

Appendix E



MOVING FORWARD TOGETHER

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M E M O

TO: Executive Board
FROM: Kathy Schalk-Greene, Executive Director
DATE: 9/19/16
RE: Delivery Survey 2016 Executive Summary Results (highlighted for Dynamex)

From August 22 to September 12, 2016 LibraryLinkNJ conducted an online survey of all delivery libraries.

Our goal was to get a response from all 421 delivery libraries:

1. To get a complete picture of the delivery service from the library point of view
2. To develop a communications database of staff contacts at all delivery libraries

We received 343 responses as of the end of day on 9/12/16. This summary is based on those responses. We had an initial response rate of 81% of our delivery libraries. As follow-up, we are contacting the libraries which haven't responded to the survey.

EXECUTIVE SUMMARY OF RESULTS

Type of library

Academic	9.91%	34
Library Related Agency	.29%	1
Medical/Health Science Library	.58%	2
Private School Library	2.92%	10
Public School Library	18.08%	62
Public Library	66.76%	229
Special/Corporate Library	1.46%	<u>5</u>
TOTAL:		343

Geography

Libraries in all counties in New Jersey responded.

Automation consortium membership

BCCLS	38.54%	76
BELS	4.28%	8
LMxAC	16.04%	30
LOGIN	12.30%	23
MAIN	17.11%	32
PalsPlus	9.63%	<u>18</u>
TOTAL:		187

Delivery frequency

2x per week	21.70%	74
3x per week	16.42%	56
4x per week	24.63%	84
5x per week	36.24%	<u>127</u>
TOTAL:		341

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Delivery Survey 2016 Summary Results

Issues with delivery

No	72.14%	246
Yes	27.86%	<u>95</u>
TOTAL:		341

Missed delivery days

Not Applicable	75.53%	71
Monthly	14.89%	14
Every other week	6.38%	6
Weekly	3.19%	3
More than once a week	0%	<u>0</u>
TOTAL:		94

Not all items picked up

Not Applicable	67.03%	63
Monthly	13.83%	13
Every other week	10.64%	10
Weekly	3.19%	3
More than once a week	5.32%	<u>5</u>
TOTAL:		94

Misdelivered items

Not Applicable	39.36%	37
Monthly	32.98%	31
Every other week	12.77%	12
Weekly	8.51%	8
More than once a week	6.38%	<u>6</u>
TOTAL:		94

Items in transit more than 2 weeks

Not Applicable	38.36%	37
Monthly	29.79%	28
Every other week	10.64%	10
Weekly	20.21%	<u>19</u>
TOTAL:		94

Rate confidence in LLNJ staff responding to problems

(1=very low, 10=very high) 338 responses

Weighted average 8.34 Range: 1-10

Rate confidence in LLNJ staff timeliness in responding

(1=very low, 10=very high) 338 responses

Weighted average 8.39 Range: 1-10

Is driver identifiable as a Dynamex employee

(1=never, 5=half the time, 10=always) 338 responses

Weighted average 7.88 Range: 1-10

Rate driver's communication skills in English

(1=never, 5=half the time, 10=always) 338 responses

Weighted average 8.44 Range 1-10

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Do you have any other problems with delivery?

LLNJ issue

Library Issue

Dynamex Issue

- We would prefer a Monday, Wednesday, Friday schedule. We also get many books from out of state and would prefer to terminate the request before it goes to an out of state lender [Garwood PL, 2318]
- Twice in the past two weeks, the driver has picked up our bins, but has had no delivery for us. On a different day, we received a delivery just as the library was closing. We conducted a study of the items that we have shipped to other libraries. 59% of our shipments take 4 or more delivery days to arrive. For the shipment picked up on August 26, nothing took less than 7 shipment days to arrive. I want to note that the driver changed in the last few months, and we did not have these issues with the prior driver. [Wood-Ridge Memorial PL, 1221]
- I believe we have delivery four days a week; however, the off day fluctuates and sometimes it appears that we only get delivery three times a week. [Kean University, 2323]
- items that are never received either coming to us or items that we have sent [Haddonfield PL, 3824]
- The quantity of items delivered varies wildly. We can have a couple of days with nothing or 1-2 items, only to receive 9 or 10 the third day. This leaves us wondering if items are stockpiled in the deliverer's car, or at the sorting site. [Scotch Plain PL, 2353]
- Two out of five delivery days the driver cannot pick up all ILL items. Is it possible for the driver to unload at the warehouse more often, or mid-day, to have enough room to pick up all of the transits each day? [East Brunswick PL, 2313]
- periodic days when there is no delivery [Verona PL, 1564]
- Driver has been changing quite frequently and with each new driver comes a new delivery time. The time also is getting later and late each day. This is especially hard on Fridays at it comes close to 5pm, closing time. [Cliffside Park PL, 1116]
- This is the first year that we have had 3 day delivery/pick-up, and I have had to call at least 3 times to find out why I'm not getting my shipped items. I can show as many as 25 to 30 items shipped and as many as 15 not received before calling. We basically receive items 1 out of 3 days almost every week. We always have outgoing and the driver always comes. [Hackettstown PL, 1028]
- We do have some intermittent problems with delivery that do not fit into the above categories. I will get a shipped notification but then it might take 3 weeks before I receive the items. Timing varies but it happened more often the first part of this year into the spring. Also, we had 2 items lost which we of course paid for. There were also ties when the person arrived signed the sheet but didn't take the items. Again, it was at various intervals not necessarily those listed above.
- At times, we only receive delivery one per week. Occasionally we do not receive delivery during the week at all. [Middletown HS North, 2660]

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- We just had problems over the summer when we closed early and our driver quit. Other than that, our problems are occasional - maybe not even once a month.
- recent problems are related to change in drivers.
- Damaged DVD or media cases – weekly [Riverdale PL, 1079]
- We had one instance last year in which many books we were expecting had been in the warehouse for at least 2 weeks, if not more. [Rutgers Prep School, 1233]
- I have called several times to get our name changed on the delivery sheet. We are listed as Rutgers and that is NOT correct. [Rowan School of Osteopathic Medicine, 3873]
- It seems to be a long time between when item is shipped till when it gets received
- They were picking up at dismissal or after dismissal. We need a more consistent and earlier delivery time. We need it to be prior to 2pm on our designated days. [Delsea Middle School, 3913]
- Length of delivery times between 'shipped' and 'received' can be very long - 3 plus weeks. [Berkeley Heights PL, 2503]
- As on today (9/7/16) in the Managed Borrow Requests we have 11 items in the "Not Received" category dating back to the June 2016 [Summit PL, 2561]
- No - but #19 above, experiencing long lost, is severe. [Lee Memorial Lib, 1152]
- Please confirm that our delivery days are Wed. and Friday the same day that Dynamex delivers to the Sussex County Library. In the past, we have been on a different route which makes no sense. We have had items that leave the loaning library, never get here and are back on the loaning library's shelf when I track missing items. In the past, the driver has called our school office to see if anything is here to be picked up instead of stopping on the scheduled days every week. We have had items that take more than 2 weeks to be received. Why? I am afraid to tell patrons that we can get books on ILL because of the lack of dependability of the service. That should not be. **We call your office or email every time we have a problem, which is most times we request materials.** Please call with any questions. Thanks, Wendy Whipple [Newton HS Lib, 1051]
- Although we do not seem to have regular monthly cases of items long lost in transit, we have had a number of cases where items in transit never seem to reach their destination or never return to their lending library. [Millville PL, 3914]
- We have had problems in the recent past. However, ILL has made the appropriate calls and the issues appear to be much less. The driver is careful to ask us if we are satisfied and the few problems have been addressed quickly.

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- Not coming on the days they are supposed to; Sometimes only once per week [Cumberland Christian School, 3918]
- Missed delivery does happen but very occasionally. We have recently been made aware of items that did not reach us but again that is a rare instance.
- Only real issue is how much slower it has been this summer. Typically, holds would arrive within a week, and lately it has been a week and a half or more at times. [Maurice M Pine PL, 1227]
- It is just that they don't always come the day expected, and sometimes only once a week. [Morris Hills HS, 1047]
- It seems that it is taking too long to receive items. Also, some days we only get two bins and other days we can get up to eight bins and boxes. [Oakland PL, 1179]
- Most of our problems happened when our old driver left and the new driver started and then quit. We were not receiving all of our bins and getting bins for other libraries. Some of our bins were delivered to other libraries as well. We have a new permanent driver and everything seems to be better now.
- There are occasions when MU Library deliveries are confused with Monmouth County Library. Our delivery ID # 2626 Monmouth County Library ID # is 2624. [Monmouth University, 2626; KSG: Can numbers be changed?]
- We are experiencing a tremendous amount of damaged items, ie: DVD cases [Mount Arlington PL, 1171]
- Our patrons' delivery from date of request to receipt of item is on average 8 days. Seems like our items fall into the abyss. [Northvale PL, 1177]
- Further comment on item 19: it seems that delivery just takes longer with this vendor than in the past. [Blair Academy, 1013]
- We recently had a couple of weeks where delivery did not happen for a day or two days. We also have instances where the driver will not pick up everything we have. [Maywood PL, 1162]
- At the end of the 2015/2016 school year our deliveries began to improve.
- The delivery arrived very late in the business day-never before 2:30pm and sometimes as late as 5pm. [Rockaway Borough PL, 1197]
- There are some days that we get a couple of buckets full and then we get some days with nothing at all which is unusual [Totowa PL, 1127]

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- Our delivery problems are very sporadic. The frequency of mis-delivered items is less than once a month - only a few times a year. But we are experiencing long lost items more frequently. [Wycoff PL, 1230]
- **Inconsistent pick up & delivery times** [Rockaway Twp PL, 1198]
- **Need more bins; need more bags**; more items picked up at each delivery [Edison PL, 2314]
- Staff reports that often all bins are not taken because the driver claims no room in vehicle. Also, they don't take any empty extra bins that get put out from time to time. We end up with too few bins at the branch. Also, some drivers give a paper to sign off on delivery, others not.
Delivery time is taking longer than is specified on the LLNJ procedures, often a week or more on a regular basis, from some libraries. [Clifton PL, 1117-1118]
- Basically, just the time it arrives, which we realize cannot be helped.
- **The deliveries seem to be affected sometimes by the amount of room the driver has in his car.** Once when I questioned why I got so few items when I had so many in the Not Received status, he left the building and came back a half hour later with another bucket. And his schedule seems erratic - he often does not come until after most of our staff has gone home. He tries to be helpful most times but he I always get the feeling that he is extremely rushed. [Sparta PL, 1084]
- Every Monday and regularly on a Tuesday, the driver does not take all items. [Mahwah PL, 1226]
- **Every Wednesday we receive our delivery at least 3 hours earlier than any other day** and it is usually a very small amount. On Thursdays we get a huge delivery. [Louis Bay 2nd PL, 1158]
- Lots of items are missing in transit [North Bergen PL, 1540]
- Our driver seems impatient with routine tasks of his job. Sometimes he's very brusque. **When I report missing items to Library Link, there is no follow-up.** [Westfield Memorial PL, 2371]
- No. Just experiencing long waits [Talbot Library, Westminster Choir College, 2687]
- The biggest problem is how long it is taking us to receive items. We are waiting up to two weeks for items to be delivered. **Different drivers coming at different times of the day. No consistency.** [Fort Lee PL, 1225]
- On at least four separate occasions the driver has left ILL materials in the outside book drop because he has arrived after the library has closed. We have had no change of hours that would explain this divergence from normal delivery procedures. We have also noticed that the driver has been missing normal scheduled deliveries examples mon is a scheduled day but does not show up till tue. [Avalon PL, 4973]

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Dynamex Issue

- Inconsistent time of delivery. We have staffed for delivery in late morning to midafternoon and now we never know when it will come. Delivery people are very cordial but always change resulting in staffing issues. [Closter PL, 1223]
- Patrons are complaining that delivery is taking too long. We used to confidently tell patrons delivery would take 2-3 days. Now, delays of up to 7-10 days are not uncommon. [Hillside PL, 1147]
- LOTS of customer complaints of items arriving 12, 13 days after they were ordered. [River Edge PL, 1194]
- DVD cases arriving broken almost daily [Westwood PL, 1216]
- Sometimes delivery is just slow. For example, a patron waited 10 days for a book, another waited a week. This has been a pattern over the last few months. Delivery just seems slower, nothing drastic. [Ridgefield PL, 1192]
- The variable time can be difficult to deal with, since we rely on a team of volunteers to pack and unpack the ILL shipments. [Kinnelon PL, 1151]
- Generally our delivery service is reliable, but since signing the new contract with Dynamex, I have noticed that the average delivery time for an item has been longer, from 4-5 days before to 6-7 days now. [South Orange PL, 1557]
- Our primary delivery problem occurs only in the summer when our regular driver is off. On Mondays in particular, the driver is often just making to us before we close at 5pm. When he gets here after 5, he leaves the delivery in the book drop. There have been several instances this summer where the driver missed us completely. With regards to mis-delivered items, it would appear that the problem is in the sorting. We usually get Atlantic City Free Public or Atlantic Cape Community College's items. There was a couple of times this summer where we sent out a book, properly labeled, and it would be returned to us the next day. This happened with 1 book 4 times. [Atlantic County Library, 4964]
- No
- Delivery does not occur during library hours. Library hours are 7:45am - 2:45pm. [Berkeley Heights Public School, 2504]
- Especially over the summer, items are taking a long time to arrive, up to a month for a few items. [Fanwood Mem PL, 2317]
- Driver consistently tries coming long before we're open, anytime from 7AM - 9AM. We have staff here at 9. Substitute driver the other day told me she was told that our pickup is at 7AM. Driver's wife often does the delivery for him. She doesn't understand English and can't answer questions. The drivers refuse to take our extra bins saying they are overcrowded and that we send too much. [KSG: my emphasis] We have two large stacks of bins sitting here. [Bloomfield PL, 1505]

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- Our Library has a similar name to a library in the state (Raritan Valley) and we find we get 1 of their packages about once a month or less. We had a two week time frame in June 2016 where we got no new items and asked our driver to be sure whoever is giving him books to deliver to know the difference between the two libraries (Raritan Valley vs Raritan Public). Our issue was mostly resolved after speaking to the driver. It has happened once again since then that we got a wrong item sent to us. Our delivery person is always polite and listens to our concerns when we speak to him. [Raritan PL, 2269]
- We never seem to have enough blue boxes to hold all our items and when I ask the driver if they have any more I'm always told no. Not sure what to do with the items when I have no boxes to send them in since they will not take the books in old Baker and Taylor boxes. [Ridgefield PL, 1191]
- a few times we have our materials picked up but we don't receive any materials. Then we look at our pending transit screen and we have materials still do to us that are two weeks or more overdue. Bloomingdale PL, 1109]
- Requested items are taking longer to receive. Used to get items within 2-4 days, now takes up to 10 days. [Old Tappen PL, 1180]
- about once a week, we don't receive the Morris County blue bag, then the next day we receive 2 blue bags.
- Later than usual delivery. I realize we are not getting delivery as frequent as before but there seems to be more of a delay. [Linwood PL, 4956] [KSG: Contact them, what does this mean?]
- Occasional misdeliveries, occasional lost in transits, [North Brunswick PL, 2339]
- We noticed that items for reserves were taking too long to get here over the past 3 weeks, but things have been improving.
- Please be advised that Roselle Public Library, ID # 2382 is receiving mis-delivered items that are suppose to be delivered to Roselle Park Library, ID 2386. [Roselle PL, 2382]
- Our issues are items being delivered to the wrong library, which happens several times a week, items being lost-in-transit for way too long (over two weeks), and longer than usual waiting time for ordered items (it takes over a week for patrons' loans to come in when it used to take a few days). [Montvale PL, 1166]
- some days we receive double what arrived the previous day. For instance, last Wed. we got 5 blue bins and about 8 boxes. Thurs. we got 27 blue bins and no boxes

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- driver makes his own schedule, i.e. sometimes he comes on Wednesday but not Thursday...also no set arrival time - hard if you have staff scheduled to be there for processing. finally I must stress that current Not Received category is 6 but it has been as high as 16! [New Providence Mem Lib, 2536]
- Paperwork issues, filled out wrong by the driver or he often does not have his paperwork. Should be delivering on Friday, but often delivers 3 days in a row and none at end of week. Driver states he will be doing this. [Clark PL, 2307]

Additional comments are welcome. However, if you have specific issues requiring an immediate response, please contact LibraryLinkNJ directly.

- When we have a week with a day of no delivery due to a Holiday we would like to have Wednesday delivery as we have paid for 4 days of delivery. [Mendham Borough PL, 1163]
- Our delivery person is excellent.
- We are happy with the service. It has improved over the last year. MPL has high volumes of delivery and pick-up and driver has been able to take everything.
- My staff normally doesn't have any real contact with the delivery driver. So some of these questions were hard to answer...like speaking English.
- I made up an answer for #14 because books that are returned to other libraries were only delivered once during 2015/2016. The survey would not let me leave #14 blank. I had no contact with the driver so I could not answer 19, 20 appropriately.
- On at least one occasion there was a substitute driver not in uniform.
- Our delivery person is friendly, polite, consistent and efficient. We are very happy with the service.
- I feel like when we have lost items and I contact LibraryLink they never get back to me. Our driver Adi is very efficient and prompt and I have no problems with him! Thank you! [Haddonfield PL, 3824]
- As for what delivery person is wearing, I am not in the room when he comes. Perhaps this year, morning delivery will be possible. Whenever I call for assistance, your staff is always able to provide it. Thank you so much. Mary
- The Circulation staff has commented that there aren't enough blue bins to accommodate all of the outgoing packages. [East Brunswick PL, 2313]
- We are a very small library with minimal staff. We all at some point are involved with the delivery service (packaging items, etc.) We are very pleased with the service as provided. Thank you.

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- Overall, we are satisfied with the delivery service, however we feel there is a noticeable difference in delivery times since cutting back to 4 day per week delivery. Having items take two weeks or more to arrive has not become frequent enough to be a problem, but it's occurring more often than it used to. [Moorestown PL, 3845]
- Driver is always pleasant and says Good Morning when arriving and Have a Good Day when leaving. Don't know if he speaks or understands any other English.
- the service provided is greatly appreciated. Our total delivery volume has declined in recent years due to photocopy requests generally being supplied via e-mail (i.e. electronically)
- Being part of BCCLS we have a certain workflow for processing loans. With late delivery the process spills over into the next morning as staff who handles delivery are 9-5. This makes us feel like we are incompetent at completing this task. [Cliffside Park PL, 1116]
- I wish to say thank you to the staff at LibraryLinkNJ. Every time I have called asking for help you have worked to correct the problem or issue.
Donna Gardner
- I am really not sure about the id on clothing. I never saw a company name, but I was not looking. There was no option on question for "not sure". I will now pay attention.
Sometimes his delivery is at the very end of the school day which causes a problem delivering books the next morning. Is there a way school delivery could be made before 2pm? I realize this may be impossible, just wanted to mention. [Emerson Jr/Sr HS, 1021]
- Comment from our ILL department: Our major concern with Dynamex is the inability to track a shipment. If an item is lost the libraries have no recourse. On many occasions I have contacted the NJLink representative regarding a missing item and I have never received an update from them.
[Alexander Lib, Rutgers, 2347]
- We are very satisfied with the service.
- We have new staff accepting delivery. They will monitor dress for Dynamex clothing/id badge. In the past, clothing/id badge not necessarily present.
- Our driver is very professional and reliable. He rarely takes any time off but when he does it becomes a missed delivery. [Long Hill Twp Lib, 1157]
- We are extremely grateful to the LLNJ staff's help in changing our pick-up/delivery location during our current renovation. Except for some minor confusion in the beginning everything is running smoothly. It was during this beginning period that we realized that our driver, while usually very accommodating, was not as fluent in English as we thought. [Paramus PL, 1003]
- On some of the questions, I was unsure because we have had a number of drivers recently due to our regular driver leaving.

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- The turnover in drivers has impacted delivery and this seems to happen frequently. I recently had a book that took 7 days to be delivered and I feel this is too long to be viewed as good service. At one time, a delivery person told me that they don't always take the blue buckets for a particular library if there is not enough room in the van. This would account for an additional delay and my question is who decides what stays and what goes. It seems that anything going in to Dynamex should be sorted and routed to us--the libraries-- as soon as possible. [Dixon Homestead Lib, 1124]
- Driver is very pleasant.
- None
- Thank you for resolving our past issue so quickly. We are very satisfied with service at this time.
- Our delivery person is excellent. We had some inferior ones in the past but our current one is pleasant, efficient and consistent.
- We, Ramsey Library, are very, very happy with the delivery man, Jose. He is very congenial, works very hard and is always here at an appropriate time.
- Items received often have status of "not received", indicating items have been in transit for more than 2 weeks. While we don't fully understand the process, this seems to be happening more frequently than expected.
Once or twice a month, items are delivered after hours into our book drop. We are happy to receive them, but aren't sure if deliveries are required to be made during business hours. On these days we are unable to send items out. [Sussex Co Lib, 1203]
- It would be great if there were some kind of resource packet for librarians or staff who are new to managing their delivery. As the only librarian in my school district, I've been doing a lot by trial and error, but I know I could probably be getting more out of LLNJ and the delivery service if there was somewhere for me to turn for a quick rundown of procedures, like how to make books available for other libraries to request or the proper procedure for packing and labeling shipments. I know these seem like silly things, but for someone who has never used the system before, finding answers can be difficult. [Clayton Mid/HS, 3922; KSG: Contact library about website]
- I would like to see our schedule change to Monday and Thursday [Rowan School of Osteopathic Medicine, 3873]
- Our problems with the delivery relate to the timeliness of the delivery from shipping to receipt of materials. Before the need to drop a day for pickup and delivery- it was better. Moving a material from south to north Jersey can take 10 days to 2 wks. My impression is that making that better is not in the control of the libraries using this service, and if we don't like it we can pay more and use mail or UPS-. We don't have problems with theft, as some libraries in north Jersey seem to have had, but the turn-around time is poor. Except for the delivery from the library that our delivery person does just before us- turn around can be 7-10 days and has been occasionally 3 weeks. Quite some time ago the timeliness of the service went by the wayside. We have encouraged our interviewing librarians to not promise a time for the loan to be accomplished. It is disappointing. [Cherry Hill PL, 3826]

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- We would like to be contacted when a delay or cancellation of delivery is known. We had no delivery a few weeks ago and no one contacted us to inform us the delivery van was out of commission and my call was not returned. [West Milford Twp, 1215]
- I responded "Always" to #18 & #19 although I never see our driver. He has picked up and delivered before I arrive @8:45am, or he arrives when I am on the reference desk away from the drop off area. [Newark PL, 1539]
- We are so pleased with our driver, Steve, and we hope to have him on our route again! His communication with us is very courteous and timely. [Clearview Reg HS, 3851]
- The driver delivers materials to a box in the schools main office so I do not generally see the person. On one or two occasions I have met the person. Her English was a bit hard to understand but no problem with written communication. [Haddonfield Mem HS, 3825]
- Throughout August and September, our patrons have had uncommonly excessive wait times from when a hold request is deemed on the way in their BCCLS account information and when it is received in our library. We are experiencing wait times of two weeks. Also: the volumes are screwy. Normally, we get 5-6 bins daily. One day recently we received only 1 bin; the following day we received 11. There has been no consistency. The past 6-7 weeks, duration of delivery time has simply been poor and patrons are very upset. Prior to that time, delivery performance had been good. Thank you. [Lee Memorial Lib, 1152]
- Steve is our delivery person. He is very friendly and understanding and accommodating of our delivery pick up needs.
- The deliver is quite reliable.
- Have sent several emails to LibraryLinkNJ and have not received any responses. [Summit PL, 2561]
- We haven't gotten started for the school year yet. We had several different delivery personnel last year and days changed, but we look forward to good service.
- We love our driver, she is sweet, always greets us with a smile, and is very dependable. Wonderful, compared to our previous driver.
- I have been very happy with our delivery service.
- Delivery person is pleasant and comes on days when he is supposed to. On a couple of occasions, we have had some items that took a while to get to our library. Overall the service is better than the previous year.
- Our driver, Jose, is always on time, very polite and goes the extra mile on our behalf. We receive an early morning shipment before our library is officially open. Because of this communication is very important between our Custodian and Jose. When I asked our custodian, he said in all the years Jose has been coming here, he has never had a problem. We have NO complaints regarding our driver,

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Jose. In fact, we would like to commend him on a job well done.

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- thank you to the staff there for the immediate response to our concerns.
- We have never asked for ID. Figured if they had our books they were part of the delivery service. I have never seen anyone wearing a uniform.
Most of the time the service is good, drivers are friendly. I just wish that pickup times were more consistent and that the drivers had more room in their vehicles so that they could take everything all the time. [Park Ridge PL, 1182]
- The quality of our service is dependent on the driver. Currently we have a very good driver. I hope he stays with us because service has suffered with some previous drivers.
- No one EVER sees our driver. I have a box set up in the main office of the school, he comes in so early that the school doors are open but the office staff is not in yet. [Elmwood Park Mem HS, 1020]
- We are delighted to be included in the delivery service so I want to stress that our issues have been few and always resolved by LLNJ staff.
- No problems yet, the new school year has just begun. I will let you know! When I've had problems in the past, the LLNJ staff was timely and very helpful. Thank you.
- Jose (our delivery guy) is fantastic. No complaints with him. Just a slightly slower delivery. Overall it's a great service that we are happy with.
- I am very pleased with our delivery people of the last several years. Our library is very happy too have ILL service.
- I am new and would like a webinar that goes beyond basics. For example, our collection hasn't been updated with LLNJ in years because no one on staff here knows how to do it. [Cherry Hill HS West, 3804; KSG: Contact library re JerseyCat]
- Since I previously complained our driver no longer gives me the clip board to sign that I have received the delivery. He does it himself. Oakland PL, 1179]
- None
- During the transition period, often the drivers were not identifiable as Dynamex employees. Several of the interim drivers English skills were low.
- Our delivery service has been working very well and our driver does a good job.
- In a school library where the librarian teaches, there isn't always someone at the desk to sign the driver's sheet. It should be understood that he will not always be able to get the signature. In the early days he just signed the sheet and left the items. It later became an issue if I wasn't available to initial his log sheet. This is sometimes an inconvenience and the service should understand. [Princeton Day School, 2671]

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- Delivery List should be updated more frequently especially when a library leaves LLNJ. An email notification to the current members list would be very helpful. [Monmouth University, 2626]
- Deliveries have been more consistent in the past 2 weeks.
- Our driver always arrives as expected, and is sometimes here before we open. The only question/issue we have is that we don't always receive the "blue bag" for Morris County Library and have to resort to using a box for their materials. [Wharton PL, 1217]
- My delivery guy is AWESOME !! Always on time and very reliable. I am not sure of a "Uniform Shirt" he should be wearing? He just wears regular clothes, but is excellent!
- The driver for North Bergen High School is amazing. He is a very nice man.
- Materials should be handled better. [Mount Arlington PL, 1171]
- It seems to me that our items are languishing at the sorting center. [Northvale PL, 1177]
- The time between when an item is indicated on NJCat as shipped is taking longer than it has in past. There is no correlation between what the screen shows and what we actually receive in the next delivery. Although we don't understand all the steps in the process, is it possible that the delay could be in the central warehouse? [Hopewell PL, 2650]
- I am so happy to receive this service. It is reliable and our delivery person is the best...thank you"
- We have two Dynamex people who have different levels of competency in English. Jorge is fine. Miriam is either struggling to learn English or just not confident in her ability. On a couple of occasions she has gone out to the car and sent Jorge in to field a question. She seems very conscientious and most of the time is up to the task. It may be she understands better than she speaks. [Blair Academy, 1013]
- We are very grateful to have this service. Any problems that may arise are always addressed and taken care of. Thank-you.
- We have had excellent delivery service in the past.
- Blue bin management needs some attention. Regular contact with libraries holding too many is important. [William Paterson University-Cheng Lib, 1220]
- In the past, our driver was not arriving to our library before we closed. I worked with LLNJ to re-educate the driver on where to park and when we were open. The service has improved.
- We had issues with late deliveries, etc, but over the last couple of weeks we have seen a great improvement. Our driver is very pleasant and our pickups and deliveries have been very timely. Thank

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you.

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- The driver is very nice and professional and works hard. I don't know if the fact that the delivery arrives so late in the day, our only issue, is within his control, but wanted to mention it. [Rockaway Borough PL, 1197]
- Although delivery time is not guaranteed it would help if a truck breaks down we are notified. If normal daily delivery is 930am and it is 2pm with no delivery and the rules say don't call because delivery time is not guaranteed is a very frustrating policy. [Madison PL, 1161]
- Our driver Jose is very good. He is reliable, courteous and punctual. He is very professional and a pleasure to work with.
- No problems, very polite service people, thanks!
- Consistency in drop off and pick up times. [Rockaway Twp PL, 1198]
- This may be a warehouse issue: Sometimes deliveries are very light, delayed or very heavy. May be nature of the process. I know volume of materials is very high. Just an observation by staff.
- Our current delivery person is really pleasant, congenial and well-liked by the staff who receive the deliveries - no negatives about him!!!
- When a holiday falls on one of our delivery days we no longer get a Wednesday delivery to make up for it. This gives us only 3 deliveries instead of 4 on that week. [North Haledon PL, 1176]
- I believe the drivers do the best they can, but don't always have the right size vehicle or carrying hand trucks. [Oradell PL, 1228]
- We had temporary delivery issues about a year ago, but those problems have been resolved.
- I email the LibraryLink staff when a delivery is missed but I have never gotten a reply. Once when we had a serious problem with delivery, we had to go up the chain of command to get a resolution, which we finally did, but it was discouraging. I also think it would be helpful if the drivers had professional delivery vehicles so they wouldn't experience so much "car trouble." [Sparta PL, 1084]
- While we pack our media with a measure of protective covering, items often arrive with broken cases potentially from rough handling/stacking of boxes at some point in the process. [Emerson PL, 1132]
- At the current time, we have had no issues regarding our delivery service. Service is conducted in a timely and professional manner and we hope to continue our relationship on good terms with LibraryLinkNJ.
- As we have noted in the past, having enough crates is always a concern. [Matawan-Aberdeen PL, 2617]

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- The delivery service has been fine, but as a school library we have not been contacted early enough in advance to start planning for opening dates in September and ending in June. [Eastern Reg HS, 3832]

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- We wish we could have back our Friday delivery. That is our only complaint. [Haddon Hts PL, 3828]
- We know that other libraries have been having service issues, but our service has been very good. Thanks!
- Steve, our delivery man, is totally wonderful. He kind, considerate and conscientious. I am sorry I do not know his last name, but I am sure the company will know by his route. We are fortunate to have him!
- What should we do when we get a over supply of blue buckets? Delivery people say they don't have room in their vehicles to take them. [Louis Bay 2nd, 1158]
- Within a 4 week period this summer we had 4 items (2 that we requested on ILL) go missing. One item was an ILL being returned to a library and one was being returned to us. I have made emails/phone calls to the 4 libraries to verify that items were sent/returned to/by us. According to ALA ILL rules, we must bill libraries for lost items (that don't appear after 2 months). Other libraries can bill us for items that we requested and never received. I hope that drivers' cars are being checked for missing items along with warehouse checks. [Westfield Memorial Lib, 2371]
- This is important. On September 7, we will start opening at 9am instead of 8:30am (budget cuts) The delivery man is usually here at 8:30 but the library will still be locked at 8:30 from the 7th on. I will make a note for him on our September delivery form. [Talbot Lib, Westminster Chois College, 2687; KSG: We informed Dynamex in time]
- We are happy with the service and it has been great having the same driver for many months now.
- If possible add 5th day [Perth Amboy PL, 2341; KSG: Contact library regarding purchasing a 5th day]
- Hope to see improvement soon.
- Our delivery person is always courteous to all our staff. She never misses a pick-up date which we really appreciate. We feel the service has improved.
- We pay for 5-day delivery and about every two weeks a day will be missed. [Springfield PL, 2361]
- Depending who comes, we may not be able to speak with the delivery person. The gentleman who delivers speaks English, the woman does not. We have never asked for company ID. No one has ever worn a uniform or any other kind of company clothing. [Phillipsburg PL, 2276]
- We enjoy seeing Steve!

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- Everything is working fine. Delivery is the same time each day. Driver is polite, quick and a good worker.

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- Time it takes for items to get to us is sometimes a week. Patrons become edgy. [Closter PL, 1223]
- Steve, our driver, always is very pleasant. He dresses nicely but not in a particular uniform. We never asked to see his ID. Many Thanks, Carolyn
- Our individual driver on our route is excellent. I believe the overall system has weak points that cause the delays in delivery. [Hillsdale PL, 1147]
- Our main issue is the lack of timeliness. What used to take 2 days now takes 2 weeks. [River Edge PL, 1194]
- Cologne. Our driver wears A LOT of it, so much that one of our staff goes into coughing spasms and another needs her inhaler. Some days are worse than others. Our driver needs to know that we understand his desire to feel good and comfortable, but our staff needs to be able to breathe. [Wanaque PL, 1206]
- We are very happy with the current driver but sometimes it takes too long for certain items to get here. [Caldwell University, Jennings Lib, 1303]
- We're satisfied with the driver's performance, **the variable times are the problem.** [Kinnelon PL, 1151]
- As stated before, my only concern is that the average delivery time has ticked upward since we began using Dynamex. The number of items that take longer than 10 days to deliver **(which change the status from Shipped to Not Received in JerseyCat) has also increased.** [South Orange PL, 1157]
- We have had the same driver for several years; we have no problems with our driver.
- We are very happy with our driver. He is always very courteous.
- The communication in English is very poor. [Edgewater Free PL, 1130]
- Our delivery fellow is Ed (sorry, I do not know his last name). He has been coming for the last few years. His delivery schedule is like clockwork. Ed is always courteous as well.
- My driver is very polite and prompt. I appreciate all his hard work.
- Sometimes deliveries/pick-ups are missed. [Seton Hall Univ, 1556]
- There have been a few days when we have not received a delivery and a make up delivery was never made. Also one time delivery was placed in our book drop as we closed. [Cape May County Lib, 4955]

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- Driver - Franklin is very dependable
- Thank you for your service!
- At times, it seems like material goes missing in transit. [Free Public Library of Audubon, 3896]

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- The main driver speaks English, his wife doesn't. She couldn't understand why I was upset that she was coming here at 7:30AM. [Bloomfield PL, 1505]
- We wish we had some way of notifying a library that we got their delivery by accident and that it will be sent out to them soon. We also wish we had the means to find out of often items meant for us are accidentally sent to another library. [Raritan PL, 2269]
- The service seems to have gotten worse over time. Long delays between getting books. [Ridgefield Park PL, 1191]
- I know we are a small library, with odd hours. Deliveries and pick-ups are made via our exterior dropbox. We can never count on what days materials will be picked up or delivered. This leads at time to the Leaning Tower of Pisa problem as we will sometimes have a tower of as many as 10 books that need to be placed out in our dropbox as books previously not picked up are brought back in and new books added to the pile to wait for the next scheduled delivery date. [Woodstown-Pilesgrove PL, 3888]
- Pequannock does not always get a Morris County blue bag, nor the zipper bag for return delivery labels. Other times we receive more than one blue bag in a delivery. Without that bag, items for Morris County are packed in cardboard boxes.
Although few, there are times when our entire pickup will not fit in the driver's vehicle (we assume this is due to other deliveries he has picked up already). He does, however, make every effort to accommodate us and satisfy our request to take everything. [Pequannock PL, 1186]
- We do not receive service on a specific day or time, which would be nice to be able to plan for the delivery. We understand that exact times are impossible, but more consistency would be an improvement. Thank you! [Cumberland Co College Lib, 3921]
- Our driver is great and we have no problems at all with the service.
- I am not sure re Elizabeth being a voting member, nor is she and I do not know the driver's reading comprehension of English. He speaks English well enough for us to understand. Also when we have been out of plastic bags or blue boxes, I have found that we have received immediate attention both from your office and our driver. Things with our driver have improved over time. It has always been a pleasure to deal with your office staff.
- **Our** driver Jose is the most reliable man. we have no complaints or problems as long as he is around!
- We are spoiled. Our deliveries were more often and now they are less frequent. We are telling patrons it may take longer to receive and ILL book.

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- We are pleased with the delivery program. Thank you.
- Current Dynamex delivery is a great improvement over the previous one.
- Occasionally, our driver has his wife or child bring in the crates of books. We also try to have a Spanish speaking staff member at the desk in the afternoon when we want to ask the driver to take extra crates. [New Brunswick PL, 2338]

LLNJ issue **Library Issue** **Dynamex Issue**

- Our driver is great! He usually takes all our bins, however sometimes he cannot fit everything into his van with all of the other library packages. I think a bigger van would alleviate this issue. [West Orange PL, 1568]
- We have a great delivery person and really rely on the service. Thank you.
- There are times when the driver arrives at 4:55 and several times at 7:35 on a night when we close at 9. most times he is dressed in blue shirt but not always. [New Providence PL, 2536]
- we rely heavily on delivery due to the proximity of neighboring libraries and high circulation
- none