

July 14, 2021

RE: Ohio Courier Service Update

Dear Ohio Library Partner:

Today marks the ninth business day since our official go-live, and the vast majority of locations are experiencing routine pickups with an increase in materials being delivered. Overall, the program has many positive factors in place, and every day another milestone is met. We are excited about how far we have come; with your continued support, the delivery system will soon be meeting everyone's expectations.

While there are some locations that have yet to see a driver, please know that I have full transparency into the delivery system. Every piece of feedback comes across my desk and does not go unaddressed. We are dedicated to eliminating the backlog of materials generated during this transition. At this time, all hubs will be emptied of outbound materials by end of the day today, July 14, and current going forward. Dedicated trucks will continue to perform pickups and deliveries of backlogged items at specific libraries, and inbound materials are being sorted and distributed in totes swiftly to become current.

Below is a summary of current operations and the estimated timeline to bring everyone to full service going forward:

- Dayton-area routes have been running without disruption.
- Akron, Cincinnati, and Cleveland-area routes are being addressed by the end of the day today, July 14, with no interruptions going forward.
- Toledo and Columbus-area routes are being addressed and are estimated to be at full service during the week of July 19.
- 4,000 totes are in service, with an additional 3,000 to be in circulation next week.

As always, please continue to provide your feedback and trust that we are listening.



Natasha Boekholt

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