

## **ILL Metro Van Run FAQs 2023**

Questions from Document Delivery Working Group Meeting on 7 Aug 2023. These are the responses below from the State Library of NSW (Public Library Services Branch).

### **1. Why are we using Australia Post?**

State Library took on the service in 2012. Toll was awarded the contract to run the ILL. It was relatively smooth for a few years, but then they increased the price and were increasingly unreliable.

In response, the State Library requested quotes from courier companies, including Toll, to run the service. Australia Post had the most reasonable quote and were awarded the contract. This was done in consultation with all the library managers of the libraries that use the service.

### **2. Why has the cost increased?**

- This is the result of the fuel levy we are charged by the courier.
- **The 2022-23 costings were significantly lower in part due to the library shut-downs between July to October in 2021.**
- The State Library also subsidises \$20k for the interlibrary loan service.
- Seeing as the number of runs have been reduced, we have charged the libraries \$2,000 per run day for 2023-24. This is also to ensure that we also create a small buffer for possible further increase in costings.

### **3. Is the driver strictly following a rota (ie. same sequence of libraries each day) or are they changing the route based on traffic situation?**

- Yes, they should be following a roster with predictable times. The drivers decide on the best route to match the library's preferred delivery times and days.
- The courier is usually the same person, although there have been instances of a relief driver being used when the usual driver is not available. The relief driver may or may not follow the same route. It depends on how communication is managed by Australia Post and the driver.
- A survey on the ILL van run was sent to the Managers in March/ April 2023. Results of the survey can be found at the end of this document.
- We will see if there are any improvements when the latest van roster takes effect. The State Library knows that the service is in need of review and will do this in consultation with libraries.

It has been noted that the ILL staff from some libraries were not aware of the recent ILL van run surveys we sent to library managers. We will copy the ILL group members in the email next time.

## ILL Survey Responses April 2023

Library service	how reliable?	comment	skipped days?	comment2	regular timeframe?	comment3	sending p/w #	receiving p/w #	comment4
Burwood Library	some irregularities	Reliable the day expected but not a set time anymore.	Intermittently	Did when changed driver, but now back to Wednesdays.	Unreliable	Different time now than used to be. Used to deliver in the AM before we were here now unreliable with times. Times change each day,	Every 3 weeks - 12 items. Other weeks up to 7 items on average.	More than requesting. A full box generally.	Can they inform us when they change something like delivery time. Timing is important due to events.
Campbelltown City Library	unreliable	the designated delivery box remains empty for a week or two, it's hard to say if there isn't anything to deliver or if we missed out on delivery completely.	Intermittently	we are missing delivery days, they are very irregular	Unreliable		2 to 5	2 to 5	
City Of Canada Bay	regular	Used to come before we opened. Now seems to come about 10:30am-11am. It is 11.40am today: not here yet.	Regularly	Occasionally...not often.	Similar timeframe eg. AM or PM		varies....average 15-20.	average about 10	
City of Parramatta Libraries	regular		Has operated as scheduled		Regular times		twice	20	N/A
Fairfield City open Libraries	regular		Has operated as scheduled		Similar timeframe eg. AM or PM		We are sending on average 3 -5 items each week.	We are receiving on average 3 -5 items each week.	There is no problem for us about ILL delivery van service.
Hawkesbury	some irregularities	I have noted that there have been several occasions where items that I have sent out on loan have not left the box and are still inside along with the items being delivered to us. Additionally, I have also received items intended for other libraries.	Intermittently	It has not happened often but there have been a few times when we did not receive our delivery/pick up as scheduled and had to wait for the next weeks visit.	Similar timeframe eg. AM or PM	The timing for when the box is picked up/dropped off varies greatly. It could be anywhere between noon and 6:30 PM. It is always in the afternoon/evening but never at the same time. I recognise that we are likely at the end of the run line and as such traffic and the varieties of the day can affect arrival times but as we close at 7PM I worry that they will arrive after closing one day.	5 to 10	5 to 10	Of late the box and its contents have had a very strong cigarette odor and the box needs to be aired before the next use. The books usually need to be aired before being returned to the collection as well.
Kuringgai library	regular	it's been good. only sometimes it could turn up quite late but as long as the delivery turned up, we are happy	Has operated as scheduled	from memory, it only happened once	Regular times	if it could turn up a bit earlier than it's happening right now, that would be great. it turned up on Mondays at around 3:30-4pm and around 1:30 on Thursdays at the moment.	10 to 20	10 to 20	
LANE COVE LIBRARY	some irregularities		Regularly	ONCE OR TWICE EVERY 2 - 3 WEEKS	Similar timeframe eg. AM or PM		sometimes 5 items, sometimes 20 items	sometimes 5 items, sometimes 20 items	

## ILL Survey Responses April 2023

Library service	how reliable?	comment	skipped days?	comment2	regular timeframe?	comment3	sending p/w #	receiving p/w #	comment4
Mosman Library	regular	ILL courier come to the library every Wednesday. They usually delivered twice a week, but now the schedule was changed to once a week.	Regularly	Once a week. No skipped in the normal time, but before the Christmas holiday last year, the gap was quite big.	Similar timeframe eg. AM or PM		2-10 items each week	1-10 items per week	If adding a bit the frequency of delivery, the ILL services will be more efficient.
Northern Beaches Library Service	regular		Has operated as scheduled		Regular times		Around 10	Around 10	
Penrith City Library	regular	It seems the Friday run is stable.	Regularly	Wednesday is our new scheduled run day this financial year and it seems that has been skipped occasionally.	Similar timeframe eg. AM or PM	Usually in late afternoon so there's no chance to meet him to know the exact time he comes in.	around 10 - 15 per week.	around 10 per week	
Ryde	regular	I haven't experienced any missed deliveries	Has operated as scheduled		Similar timeframe eg. AM or PM		5 to 10	approximately 5 (sometimes more)	
Stanton Library	some irregularities	Our irregularities rating is due to the time of our delivery. Our previous delivery time was before 9 am where now it can be any time of the day. The frustration is that I keep having to check if the delivery has arrived.	Has operated as scheduled	Stanton has only been missed once.	Unreliable	Our deliveries arrive at any time during the day. Previously we received our delivery before 9am. Now it can be anytime, it's quite frustrating and I would much prefer a regular timeframe.	10	20	Its a good service, its just frustrating not knowing the approximate time of the delivery so I have to keep checking on it.
Strathfield	regular	Weekly on Tuesdays	Has operated as scheduled	Has consistently delivered on Tuesdays	Unreliable	Timing has been highly variable, any time of morning and from time to time in the afternoons. Checking the delivery box several times on a day on Tuesday.	10 on average	10 on average	A lot of ILL requesting and returning is from Book Club supply
Sutherland Library	some irregularities	Overall, the courier service has been reliable, but the driver appears to be turning up later in the afternoon and has missed some deliveries.	Intermittently	We have had four skipped deliveries: 13/01/2023, 17/01/2023 and two deliveries in late 2022 where we did not record the dates.	Similar timeframe eg. AM or PM	Overall, our deliveries arrive in the afternoon three times per week. They used to arrive around 2.00 - 3.00pm-ish but these days they arrive later and some Fridays very late, even after 5.00pm a few times.	A rough guess is around 25-30 items.	Around 25-30 items.	Overall, the van run is reliable although there are anomalies at times. No knowing when a delivery will be cancelled or turn up after 5.00pm (so that the ILL staff have gone home) is a change we're adapting to as perhaps the driver has needed to change his delivery route.
The Hills Shire Library Service	regular		Has operated as scheduled		Regular times		3-5 ILL items	2 boxes of community language material and up to 5 or 6 ILL items	At the start of the year the driver left boxes in the wrong spot, but we were able to fix that up and they are bringing them to the correct spot now.

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Library service	how reliable?	comment	skipped days?	comment2	regular timeframe?	comment3	sending p/w #	receiving p/w #	comment4
Waverley Library	regular		Has operated as scheduled		Similar timeframe eg. AM or PM	PM on Tuesday and Thursday	35	26	We get books addressed to fellow metropolitan libraries occasionally.
Woollahra Libraries	some irregularities	The delivery has been much later than expected – originally when I started in this role 12 months ago, it was requested that the delivery be done as early as possible in the day – this helped with being able to process the items ready to take to branches. Recently, the delivery has been more towards lunchtime – and 22/3/23 delivery was closer to 2.30pm.	Has operated as scheduled	There has only been one time where the van did not pick up - it was at the time when the service was changed over from the original service.	Similar timeframe eg. AM or PM	As noted before - The delivery has been much later than expected – originally when I started in this role, it was requested that the delivery be done as early as possible in the day – this helped with being able to process the items ready to take to branches. Recently, the delivery has been more towards lunchtime – and last week's Wednesday delivery was closer to 2.30pm.	12-18 per week (6-12 items per delivery - we have two deliveries per week )	12-18 per week (6-12 items per delivery - we have two deliveries per week)	Wollondilly and Willoughby items have been delivered to us, and our items delivered to them (understandably – the words look similar). Whenever that happens, I email the other libraries to let them know.

## Summary of responses

Row Labels	Count of how reliable?	%
regular	11	61%
some irregularities	6	33%
unreliable	1	6%
<b>Grand Total</b>	<b>18</b>	

Row Labels	Count of skipped days?	%
Has operated as scheduled	10	56%
Intermittently	4	22%
Regularly	4	22%
<b>Grand Total</b>	<b>18</b>	

Row Labels	Count of regular timeframe?	%
Regular times	4	22%
Similar timeframe eg. AM or PM	10	56%
Unreliable	4	22%
<b>Grand Total</b>	<b>18</b>	