



From the State Library - July 26, 2021

IA SHARES

IA Shares Follow Up: Feedback About Second Delivery Day

Last week, we announced that IA Shares would be adding an [additional delivery day](#) each week for all public libraries beginning next week! We've heard from some libraries with questions and feedback about the additional delivery day and wanted to share some further insight.

Can my library skip the additional delivery day?

Some libraries have asked about skipping the second day and only having IA Shares delivery on their original day. This is **not possible** for a few reasons:

1. First, our contract with STAT Courier (the vendor who we contract with for developing the routes and hiring drivers to make the deliveries) is based on a set number of stops, and doesn't allow the flexibility for some libraries to have delivery one day a week while others have two. The drivers' designated routes are the key to success of IA Shares.
2. Also, one of the main benefits of adding a second delivery day is that it will allow adjustments due to holidays, bad weather, vehicle problems, or other issues. If some libraries are not receiving deliveries on the second day, they will miss out on their weekly delivery altogether, causing further delays or bottlenecks.
3. Finally, we've heard that some libraries are closed during the second delivery time and will not be there to receive deliveries. We understand concerns related to off-hours building access, but there are several options to allow the second delivery to happen. Many libraries have been successful in giving drivers a key to access the building and complete deliveries while closed. We have not heard of any issues related to this method; IA Shares drivers are bonded, insured, and complete background checks before being hired by STAT Courier.

Think of IA Shares as a complex machine; the machine runs optimally when all of the parts are working together. The IA Shares system consists of 545 libraries, 33 routes, 6 hubs, multiple drivers, the State Library, and two vendors to make and manage deliveries. The success of this system depends on all of these elements working together, and a critical part of that is the set routes, days, and times for library deliveries to occur.

IA Shares is offered by the State Library at no cost to Iowa public libraries, and the service, bags, and totes are paid for through the federal funding we receive from the Institute of Museum and Library Services. We are confident we can work with any public library that needs it to find a solution to complete both delivery days each week.

Please reach out to Tom Keyser at Tom.Keyser@iowa.gov or 515-242-6542 to discuss options and find a solution that works for your library.

Feedback from LeMars Director on Additional Delivery Day

Shirley Taylor, Director of the LeMars Public Library, shared her excitement about the new additional delivery day for IA Shares on [Library Talk](#):



"Why do I love this news so much! Let me count the ways:

- 1. If a Holiday falls on your one day of delivery – it took an extra week for your item to get to your patron or return to your library.*
- 2. This past year our library's delivery day was skipped for two weeks due to Christmas & New Year's so our patrons didn't get any ILL for 3 weeks!*
- 3. If there was bad weather on your one day of delivery - it took an extra week for your item to get to your patron or return to your library.*
- 4. If the delivery person had car trouble or was sick - it took an extra week for your item to get to your patron or return to your library.*
- 5. What if the sending/returning library lost the same delivery day due to reasons 1,2, or 3? That delayed items at least two (or more) weeks.*
- 6. What if the bag was labeled wrong and went to the wrong library? Extra week!*
- 7. I like delivery for the cost savings, but I don't think the end user has been served well by the long delays in getting items. (In comparison to USPS.) Because IA Shares was only once a week delivery – our library has been supplementing with mailing items. Why? Because it took so long for items to flow through the system. I notice that other libraries have done the same.*
- 8. Items that are being returned via Open Access will come back to the lending library so much quicker – and the patron's account will be cleared up faster.*
- 9. I think our library will be more inclined to ship a new-ish item if we don't have to do without the item for 10 weeks, due in part, to very slow delivery.*
- 10. Under the twice a week system – even if 1-6 happen, libraries will still get a delivery each week! Hooray!*

I know I have posted some critical things regarding IA Shares in the past – but I have always felt that there is nothing wrong with IA Shares that can't be fixed by more IA Shares!!"

Thank you for sharing your thoughts, Shirley!

[More about IA Shares](#)

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