

## Frequently Asked Questions about Resuming RAILS Delivery June 2020 (Updated April 7, 2021)

The following are answers to questions RAILS has received from members about our [plans to resume delivery service](#). If you have any additional questions, please email our delivery help desk at [railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info).

### ***As of April 7, 2021 RAILS Ends Delivery Quarantine Requirement***

#### ***Employee Safety***

- What safety precautions are RAILS and CTL staff taking?
  - The following is a list of precautionary measures taken by RAILS and CTL Staff:  
Performed electrostatic disinfectant deep cleaning treatment at each hub and inside all vehicles. (RAILS and CTL) Developed and introduced mask and glove guidelines. (RAILS and CTL)
    - Masks are required in the warehouse while sorting or if social distancing cannot be achieved. Staff will wear masks when making deliveries to all libraries.
    - Gloves are encouraged to sort or deliver materials. Staff are required to follow proper hygiene (including regular hand sanitizing and hand washing) to mitigate risk.
  - Bottles of hand sanitizer are strategically placed throughout the office and warehouse spaces. (RAILS and CTL)
  - Trained staff on the proper techniques for removing used PPEs (gloves and masks). (RAILS and CTL)
  - Cleaning the exterior of bins with with an electrostatic cleaner (RAILS)
  - Dedicated rooms or containers were established to discard PPEs away from working areas. (RAILS)
  - More frequent cleaning of work spaces using EPA approved cleaners, including every two hours on sorting surfaces. (RAILS)
  - Staggered shifts created to eliminate multiple team members arriving and departing at the same time. (RAILS and already in place at CTL)
  - Overhead garage doors will remain open to increase air circulation within the warehouse (weather permitting). (RAILS and CTL)
  - RAILS is also investigating the use of a hand held sprayer for bins that would mist disinfectant on them in our warehouses.

#### ***Contactless Delivery Point:***

- What does “contactless delivery” mean?
  - A contactless delivery would consist of completing the exchange of materials without RAILS delivery staff interacting with the library staff or the public. This is the recommendation RAILS would like to follow whenever possible.

### ***Pre-Sorting and Packaging:***

- Do you need us to pre-sort material?
  - No, RAILS is not requiring libraries to pre-sort materials.
- What if I don't have enough labels/bins? How can I request more?
  - Labels requests should be directed to:  
<https://www.railslibraries.info/services/deliverylabels>
  - To request bins, please contact the Delivery help desk at:  
[railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info).
- Can I give you items in boxes/bags/loose?
  - If you do not have enough blue bins for materials, we will accept them in boxes or bags. The delivery help desk remains open for libraries to request additional bins  
[railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info).
- If I have a container (not a blue bin) of materials in the pick-up area, will the driver transfer items to the blue bins for us if we do not have enough blue bins?
  - No, the delivery driver will not transfer the content of the containers into a blue delivery bin. It's recommended that the library request additional blue bins and/or pack the items into boxes and the driver will transport them to our hubs. We will accept boxes or bags if no blue bins are available.
- Do libraries need to relabel items in their bins? I understand material will be returned to the home library on June 18 and 25, regardless of the labeled destination.
  - All material should be labeled for return to its home library. Material will be sent to the library noted on the RAILS delivery label.
  - Material in the June 18 and 25 pickups should be limited to material returning to its home library. New interlibrary loans should not be sent in delivery until June 29, or when your library resumes regular delivery.
- Will drivers drop off the same number of bins as they pick up?
  - We will do our best to complete a one-for-one bin exchange, however, at this time, it may be impossible due to the sheer number of bins being retrieved.

### ***Phase One Delivery – Returning Items:***

- Will I receive delivery on both June 18 and 25?

- Yes, RAILS will stop at your location on both dates to deliver and/or pick up materials. As long as there are items for you in RAILS' possession, you will receive items.
- Will all items from the hubs be delivered on June 18 or only some?
  - All items from the hubs will be delivered to libraries that can receive items on June 18. The June 25 delivery will include materials that were picked up from other libraries on June 18.
- How many items can I expect to receive on June 18 and 25?
  - Libraries may email the delivery help desk at [railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info) for an estimate of what to expect. The Delivery Service Manager in their area can estimate the number of bins or items currently sorted for their library.
- When should I put my bins out for pickup on June 18 and 25?
  - Prepared outgoing bins should be left out the nights of the June 17 and 24. CTL retrieves bins overnight. RAILS will retrieve them the next morning.
- I don't normally receive delivery on Thursdays, RAILS is delivering on the June 18 and 25, both are on a Thursday. Will I receive delivery on those days?
  - Yes, libraries will receive a delivery on June 18 and 25, regardless of your previous delivery schedule.
- Should I notify RAILS delivery if egress to my building has changed due to providing curbside service?
  - Yes, please notify RAILS if you are expecting a change to egress or pickup locations. The best way to notify us is by emailing the delivery help desk at: [railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info)
- On June 18 and 25, will bins be collected from libraries or only dropped off? Or only collected from libraries that opt-in for delivery?
  - On June 18 and 25, RAILS will deliver to all libraries we have materials for and collect materials from the libraries, provided that we have key or alarm code access. If we do not have key or alarm code access to your library and you want us to pick up or drop off items on June 18 and 25, please send an email to the delivery help desk at [railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info).

***Phase Two: Regular Delivery Resumes June 29 for Libraries that Email the RAILS Delivery Help Desk:***

- Will I receive my regular delivery on my regular day once delivery resumes?

- Yes, once delivery resumes you will receive your items on your regularly scheduled delivery day as long as you have notified the delivery help desk at [railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info) that you wish to resume delivery.
- What will happen after June 29 with materials for libraries that haven't opted back in for delivery? I assume there will be material returned to libraries that are participating that belongs to libraries that aren't. Will RAILS/CTL store those materials?
  - Yes, materials for the libraries that have not opted in will remain in RAILS and CTL warehouses until we are notified that the library is ready to accept deliveries.
- Can we limit the number of days that we receive delivery at first?
  - The plan is to reinstate libraries to their original delivery schedule prior to the pandemic, however, libraries can select to reduce the number of days until resource sharing is reinstated 100%. Please contact the delivery help desk at [railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info) if you have this request.
- Can we start placing holds on items? What about due dates?
  - Please coordinate with your consortium about these questions.
- Can you share the hours that RAILS staff will be delivering items?
  - Hours of operation will vary depending on the hub. Deliveries will start as early as 5 or 6 a.m.

***Academic and School Libraries:***

- I'm an academic library that wants returns/delivery. What should I do?
  - Please contact the delivery help desk ([railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info)) and we will work with you directly.
- I'm a school library that wants returns/delivery. What should I do?
  - Please contact the delivery help desk ([railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info)) and we will work with you directly.
- I have items to send back to school and/or academic libraries. Can I send those on June 18 and 25?
  - Yes, RAILS will accept items from school and academic libraries. Items that cannot be delivered to those institutions will be stored at RAILS hubs.
- My library serves as a pick-up point for the local school. When can I resume this service?

- Please contact the delivery help desk ([railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info)) and we will work with you directly.

**Misc.:**

- What about interlibrary loan (ILL) items?
  - In the initial return of materials from our hubs on June 18 and 25, all materials are being sent to back to the owning library.
  - No items for ILL should be in the bin on the 18<sup>th</sup> or 25<sup>th</sup>.
  - When regular RAILS delivery resumes on June 29, ILL items will circulate and be delivered as usual in cooperation with your consortium (if you belong to a consortium).
- How can I tell if I receive delivery from CTL?
  - Please contact the delivery help desk ([railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info)) and we will work with you directly.
- Who should I contact if I have questions or requests?
  - Please contact the delivery help desk ([railsdelivery@railslibraries.info](mailto:railsdelivery@railslibraries.info)) and we will work with you directly.