

RAILS Delivery

We Connect Libraries



Introductions:

Mark Hatch, Facilities & Delivery Director

- mark.hatch@railslibraries.org

- 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**



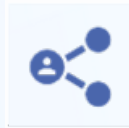
**Help desk ticketing system
railsdelivery@railslibraries.org
to communicate issues or
request service (VOD)**



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:

FOR:

FROM:

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://iltsdelivers.net>

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

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
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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	

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	QCQ	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	
	CON	ILC	MWU	SIM	
	CRL	IMS	MXC	SJC	
	CSC	ISL	NBT	SJN	
	CSU	ISU	NBY	SML	
	CTS	IVC	NCC	SRC	
	CTU	IWU	NEI	SSC	
			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/libraries/>

July 2024

To Non-ILDS
library
outside your
hub/LLSAP

FINAL DESTINATION (FOR)	Skokie Public Library
CDP Delivery Information (TO)	
FROM	Acorn Public Library
NOTES	

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	QCQ	UIR
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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
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	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	
			NIU	SVC	
	DOM	JKM	NLU	SWI	
	DPU	JML	NPU	SXU	
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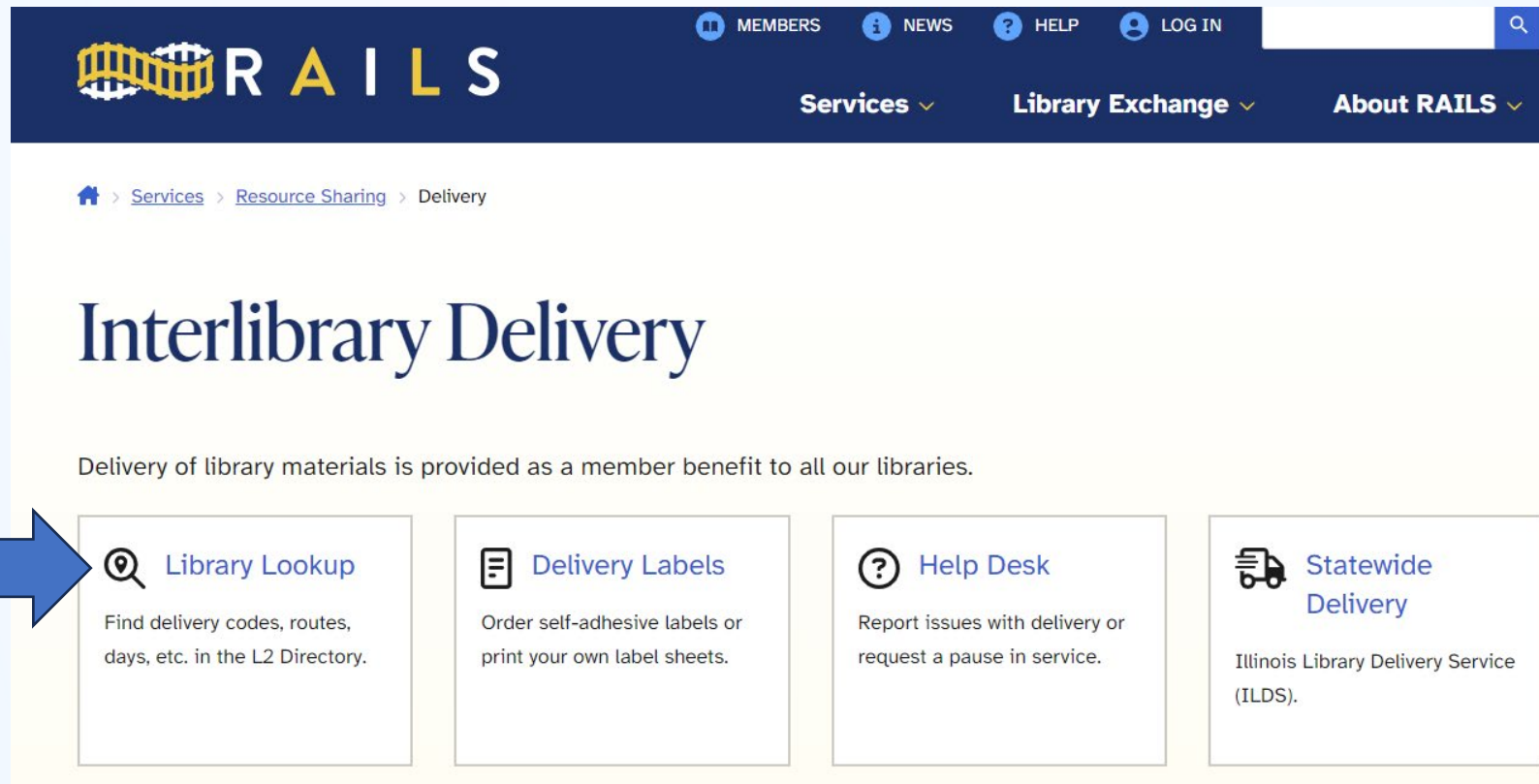
For a directory of Illinois
libraries see:
<http://www.librarylearninginfo.org/libraries/>

July 2024



Library Lookup

Login not required



The screenshot shows the RAILS website interface. At the top is a dark blue header with the RAILS logo on the left and navigation links (MEMBERS, NEWS, HELP, LOG IN) on the right. Below the header is a white navigation bar with links for Services, Library Exchange, and About RAILS. The main content area has a breadcrumb trail: Home > Services > Resource Sharing > Delivery. The title 'Interlibrary Delivery' is prominently displayed. Below the title, a paragraph states: 'Delivery of library materials is provided as a member benefit to all our libraries.' A large blue arrow points to the 'Library Lookup' service card, which includes a magnifying glass icon and the text: 'Find delivery codes, routes, days, etc. in the L2 Directory.' Other service cards include 'Delivery Labels', 'Help Desk', and 'Statewide Delivery'.

[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.

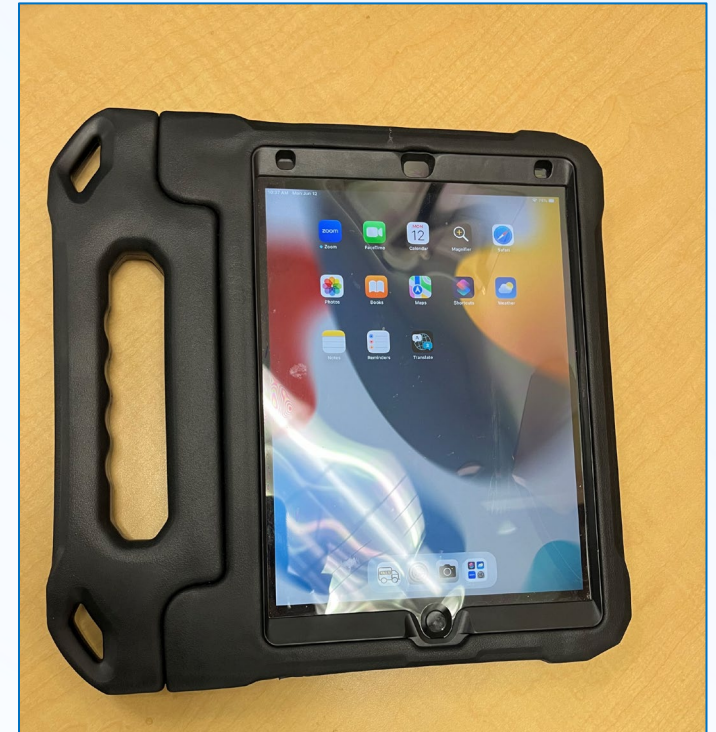
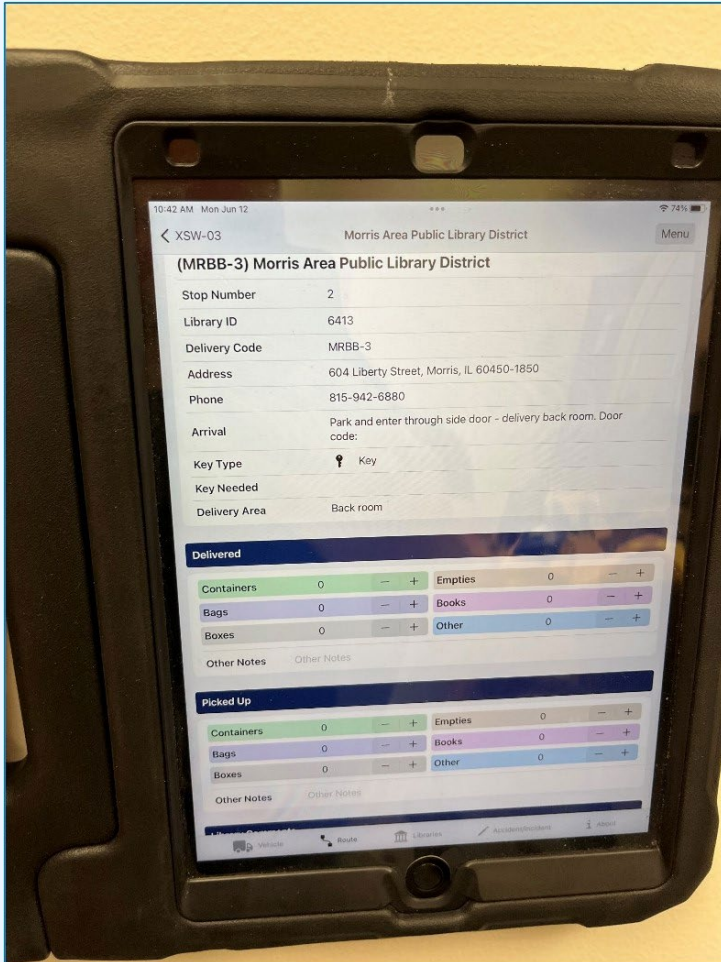
 **Help Desk**
Report issues with delivery or request a pause in service.

 **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.



FY25 Delivery Statistical Data Quarter by Quarter Comparison

<u>FY25 Delivery Statistical Data Quarter by Quarter Comparison</u>								
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

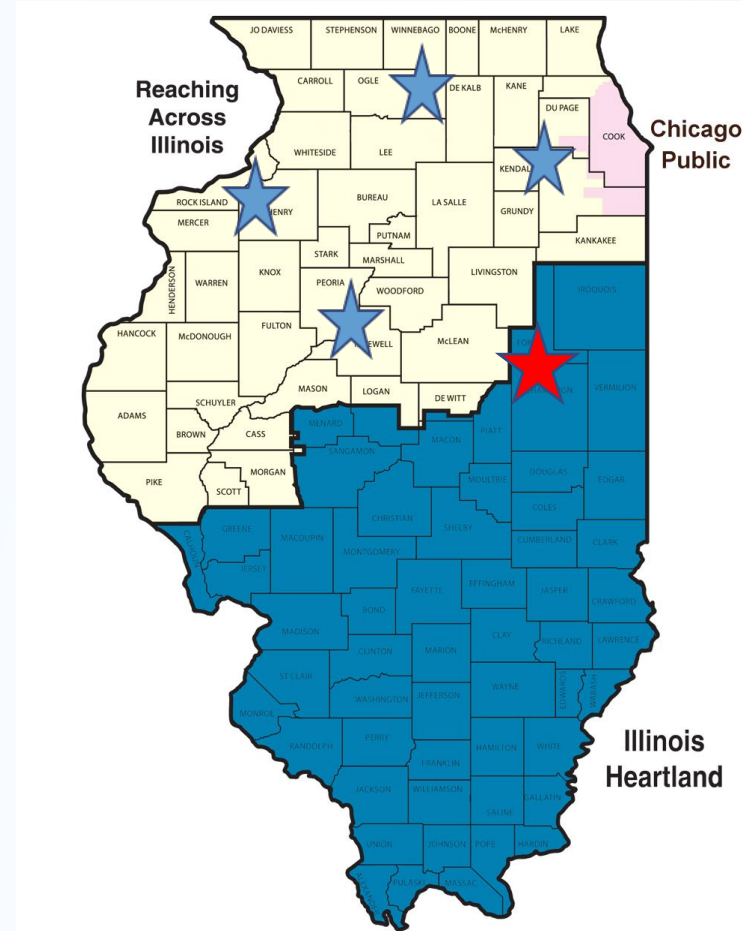
Delivery hubs are in the optimum locations to service our members.



RAILS Hub



RAILS/IHLS
Exchange Point

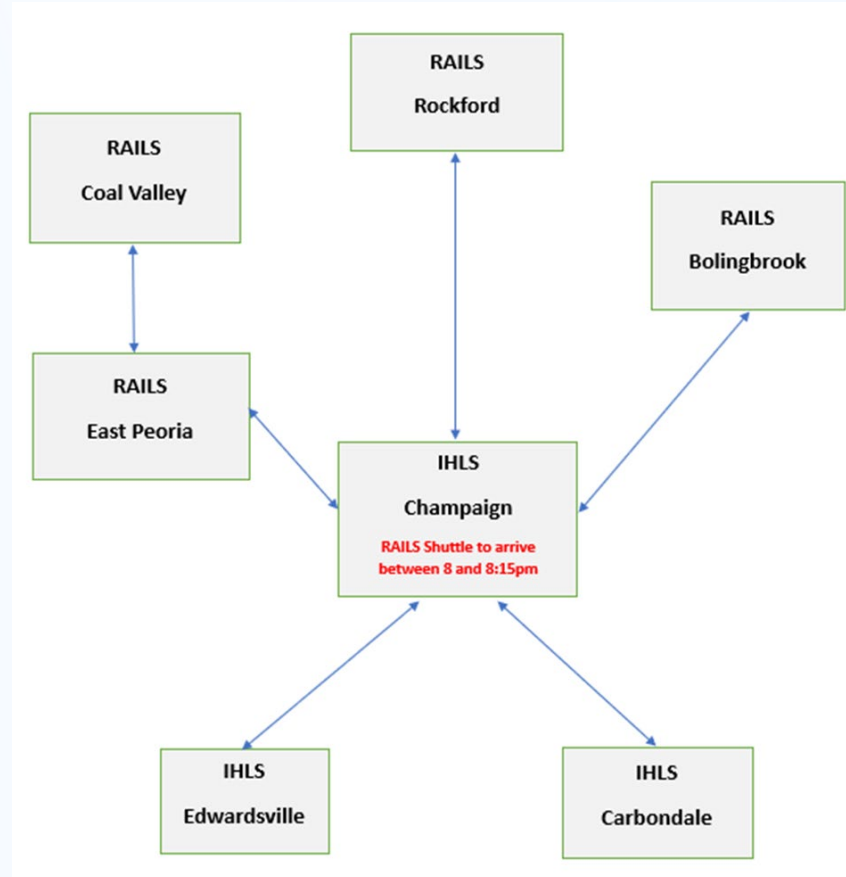


Illinois
Library
Systems
Map



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

▶




Preparing Materials for Delivery 2:39

RAILS Delivery Training Series: Preparing Materials for Delivery

Reaching Across Illinois Library Sy...

2

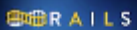


Delivery Support 1:39

RAILS Delivery Training Series: Delivery Support

Reaching Across Illinois Library Sy...

3




Member Lookup 1:53

RAILS Delivery Training Series: Member Lookup

Reaching Across Illinois Library Sy...

4

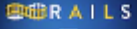


Ordering Labels 2:47

RAILS Delivery Training Series: Ordering Labels

Reaching Across Illinois Library Sy...

5



Labeling 4:00

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

