

Delivery Report for SCLS Board of Trustees

March, 2021

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Delivery and COVID-19:

Volume:

Through the late winter months, we have observed a steady pattern of volume coming through. We have a predictable stability to both volume and staffing that meets our current delivery model.

It should be noted that Madison Public Library branches ended the 24-hour quarantine of all materials, including those handled via delivery. This accounts for approximately 1/3 of all SCLS volume. Other libraries of varying size also have gradually eliminated the quarantine on incoming materials. These have not changed our processes in any visible way. As mentioned, the total volume remains stable and our bin supply is very good. At this time, we will not end the 24-hour quarantine on incoming materials. We will take the time to survey our membership on their current quarantine times and evaluate our own quarantine procedures.

We are also soliciting feedback from our membership during this month's All Directors Meeting on our service priorities for the next 12-18 months. This will include discussion on returning to service levels that have been reduced in some areas to account for lower volumes and the related quarantine blocks.

Staff:

Our staff continues to perform all work functions according to our policies related to enhanced safety measures. Mask use, sanitizing hands, distancing, and other behaviors are being universally adhered to. We continue to monitor sick call-ins for symptoms and communicate thoroughly when staff members have had self-quarantines and close contacts at home. To date, we have had no known positive COVID cases with our staff.

We will continue to employ our current safety measures into the foreseeable future. With new variants and loosening restrictions in public settings, we feel that "letting our guard down" now would not be prudent. This includes the knowledge that most of our staff will have been vaccinated in the next couple of months.

Again, full credit goes to each member of our team for not only adhering to our procedures here at work, but also to their vigilance in behaviors outside of work. This includes our staff members' families and friends.

Automated Material Handling Evaluation:

As we head into April, we are forming a joint committee to investigate the value and usefulness of an automated sorter at the delivery facility. The committee will be two-pronged to investigate issues related to processes in the delivery facility and processes at member libraries.

The delivery facility group will collect data from its staff (Brinnan Shaffer, Jeff Grandt-Turke, and Brad Guenther). The focus will be on evaluating our current productivity, accuracy, and safety to then compare against those topics and an automated sorter system. The library group will be comprised of ILS staff and member library staff to quantify impacts on library locations.

The data collection will assist in helping to determine the long-term impact of acquiring a sorter, the vendor chosen, and the appropriate scale for our operation.

As stated previously, it may be apparent that Delivery does not achieve significant improvements for the capital investment, if any. However, those discoveries will be paired with the same evaluations for library locations.

New Cart Purchase:

The process for acquiring 20 new delivery carts has begun. During the pandemic, our supply of operable carts has dwindled. Some ended up in extended quarantines at libraries and some were retired (not repairable).

Hoffman Manufacturing is again assisting us with 20 new aluminum carts in the next month and then another 20 later in the year. Carts purchased from Hoffman in the last 6 years have held up better than our original steel models. The quality and durability of these carts is superior by all measures as none of the retired carts are Hoffman aluminum models.

