

Delivery Report for SCLS Board of Trustees

January, 2021

Prepared by: Corey Baumann - Delivery Services Coordinator

Delivery and COVID-19:

Volume:

SCLS Delivery has improved data collection for volume to a more “real-time” analysis model. Instead of collecting volume samples 3 times annually, we are assembling data weekly by inputting data directly from our trip sheets.

Tim Drexler has been instrumental in gathering and presenting data in a useable format via Tableau to present our volumes contemporaneously with our daily work.

The data for 2020 can be interpreted as significantly off of what would have occurred without the pandemic. We moved less than 40% of what could have been expected over the course of 2020 than we would have. That would include 6 weeks of zero deliveries made and 13 MORE weeks of significantly reduced delivery as we ramped up to near-normal service in September, 2020. Since that time, we have moved approximately 66% of our volume that we saw in mid-March (pre-pandemic). That figure has slowly increased throughout the fall and early winter.

This new tool is allowing us to take a look at real-time trends as we evaluate further restoration of services that still remain idle: Saturday and twice-daily stops (both local to metro-Madison). As we look ahead, we are balancing the impact and value of such service against the risk of bringing staff in an additional day each week.

Staff:

The majority of the staff reviews occurred in December 2020. During those reviews, staff provides valuable feedback on the prior year. I was gratified that staff had expressed appreciation for keeping everyone on payroll and on the roster throughout the challenging summer with COVID-19. There was feedback that expressed thanks for the considerations and efforts taken to keep the staff as safe as possible.

To date, we have had ZERO known COVID-19 infections. This is primarily due to a conscious effort by our entire staff to follow our guidelines, BUT MORE SIGNIFICANTLY, to go to great lengths outside of work to stay healthy, limit exposure, and monitor themselves for symptoms.

On behalf of the entire staff, I wish to thank our management group (both at Delivery and at SCLS HQ), the Board of Trustees, and our member libraries for efforts to keep our staff intact and healthy!

Lastly, in delivering the not-so-happy news of flat salaries for, our staff understood our challenges. They also expressed sincere appreciation for the late-year bonus application.

Assisting Northern Waters Delivery:

On Friday, January 15, Corey, Tim, and Brad took a call from Sherry Machones, System Director of the Northern Waters Library Service. The issue at hand is that NWLS' local delivery service has been unsatisfactory and will not be renewed for 2022.

During the call, we have taken the issues presented along with the locations and layout of their network in order to help present a reasonable projection of a local service. It will be done with the perspective of how SCLS might map out the area and enumerate the related costs.

This is not a commitment to staff or run the service, but to provide a template of service for Sherry to take a look at and then generate a discussion thereafter.

Tim, Brad, and I will compile this information by early February and then meet again to go over our findings.

Automated Material Handling Evaluation:

As part of an effort to implement RFID tagging to all system materials spearheaded by Vicki Teal-Lovely and the ILS team, Delivery is also investigating the application of automated material handling (AMH) systems in a new building. Better known as a "sorter."

Such a system has not been proven to be more efficient than our current hand-sorting model on our site, but the likelihood of incalculable hours saved for library staff at safer and more accurate seems clear.

We will be participating in quantifying those improvements over the next few months of 2021 to hopefully identify a properly scaled system that can fit our volumes. As an aside, the volumes that we move in our system are similar to those seen in King County WA, New York City, and Cincinnati.

