

INFO EXPRESS

Delivery Services for Indiana Libraries

**Kids in the future trying to learn all
the things that happened in 2020
for their history final**



2020 Timeline

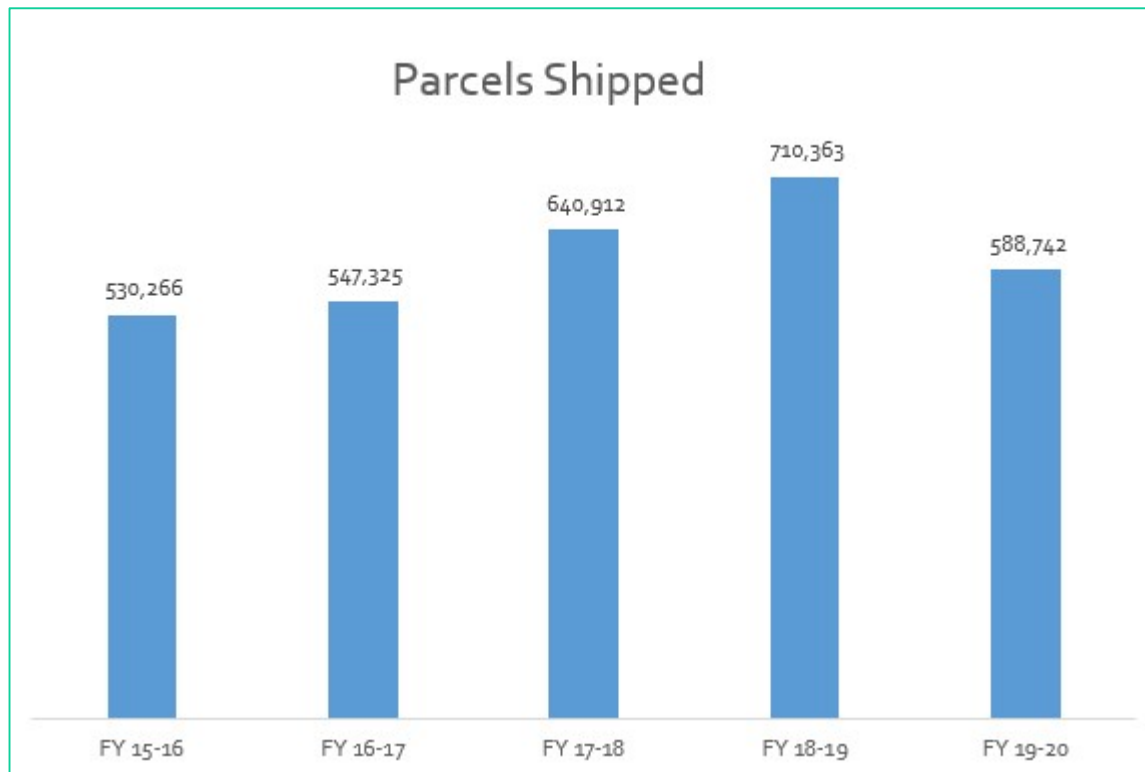
March 12	Libraries start submitting closings
March 13	ISL communication to listserv(s) about what to do about ILL if closing
March 13-23	70-75% of libraries suspended service
March 24	Statewide “stay-at-home” order, InfoExpress suspended statewide
May 11	InfoExpress service resumes

Participation

93%
resumed
service

98%
renewed
for 20-21

Parcel Volume



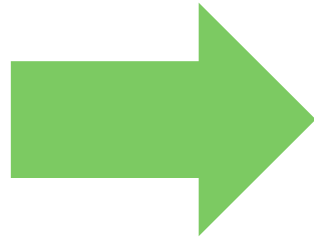
COVID-related changes

- Temporarily Suspend Service tool (Spring 2020)
- “Return Anywhere”
- No-contact delivery
- Masks
- Extended due dates and renewals
- Quarantine oc.lc/realms-project

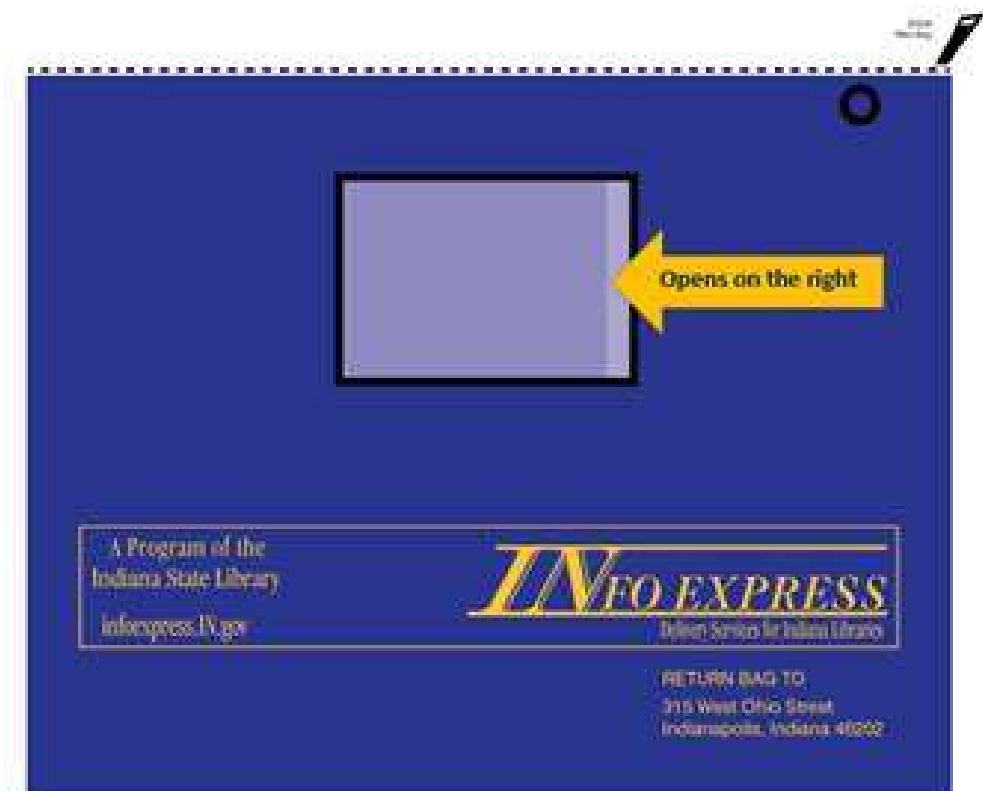
A work in progress...

- Data sharing between NOW and ISL
- Billing contact (September 2020)
- “Great Bag Shortage” of 2020

Velcro Dots...



New Bags



Best Practices

- Do not apply adhesive labels to other libraries' materials.
- Make sure you select the correct library. Double check.
- Use the notes field to include information about parcel contents - scanning item barcode(s) is one easy way.
- Tape the labels as needed, but go easy on the tape.
- Update your days unavailable, if closed on an InfoExpress day.
- Report service issues to the State Library.
- Send excess bags back to the State Library.

Questions?

InfoExpress@library.in.gov

800-451-6028

317-232-3699



In partnership with the Indiana State Library

October 2, 2020

Agenda



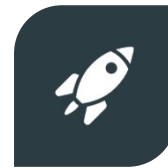
OUR ROLE IN
YOUR MISSION



EVENTS SINCE
MARCH



TODAY'S
STATUS



2021 AND
BEYOND



QUESTIONS &
ANSWERS

Our role in your mission

Mission: Serving Indiana residents, leading and supporting the library community and preserving Indiana history

To fulfill our mission, we will:

- Provide excellent customer service.
- Assist patrons in meeting their own information needs.
- Be aware of and utilize a wide variety of resources and technologies to increase the quality and efficiency of our work.
- Continue to be the most educated and proficient researchers on the topics of Indiana history and genealogy.
- Continue to have the most complete collections of federal and state documents in Indiana.
- Stay ahead of the curve in utilizing new information resources by continuing to purchase new resources to better meet our patron's needs.
- Track our services through quality control checks and conversations with users.
- Develop new services and consistently re-evaluate existing services.
- Demonstrate leadership within the library community by establishing a presence within professional associations and literature.
- Commit to change when necessary and update our skills to accommodate those changes.
- Utilize strategic alliances with other organizations to help us accomplish our goals.
- Continue to maintain and circulate Indiana's most comprehensive collection of special materials for its citizens who have a visual or physical disability that prevents them from reading standard print.
- Remain conscientious of these initiatives to help meet the mission of the Indiana State Library.

Indiana State Library Strategic Plan 2018-2021

14



Right here. Right now.



Events since March

- ▶ March and April
 - ▶ Tore down routes
 - ▶ Sent people home to work
 - ▶ Preserved cash
- ▶ May
 - ▶ Slow returning demand
- ▶ June and July
 - ▶ E-commerce and healthcare markets more confidently recover
- ▶ August
 - ▶ E-commerce and healthcare exceed normal demand patterns
 - ▶ Library largely returns to normal
- ▶ September
 - ▶ Resuming Technology implementation
 - ▶ Once again focused on the future

15

NOW
COURIER

Right here. Right now.



Today's Status: COVID-19 Safety Protocols

Now Courier Facility Protocols

- Only essential employees and drivers in facility. 25%
- Remainder of staff working remotely. 75%
- Entry requirements

Tote cleaning procedures

- Totes cleaned when returned to Now Courier.

Driver delivery protocols

- Drivers instructed to wear masks when delivering.
- Social distancing / no contact POD signatures for delivery confirmation.
- Gloves at the discretion of the driver because of potential safety issues when handling the totes.



Right here. Right now.



Technology roadmap and timing

NOW has invested in a new Delivery/Dispatch platform - Dispatch Science; which upgrades our ability to marry our technology together

- ▶ Q2 2020 - Despite COVID we moved through a Proof of Concept to gather confidence and validate changes planned in the system upgrade
 - ▶ Used a state-wide model of routes & drivers with similar characteristics to ISL
- ▶ Q3 2020 - Set the stage with internal resources and planned a roll-out strategy
 - ▶ Dedicated team within NOW Courier is set toward the success of the plan
 - ▶ Routed work (like ISL) is at the third phase of the project - aimed to limit risk and add enhancements to the platform
- ▶ Q4 2020 - On Demand work and dedicated routed work go-live
 - ▶ In parallel, we test advanced integration between ISL & NOW
 - ▶ This adds higher visibility into order status and fidelity of needs to our partnership
- ▶ Q1 2021 - Go-live planned for ISL



Right here. Right now.

17



Questions & Next Steps





Thank you
...your mission is ours!

Right here. Right now.