

Delivery Report for SCLS Board of Trustees

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Prepared by: Corey Baumann - Delivery Services Coordinator

New Building Organization:

With the great challenge of moving from Gilson into Pankratz now in the rear-view mirror, one of our chief priorities was to organize our work space to meet our evolving needs. The staff has done an excellent job of re-configuring our new space in a way that emphasizes efficiencies and more streamlined ways of moving material.

The space presents challenges in that it is less a squared off box like Gilson. It is more rectangular and modular. We have taken great pains to allow for the most concentrated volume to be allowed the most efficient use of flow and space to move things quickly, unimpeded.

Additionally, labeling and clean, organized spaces help our staff to find sort locations quicker and in a more logical fashion.

Most importantly perhaps, is that we are locating our most voluminous libraries in the middle of work spaces to allow us to reach them quicker and also build them on their outbound carts. This activity alone saves us over 100 dead lifts from shelves per day that we did previously and the walking that we did as well.

Offices have been assigned and are getting furnished and organized. A locker room space has been set-aside for our drivers which provides a more secure and set-off space to leave their personal effects while they perform their duties. New mail slots are better labeled and organized for their paperwork to be completed each day. New timesheets have been designed to make the process of tabulating and submitting more consistent and complete. The garage has new shelving to organize supplies in a well-lit and convenient location.

All of these and many more continue to get updated each week as we attempt to bring Pankratz into a bright and well-run workspace that includes a high priority of safe work considerations.

Staffing:

Our biggest challenge of the transition was our staffing. As I had highlighted, we had lost two full-time drivers and our Operations Manager all within 45 days of our move. This made it extremely difficult to accomplish the move without increased stress and time to see it through while maintaining non-stop service to our customers as well.

Jesse Stewart, Brad Guenther, and Jeff Grandt-Turke did an outstanding job of tackling all of those issues with a narrowing staff. They all put in odd hours and dealt with much of the fallout with their typical can-do effort.

Upon arrival at Pankratz, we partnered with our on-site SCLS staff team to advance our hiring process substantially. This included getting flyers to local libraries, businesses, and online to help find job-seekers in places we hadn't reached before. The development of a QR code to go directly to our application changed the game for us immensely and yielded a number of excellent candidates immediately.

We also stepped up the pace of interviewing and on-boarding new employees. To better project what it looked like, we have received over 30 applications in the last 2 months, where we merely had a trickle of less than 5 in the 2 months prior.

When qualified applicants came through, we reached out to them quickly and arranged interviews that included a driving evaluation and background check. Both of which were substantially aided by our proximity to Kerrie Goeden and Heidi Moe. It allowed us to make quick offers to new staff and onboard them as early as the very next day. All told, I would estimate that from application, to interview, to job offer, and to onboard from a month down to less than a week if the candidate was available to start immediately.

We incorporated a training plan that emphasized significant shadowing of our senior staff with variety of tasks rather than single task methods. This kept our new staff engaged and aware of the depth of our responsibilities. I believe it has worked well to keep them from getting run-down by long stretches of a single task. Our managers have definitely agreed that this has worked well too.

To date, we have added 7 new staff members, 3 full time and 4 part-time.

The 3 full time staff members are: Brian Kelley, Ivan Abarca, and Billy Harwell. Their hires allowed us to promote 3 existing drivers into supervisor roles to help us build our management team and backfill vacancies there. Brad Guenterh has assumed the role of Operations Manager (formerly held by Brinnan Shaffer) and Jeff Grandt-Turke assuming Brad's former title of Operations Support Manager, the 3 supervisor promotions are intended to support the daily operations and tasks that have been stretched thin by our recent departures.

Rick Streed, Carl Stratman, and Doug Wilson all bring varied and significant skill sets, but just as importantly a willingness to pitch in and support our staff with new ideas and long-term experiences.

Added to our staff are the 4 part-time staff members: Scott Maurer, Tom Kuehne, Mike Goeden, and Adam Trumble.

As the last 3 weeks have evidenced, the new additions and roles have helped us catch up and get to a point where we are seeing improved return times, completion of daily tasks, and improved quality. It finally feel like we have hit our stride and we have put the worst of the transition well behind us.

We are not there yet. We have a lot to still put in place. Further organization and advancing ideas is still on the horizon. I am confident that we have a strong team that will continue to engage in many of the updates we will have yet to come. I am very proud of our effort. It hasn't gone perfectly for sure, but we haven't stopped moving forward. We have the right people in place to make those things happen and they all deserve my sincere thanks for what they have done and will do.