LIBRARY COURIER SERVICES

In early 2025, CLiC initiated a study of In-Transit times to better understand material flow between libraries across Colorado. **The in-transit clock starts when a library checks out an item designated for interlibrary loan and ends when the receiving library checks in the item.** In-Transit time for an item may include: any time stored in a gray bin (waiting for pickup, or waiting for check-in) as well as any time spent in the courier system (transportation and sorting).

Why did CLiC start by looking at AspenCat?
Logic dictates that the libraries most likely to experience in-transit delays would be rural and small locations with three or fewer service days each week -- mainly AspenCat libraries. Beginning 1/27/25, CLiC began analyzing AspenCat In-Transit reports. The study concluded 3/19/25.

RESULTS OF THE STUDY: 50 DAYS OF IN-TRANSIT DATA

During the study period **32,107** items were delivered.

Of those, 97.7% were in transit 14 days or less (31,363 items).

Items delivered between 15 and 20 days accounted for 2% (640 items). The remaining .3% (104 items) were in transit for more than 21 days.

CLiC recognizes that every item is considered important. Each item is attached to a patron's ILL request, or involves the return of material back to the owning library.

<14 DAYS IN TRANSIT

31,363 ITEMS

744 ITEMS
>14 DAYS IN TRANSIT
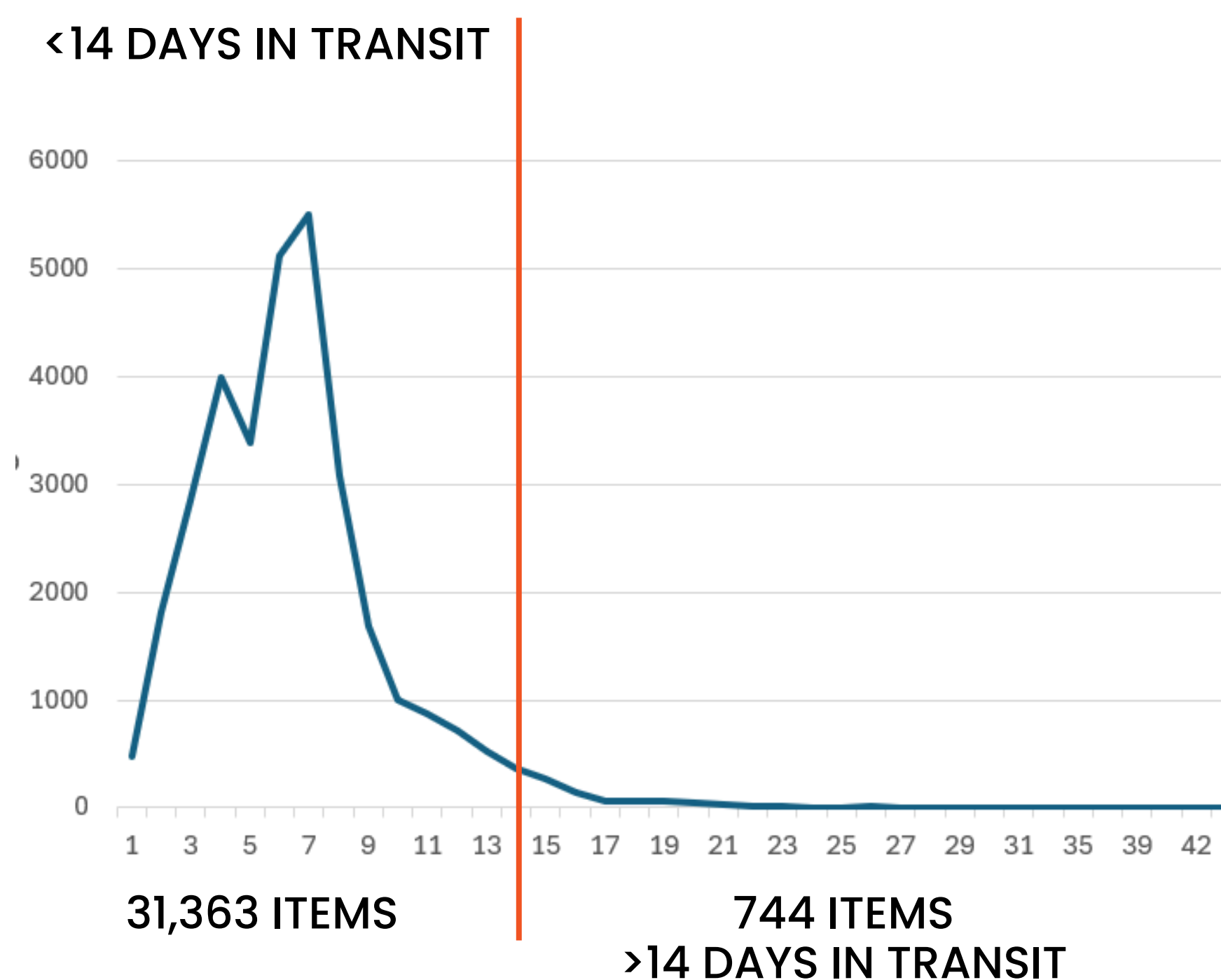
How does CLiC monitor material flow?
CLiC staff members visit the Western Peaks Logistics warehouse (Denver) weekly in order to check if WPL is experiencing high-volume material flow. Staff members also review and re-route mislabeled items.

CLiC will attempt to replicate its study with Marmot Library Network data, and potentially with Prospector data.

CLiC is continuing to review the details of the 15-20 day transit data to see if any specific patterns are present to explain those results, including library-specific or route-specific issues.
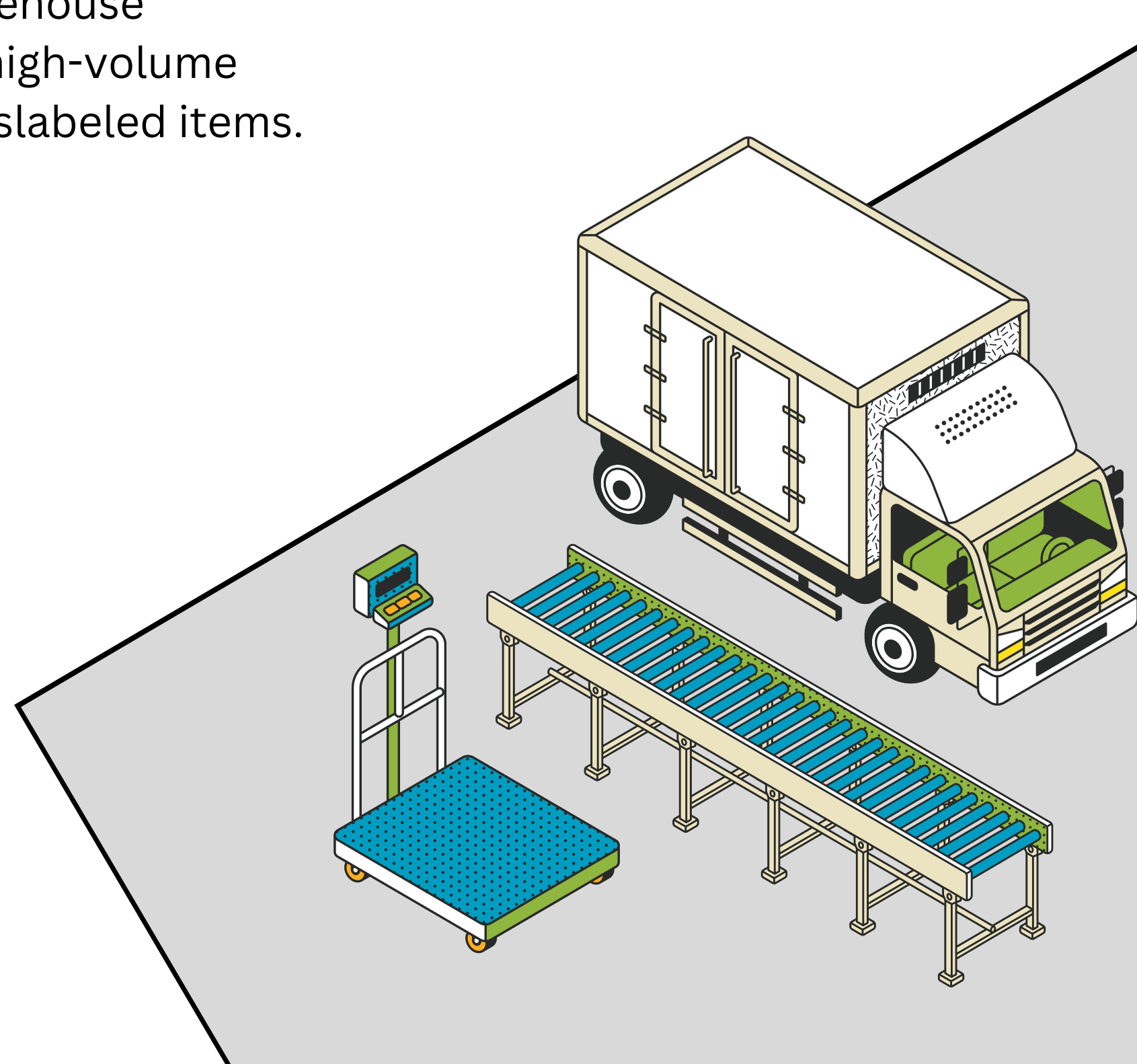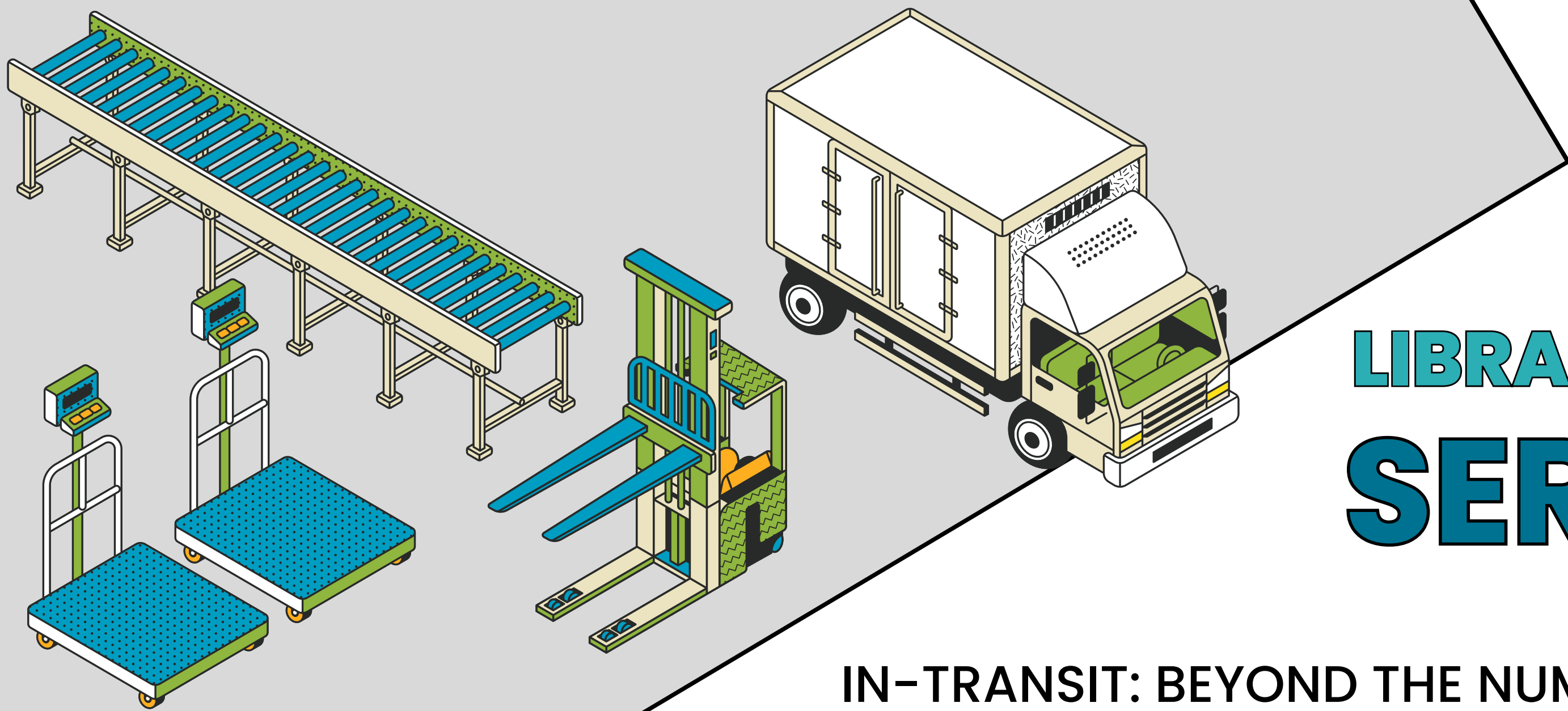
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IN-TRANSIT: BEYOND THE NUMBERS

What affects In-Transit time?

- Geography and number of hubs or routes through which an item passes; Colorado's system involves 5 warehouse hubs and 68 unique routes.
- Period of time between when an item is put into "in-transit" mode (borrowed in ILS) and the next scheduled courier pickup -- depends on the library's staffing schedule and internal operations
- Illegible or missing courier slips - results in material delays.
- Pickup & delivery schedules: participating libraries may be on a 2, 3, 4 or 5-day schedule

IMPROVING ON THE 2.3% RATE (ITEMS IN TRANSIT >14 DAYS)

What can be done to improve In-Transit times?

- Continue monitoring by CLiC staff material flow across the state system
- Increase reporting by libraries when materials are in transit >14 days
- Fill out courier slips with CLiC's slip generator tool OR writing courier codes using black marker
- Pull, label and bundle ILLs as close as possible to the next scheduled courier pickup (dependent on local library staffing, schedules and operational practices)
- Process items received via Courier as soon as possible (dependent on local library staffing)

Number of days for delivery

Days in Transit	Count of Items		
1	480	1.5%	1.5%
2	1810	5.6%	
3	2846	8.9%	
4	3986	12.4%	
5	3388	10.6%	85.4%
6	5118	15.9%	
7	5505	17.1%	
8	3090	9.6%	
9	1683	5.2%	
10	995	3.1%	
11	868	2.7%	
12	719	2.2%	10.8%
13	518	1.6%	
14	357	1.1%	
15	263	0.82%	
16	136	0.42%	
17	66	0.21%	2.0%
18	67	0.21%	
19	56	0.17%	
20	52	0.16%	

Items Delivered (Count of Items by Days in Transit)

31,363 items | 1-14 days
640 items | 15-20 days
104 items | 21 days or more

Data details:
303,789 In-Transit records analyzed (Jan 28 - Mar 19)
Involving 83 Library/School locations on AspenCat
In-Transit data includes weekends