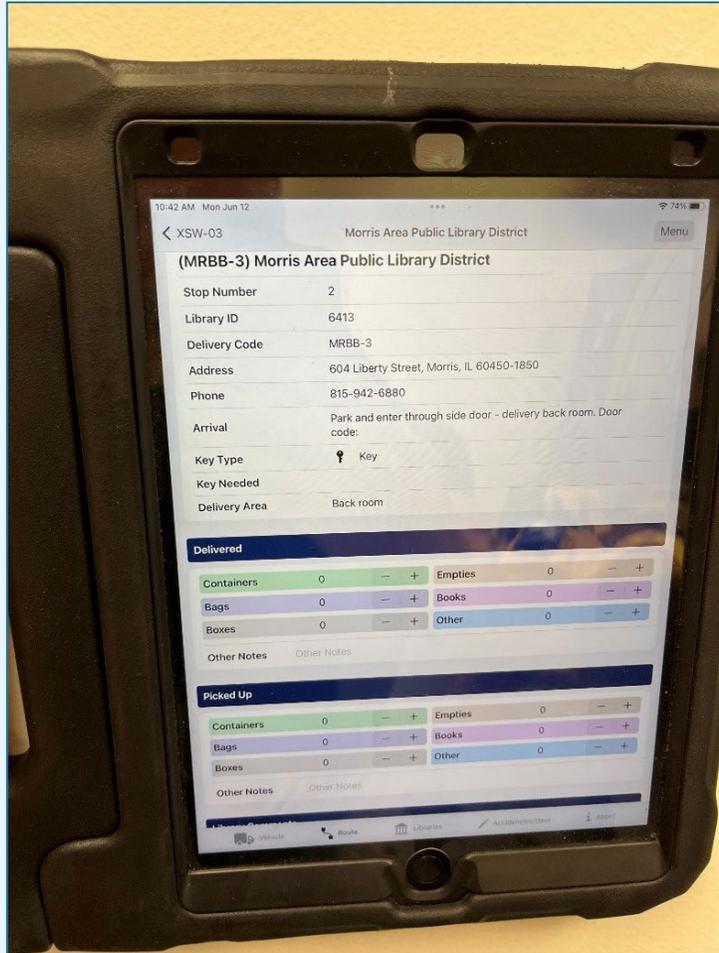
Delivery of library materials is provided as a member benefit to all our libraries.

-  **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.



FY25 Delivery Statistical Data Quarter by Quarter Comparison

FY25 Delivery Statistical Data Quarter by Quarter Comparison								
Total Items Processed								
	Burr Ridge	Coal Valley	East Peoria	Geneva	Rockford	Shorewood	Wheeling	Total
Aug-24	41,694	6,903	18,906	21,525	12,998	19,837	43,101	164,964
Nov-24	40,454	6,864	19,079	22,453	11,604	19,786	43,339	163,579
Feb-25	42,689	7,803	19,588	23,382	14,555	19,799	45,542	173,358
May-25	39,046	6,682	18,110	21,987	12,676	20,539	39,872	158,912
Avg. per day	8,194	1,413	3,784	4,467	2,592	3,998	8,593	33,041
Avg. per week	40,971	7,063	18,921	22,337	12,958	19,990	42,964	165,203
Monthly avg	163,883	28,252	75,683	89,347	51,833	79,961	171,854	660,813
Annual Projection	2,048,538	353,150	946,038	1,116,838	647,913	999,513	2,148,175	8,260,163



Delivery Stats FY2025



Stops 104,000



Mileage – 990,450
miles driven annually
(RAILS only)



Items processed -
8.2 million



Coverage area -
27,000 square miles



Staff of 48 -
44 drivers/sorters
and 4 managers



Annual delivery
budget of \$4.386
million



Avg. cost per item of
\$0.53



Statewide Focused

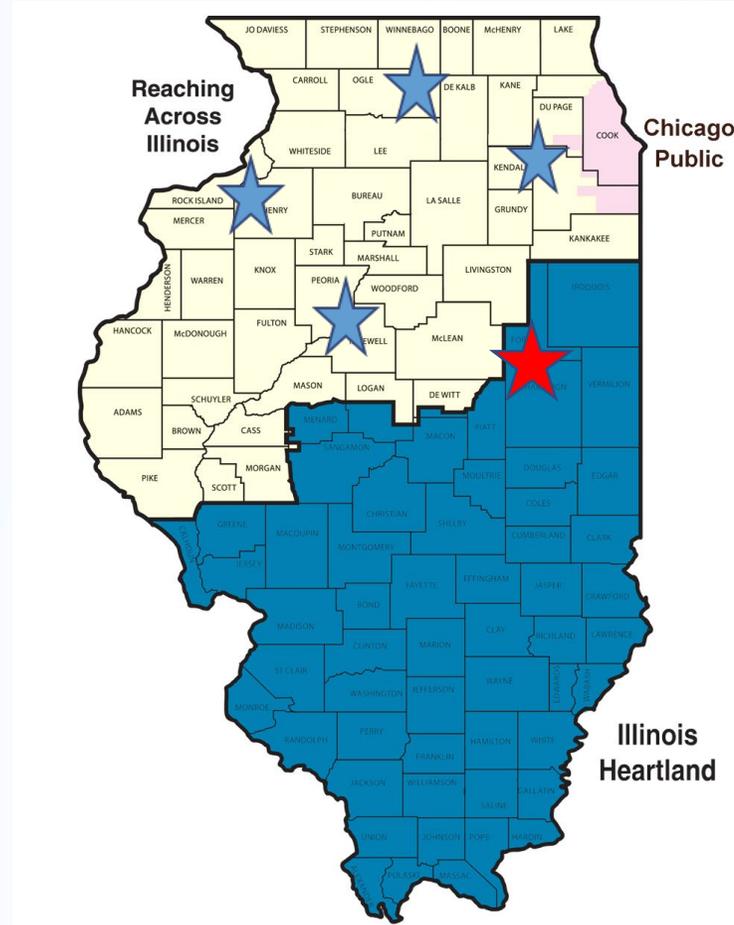
Delivery hubs are in the optimum locations to service our members.



RAILS Hub

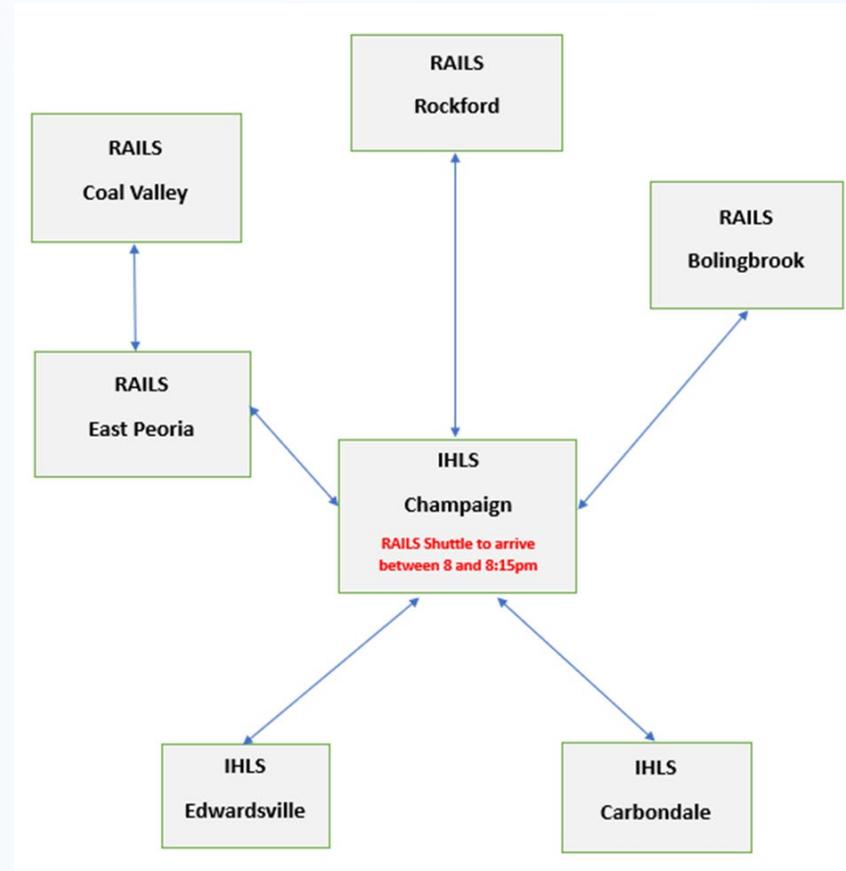


RAILS/IHLS Exchange Point



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
-  **RAILS Delivery Training Series: Delivery Support**
Reaching Across Illinois Library Sy...
1:39
-  **RAILS Delivery Training Series: Member Lookup**
Reaching Across Illinois Library Sy...
1:53
-  **RAILS Delivery Training Series: Ordering Labels**
Reaching Across Illinois Library Sy...
2:47
-  **RAILS Delivery Training Series: Labeling**
Reaching Across Illinois Library Sy...



Outsourced Deliveries



- Serves the legacy SWAN & CCS service areas
- CTL delivers over half of the items processed (sorted) to RAILS libraries.



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.

- 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

