



# SCLS Delivery – Who Are We?

10/24/24

# Staff:

- ▶ Delivery Services Coordinator
  - ▶ 4 Operations Managers:
    - ▶ Operations Manager: Brad Guenther
    - ▶ Operations Support Manager: Jeff Grandt-Turke
    - ▶ Operations Supervisors: Carl Stratman, Rick Streed, & Doug Wilson
  - ▶ Fleet Manager: Jesse Stewart
  - ▶ 13 Full Time Drivers
  - ▶ ~12 Part Time Drivers
- ▶ 30 employees total
- ▶ 46,000-47,000 working hours per year

# Staff

- ▶ If we took our full time driver staff alone and put it back-to-back, we would go all the way back to:



Staff:



# Staff:

- ▶ 14 years Average length of service
- ▶ Most Senior: 6 of 13 drivers are in their 20<sup>th</sup> year or higher
- ▶ Most Senior: over 28 years!
- ▶ 2 FT Drivers just came on board this current year
- ▶ Management Staff adds over another 125 years of experience!

# Where do we go for SCLS?

- ▶ 65 dedicated library and branch locations:
  - ▶ 7 Counties
    - ▶ Dane
    - ▶ Green
    - ▶ Columbia
    - ▶ Sauk
    - ▶ Adams
    - ▶ Portage
    - ▶ Wood





# Where do we go for SCLS?

- ▶ Most locations get 5 day service. Locally, the busiest locations will get twice daily service.
  - ▶ 17,000 scheduled stops per year
  - ▶ Over 250,000 containers
    - ▶ Bins, Baskets, Tubs, Totes!
    - ▶ 3750 tons moved (75 tons per week)
  - ▶ Over 10 MILLION units moved.
    - ▶ Books, CDs, DVDs: Approximate trips and sorts



# Where do we go for SCLS?

▶ Pinney:	238	10 stops weekly
▶ Monona:	127	9 stops weekly
▶ Hawthorne:	105	5 stops weekly
▶ Central:	441	5 stops weekly
▶ Deerfield:	30	5 stops weekly
▶ Mount Horeb:	91	5 stops weekly
▶ McMillan:	117	5 stops weekly
▶ Rosholt Branch:	15	3 stops weekly
▶ Rio	12	4 stops weekly
▶ Reedsburg	64	5 stops weekly
▶ Brodhead	35	5 stops weekly
▶ Adams County	35	5 stops weekly





# How it Works:



- ▶ Monday Morning:
  - ▶ A patron places a hold on an available item located at Everett Roehl Public Library in Marshfield.
  - ▶ The hold joins a “pick list” at the library.
  - ▶ At some point that day, a librarian will retrieve the item, process the transfer, and place it in an outgoing red bin before the end of the day.

# How it Works:



- ▶ Tuesday Morning:

- ▶ SCLS Delivery arrives at the library around 11:00am and picks up that red bin and loads it on the truck for the trip back to Madison

- ▶ Tuesday afternoon:

- ▶ SCLS staff hand sorts all of the material from the Marshfield bin into the outgoing bin for the library of the patron hold. In a best-case, the bin fills completely and it is prepared for shipment on Wednesday. If not, it will hold over one more day.



# How it Works:



- ▶ Wednesday Morning:

- ▶ The truck departs around 6:30am for the home library of the patron.

- ▶ Wednesday Afternoon:

- ▶ Virtually all of the SCLS library stops have occurred and the item is in the incoming delivery. The library staff processes the materials and updates the status for the patron.
  - ▶ The item goes to a holds shelf and awaits the patron to come in and pick it up.





# How it Works:

- ▶ This is perhaps 80% of the timing of all items.
- ▶ Holidays, weekends, and other snags do occur, but they are infrequent.
- ▶ Most often, the worst outcome extends this by just one day.



# How it Works:

- ▶ Summarizing:
  - ▶ A hold placed on a Monday takes just 2 business days to get to your home library in most cases.



# The Tools We Use:

- ▶ A dedicated Delivery Facility
  - ▶ 1650 Pankratz Street :: Down the hall from the rest of SCLS services





# The Tools We Use:

- ▶ A fleet of 20 trucks and vans
  - ▶ Life expectancy of over 400,000 miles for vans
  - ▶ Auctioned at about 1/8 of their purchase as new vehicles
  - ▶ Can last over 10 years
  - ▶ 625,000 miles driven annually, collectively
    - ▶ About 40-50 years worth of a typical driver!



# The Tools We Use:

- ▶ Thousands of red bins!
  - ▶ About 1400 can move one direction or another in a single day.
- ▶ Hundreds of carts!

# What else?:

- ▶ SCLS also connects all 15 Wisconsin library systems
  - ▶ Wiscat and OCLC sharing
  - ▶ We make daily stops at 12 other systems; Contract the other 2
- ▶ SCLS connects the libraries at all University of Wisconsin campuses
- ▶ SCLS connects the libraries at most private colleges, universities, and community-based technical colleges in Wisconsin
- ▶ This broad network has been in place since the mid 1990's





# What can I boast??

- ▶ SCLS is the most robust library delivery operation in the state of Wisconsin. Arguably in the whole Midwest.
  - ▶ Full time, benefitted staff
  - ▶ Professional, long-term employees
- ▶ Material movement statistics suggest that our volumes are similar to major metropolitan areas like King County Washington.
- ▶ We do it all by hand! With few errors and extremely rare damage