

**Open to edit and note; document to be finalized in Q3 of 2022

Team Members: Holly Handt, Katelyn Noack, Jamie Matczak, Sherry Machones, Corey Baumann

I. Communication

- A. Interruptions in Timing of Delivery by 90 minutes or more
- B. Cancellation of Delivery
 - 1. Weather Updates
 - 2. Staffing Shortages
 - 3. Vehicle Malfunction
- C. Contacts
 - 1. Hub Managers need to communicate with System Delivery Managers on interruptions or cancellations.
 - a) Back ups should be in place. For example, WVLS has a delivery email that several staff members have access
 - 2. System Delivery Managers need to coordinate communication to member libraries receiving delivery the day of impact
- D. Other Impactful issues
 - 1. Communicating delays or backups in sorting
 - 2. ~~Communicating status updates (Web site?)~~

II. Quality Standards

- A. Securing Delivery
 - 1. Materials in bins
 - a) Water intrusion
 - b) Spills
 - c) Other
 - 2. Vehicle Security
 - a) Separating from harmful materials alongside library materials
 - (1) Liquids that can spill and damage materials inside or out of a container (petroleum, biohazards)
 - 3. Library Stop Security
 - a) Locking/securing doors
 - (1) Maintaining custody of keys and fobs
 - b) Security alarms/re-arming
- B. Labeling & Marking of bins in transit
 - 1. Standardizing practices for labeling
 - a) Compiling a simplified "guide" to explain all types of routing documentation to all users
 - 2. Solving missing documents
 - 3. Communicating gaps in training
- C. Delivery Stop procedures
 - 1. Simplifying exchange locations inside facility
 - a) Efficiency (in and out quickly and easily)

- b) Reducing Interruptions of staff
- c) Preventing:
 - (1) Mud/snow
 - (2) door/furniture dings

III. Lost & Damage:

A. Tracking/Manifesting

1. Cost

- a) Each System delivery hub
 - (1) Scanning equipment
 - (2) Reporting
 - (3) Private Couriers

2. Response:

- a) Who is liable
- b) Bonding insurance to cover loss
- c) Is it part of transporting materials?

IV. Service Sustainability

A. Flexibility of route configuration

B. Security of long-term consistency of service

- 1. Route/service abandonment
- 2. Sudden changes in cost

C. Communicating (quarterly?) with contracted service providers to understand challenges and changes on the horizon. As needed?

- 1. Collectively (as a shared vendor) meeting with some regularity

D. Processing Damage claims consistently

E. Other Grievances: A non-performance, corrective action

F. Contract Consistency- procedures, contact pathways (contacts list; handlers)

G. Incentives for consistent performance(?)

Delivery Quality Standards

Delivery Services should ~~strive to handle materials in ways that prioritize handling them~~ in a safe and protective manner, as damage and loss can occur in any environmental scenario. ~~and it is incumbent on delivery staff to be aware of their surroundings and seek to prevent damage and loss during every unique handling of materials in their custody.~~

Preventing Damage & Loss:

The function of delivery introduces library materials to ~~be exposed~~ **exposure** to the rigors of handling at several points of contact. These places can present exposure to precipitation, rough handling, and careless placement.

Precipitation:

Containers for delivery are not water-proof. Delivery operators must take care to prevent and respond to water intrusion. ~~Staff should have access to covers and dry towels~~

- Staff should have access to plastic covers or dry towels.
- Wait out downpours and wind-blown precipitation, if possible.
- Protect the surfaces of containers by covering them with water-proof covers, **when necessary.**
- Wipe down surfaces that have water pooling.
- Secure moving loads from spills on snow covered surfaces.

Rough Handling:

Materials inside containers may be loose and susceptible to damage if proper handling is not employed.

- Containers should be stored in vehicles securely. ~~in methods that lessen the chance of toppling and spilling.~~
- Staff members shall never toss or drop containers.

Careless Placement:

Delivery services shall seek to exchange, hold, and store containers in places where they will not be lost or improperly diverted to the wrong location.

- Delivery staff shall observe and maintain proper labeling procedures
- Delivery staff shall place and hold all materials in proper staging locations. ~~to facilitate proper delivery.~~
- Delivery staff shall place library materials safely apart from damaging substances in their vehicle or storage facility. ~~All steps should be taken to keep materials protected from other cargo that may present a risk of damage from liquid, odor, or other contaminants.~~

Vehicle Security:

The transportation of library materials by delivery services shall maintain high levels of oversight when they have left libraries or designated sorting hubs. ~~This would include proper securing of the vehicle by the staff member. The vehicle itself is an asset to the function of delivery.~~

Keys:

Vehicle keys shall always be removed from the ignition of the vehicle when the driver departs for exchanges.

Securing the Vehicle:

When departing and leaving the vehicle, the driver shall close all doors and lock up if they are out of sight and away from the vehicle for an extended period of time. ***Delivery trucks shall never remain running-if the driver has left it unattended-unattended.***

Library and Facility Security:

When performing functions at any designated location, the driver shall employ high standards of **care.** ~~stewardship in the places that they are working. They shall take care to protect and secure the doors, locks, keys, and property of libraries and delivery facilities.~~

Doors:

Doors shall not be propped open unless permitted. ~~Doors should be closed if the staff member is not in reasonable proximity or in sight. It should be best practice to have closed doors whenever possible to prevent improper access and/or heat or cooling loss.~~

Keys, Fobs, and Security Codes:

Staff members shall closely guard and maintain all keys, fobs, and access codes. If a key or fob is lost or broken, the delivery supervisor is to be notified immediately of re-issue and/or deactivation. ~~Delivery staff members shall inform their delivery supervisors of tripped security alarms, dis-armed status (if necessary), or unauthorized persons in any library or delivery location.~~ ***This is covered below.***

Unauthorized Entry:

Delivery staff shall be observant to unauthorized entry ~~that may occur~~ during a stop at a closed library. If someone attempts to enter the library during closed hours, the driver should inform this person of the closed status. If the person does not vacate, delivery drivers should report the intrusion to their supervisor. ~~Persons may attempt to enter during closed hours and they should be informed of the locations' closed status. If the person does not vacate, the driver shall immediately report the intrusion to their delivery supervisor. Delivery drivers shall avoid confrontation with any perceived unauthorized persons in library locations.~~

Delivery Work on Site:

I don't think this section is needed. If a driver is not practicing quality work, we can handle it on a case-by-case basis. Many of our libraries have friendly conversations with drivers. I don't see that as negative.

Delivery staff shall maintain high levels of quality work practices while on site at any delivery location:

- They shall observe safe handling and movement of materials within library settings
- They shall avoid bumping into walls, tables, doors, and other furnishings with carts or containers.
- They shall take steps to minimize the impact of their visit: Avoid disruption of the functions of the library, the staff, or the patrons within.
- Drivers shall seek to avoid tracking excess snow or soil from the outdoor parking area.
- They shall take steps to maintain safe work spaces by making sure walkways, doorways, and physical conditions are not blocked or unsafe due to the exchange