

RAILS Plans to Resume Delivery - June 2020

Introduction/General RAILS Delivery Plan

RAILS looks forward to resuming delivery service to our member libraries. Thanks to all who completed our May 2020 delivery survey. We carefully reviewed all responses and used your feedback to develop a plan and specific guidelines for resuming service as seamlessly and quickly as possible.

As a first step, RAILS must return the 43,000+ items currently stored in our warehouses to the owning libraries. This will also involve retrieving materials belonging to RAILS libraries from the Illinois Heartland Library System (IHLS). We plan on returning these items to their owning libraries on Thursday, June 18 and June 25. We will only deliver items to public and special libraries at this time. We are currently working on plans to provide deliveries to academic and school libraries and will communicate with those library types with more information in the near future.

If RAILS has key or alarm code access to your library, or if you receive overnight delivery from CTL, we will automatically drop off any materials we have from your library on June 18 and June 25. CTL libraries will receive these materials overnight as usual. We are not able to provide estimated delivery times for non-CTL libraries.

If RAILS does not have key or alarm code access to your library, and you do not receive delivery from CTL, please send an email to the delivery help desk at railsdelivery@railslibraries.info if you want RAILS to return any items we have from your library on June 18 and 25. You will need to have staff onsite to provide us contactless access to your building. We will not be able to provide you with an estimated arrival time, but will do our best to arrive within your normal hours of operation.

RAILS will also retrieve any outgoing items you have that are labeled and ready to go on June 18 and June 25. Please ensure that RAILS delivery staff will not have any contact with your library staff when they drop off and pick up materials.

RAILS will begin full delivery to all libraries that request it beginning Monday, June 29. All libraries that want to receive full delivery beginning June 29 or after, must email our delivery help desk at railsdelivery@railslibraries.info. Please allow up to one week from the time you notify the help desk for your delivery to start. For example, if you want to receive delivery on June 29, notify us via the help desk by June 22. While RAILS will be able to provide delivery on your regularly scheduled days, we will not be able to provide estimated delivery times. (CTL libraries will continue to receive delivery overnight.)

Below you will find guidelines and specific steps all members wishing to resume RAILS delivery must follow. RAILS developed these guidelines with the goal of providing the fastest, most efficient delivery service to our member libraries, and at the same time, ensuring the safety of our delivery staff as much as possible.

Delivery Guidelines for All Libraries to Follow

- All libraries should contact the delivery help desk at railsdelivery@railslibraries.info with any questions/issues related to delivery, including notifications to resume delivery, and requests for additional blue delivery bins. This will ensure that you receive the fastest service possible as

your request will be routed automatically to the RAILS service center in your area. Libraries can request additional delivery labels via the [RAILS website](#).

- RAILS is not able to predict when our delivery vans will arrive at your library, on June 18 and 25, and after you resume normal delivery. Arrival times will likely also change frequently as additional libraries are added to delivery routes. CTL libraries will continue to receive delivery overnight.
- All quarantining of items must occur at our member libraries. RAILS is not able to quarantine items in our warehouses.
- All libraries are expected to quarantine materials for seven days before sending them through RAILS delivery. There are currently differing opinions on the length of time needed to quarantine library materials. We are erring on the side of caution until more definitive information is released by the [REALM project](#) studying the handling of library materials.
- Libraries must not use RAILS' blue delivery containers to quarantine materials. Even though we have ordered additional containers, our supply is limited and will be depleted quickly. Libraries are asked not to stockpile blue containers and to release their surplus supply for the same reason. We want to ensure that there are enough containers for everyone.

Preparing to Receive RAILS Delivery Checklist

The following is a handy checklist for libraries wishing to resume RAILS delivery.

- Review your library's inventory of delivery supplies, including blue delivery bins and labels. If you need additional bins, contact the delivery help desk at railsdelivery@railslibraries.info. You can request extra labels via the RAILS website at railslibraries.info/services/deliverylabels-order. We will deliver these supplies to you as soon as possible.
- Develop established procedures as necessary to ensure that RAILS delivery staff will have no contact with staff from your library when they pick up or drop off materials. Establish a contactless delivery point if you don't already have one.
- If RAILS **does not** have key or alarm code access to your library, and you do not receive delivery from CTL, contact the delivery help desk at railsdelivery@railslibraries.info if you want us to return any items we have from your library on June 18 and June 25. If you aren't sure whether we have key or alarm code access, check with the appropriate person at your library. Ensure that a staff member will be available to provide contactless access to your building.
- Have any outgoing delivery items labeled and ready to go on June 18 and June 25 if you want delivery staff to take these items when they drop off materials from your library.
- Send an email to the delivery help desk at railsdelivery@railslibraries.info letting us know when your library would like to resume normal RAILS delivery (June 29 or after). Send the email at least one week in advance of the day you would like regular RAILS delivery to begin.
- Develop a procedure for emptying RAILS containers immediately so you can either return the empty containers to RAILS or use them for outgoing materials.
- Develop a procedure for quarantining library materials you are sending/returning via RAILS delivery for at least seven days.

RAILS will revise our delivery plans as needed, and will keep members informed of new developments via our weekly *RAILS E-News* and our delivery strings. In the meantime, if you have any delivery questions or issues, please contact railsdelivery@railslibraries.info. Thank you for your patience and understanding as we work through these challenging times together!