

Delivery—2022 Service Considerations

Corey Baumann: Facilitator, Marty Van Pelt: Notetaker

Common question: Is there discussion about ending the quarantine at delivery?

Common theme: Delivery is great, no suggestions for improvement

Researching a sorter for delivery is good.

Group 1

FCH

MAD Mark Gartler

PAR

PLA

POR

RAN

RIO

ROM

FCH: They have a sorter. Excited for delivery sorter, likes idea of eliminating post-it notes

POR: Came from SUN with sorter, her experience with that means adding a delivery sorter would be positive

Glad Delivery is back to full steam, no complaints

RIO: Has experience with sorters. Sorters more efficient, people don't lose their jobs (which was a fear)

Virtual tour might be helpful for members to see. Did not place materials on the sorter's conveyor by hand - came directly from book drop.

Columbus (OH) Metro is a big system that uses a sorter.

Not lifting bins would be a welcomed change.

Group 2

ALB

CSP

DEE

MCM

MOO

MRO

MTH

ORE

PDS

MCM: Delivery is marvelous and it is a major selling point for Marathon County.

MOO: Has no suggestions because delivery is great. Thank you for the early notice on all things pandemic.

Is there discussion about ending the quarantine at delivery? (yes, there is - SCLS is at 1 day- we view it as being the anchor position for members who want to maintain longer quarantine times) (Madison went to 0 days and makes up 30% of SCLS delivery)

Group 3

BRD
COL
MAR
MCF
MFD Kathy Baker
REE
STP

STP: Cutting back on quarantine in the future? What new things will Delivery do as a result of the pandemic? Physical rearrangement of space by sectioning off the floor to add space between staff - less walking for staff - may keep those sections in place. Are there any sizes or shapes Delivery won't handle? (vinyl albums don't travel well) Some are problematic but they will accommodate everything.

Group 4

ACL
MAD Margie Navarre Staf
MNT
NGL
POY
SGR
WID

MAD: Any consideration of changing the quarantine time at SCLS? MAD had 100% enthusiasm to roll back quarantine to 0 days.

MNT: We need to create a special wave when we see vans and bookmobile