

## State Library Update on Delivery 8-6-2021

The State Library of Ohio, DAS, and OhioLINK convened an urgent meeting with STAT to increase pressure on the remediation of recurring issues now that we are more than a month into the contract. This service is being scrutinized and our efforts supported by the highest state government levels possible. As you will see in today's update, service improvements are progressing, and the number of helpdesk tickets are starting to decline.

The chart below shows a gradual increase in delivered materials for SEO member libraries. This is not by any means yet an acceptable level of service.

### Route and hub updates:

- STAT has hired sorters and additional staff at the Cleveland hub.
- The SEO service center will be used as a hub for Southeast Ohio starting next week.
- STAT's president, corporate director of operations and operations supervisor have been working in Ohio at various times throughout the life of the contract.

### Supply update:

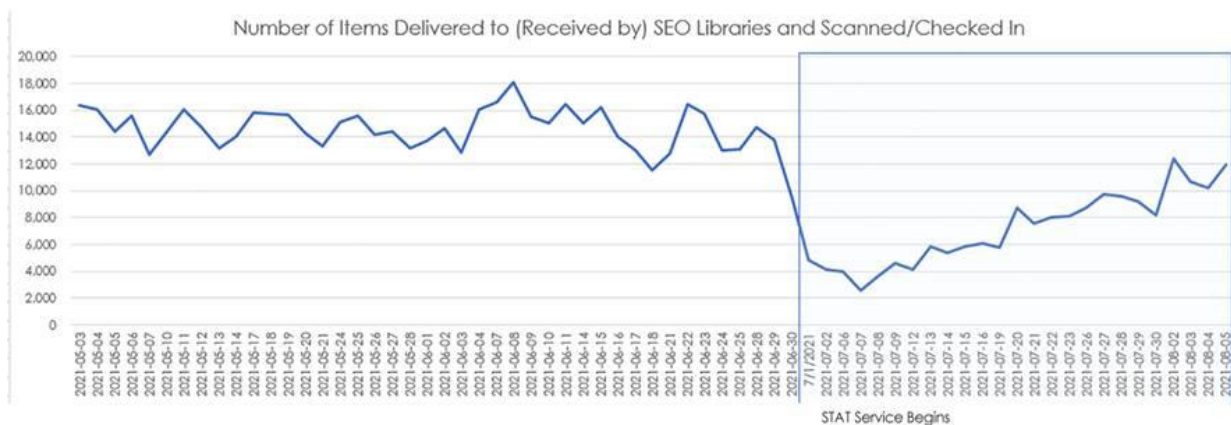
- STAT received 700 totes that are being sent to the Columbus hub for distribution.
- The State Library will place an order for 1000 zipper bags and 1000 totes.
- If you are low on any supplies, please complete the customer service form, or email the delivery listserv or [delivery@library.ohio.gov](mailto:delivery@library.ohio.gov).

### Materials update:

- If you have items that went into transit before June 25, please submit a claim with Priority by emailing [Jamie Pardee](mailto:Jamie.Pardee@library.ohio.gov) or [Mike Campbell](mailto:Mike.Campbell@library.ohio.gov).

### Helpdesk tickets update:

- State Library and OhioLINK combined tickets for the week of 7/31 – 237
- State Library and OhioLINK combined tickets for the week of 7/24 – 280
- State Library and OhioLINK combined tickets for the week of 7/17 – 322
- State Library and OhioLINK combined tickets for the week of 7/8 – 289
- State Library and OhioLINK combined tickets for the week of 7/1 - 125



Please keep letting us know about missed stops and other issues – we are using the information you provide to help STAT Courier bring the delivery service up to the level that we all expect.

As always, report delivery issues here: <https://library.ohio.gov/services-for-libraries/statewide-delivery/statewide-delivery-customer-service/>.

The next meeting with STAT Courier will be on Monday, August 9.

Wendy Knapp  
State Librarian  
Director, State Library of Ohio  
Pronouns: she, her, hers