

Notes from Delivery Meeting
October 15, 2008
Millbury Public Library
10:00-12:30

Attending: Joan Kuklinski, CW/Mars; Michael Colford, BPL; Giana Gifford, Simmons; Mike Somers, Bridgewater State; Greg Pronevitz, NMRLS; Marlene Heroux, MBLC; Nancy Rea, MBLC; Cindy Roach, SEMLS; Nora Blake, MassCat; Mary King, WMRLS; Walter Stine, FLO; Paul Dobbs (Pres. FLO); Carolyn Noah, CMRLS; Louise Howland, West Boylston; Maureen Killoran, MBLC; Barbara Glazerman, MBLC; Paul Kissman, MBLC; Susan McAlister, Minuteman; Dee Magnoni, Olin College, Sunny Vandermark, Metrowest; Judith Clini, Agawam Public Library; John Ramsay, WMRLS; Ron Gagnon, Noble; Larry Rungren, MVLC; David Slater, OCLN; Gayle Simundza, CLAMS; Patrick Marshall, Bourne; Debby Conrad, SAILS; Melissa Campbell, Plainville; Rob Maier, MBLC.

Following a brief review of how the delivery report was developed Rob Maier made a few comments.

Rob was looking for buy in for a limited number of short term recommendations that the parties could work on. Rob suggested that we address each of the recommendations.

Rob asked the Delivery Committee members what recommendations they liked and which ones they disliked. Recommendation liked included: packaging, labeling, floating collections, importance of standardization, cost of automation done over time and looking at all cost savings from all perspectives.

Committee disagreements with the recommendations included: post-it labels; networks collecting fees for delivery; cost would be a barrier to network membership; assumption where delivery sort center should be located and assumption that all libraries had access to receipt printers; and cost benefit analysis needs more work.

Rob asked the group if the recommendation to automate the sort was the right solution. Although the group was not unanimous on the recommendation it was agreed that there was enough potential to the idea that it should be further investigated. Several comments included the need for investigating the funds needed to help the networks cover any software development costs. There was concern about the long haul from a proposed Woburn single sort facility location to the Western Region and to SEMLS. Paul Kissman mentioned that Massachusetts is really a small state from the perspectives of the consultants. There is no 'long haul.'

Starting on page 52 Rob presented each of the recommendations.

Page 52 – 56 Sort Recommendations

Establish working group to further investigate establishment of a single, automated, central sort for all regions (working group needs to be mindful of costs for networks and libraries, cost benefit analysis, and look at case studies in libraries and industries and develop case study for impact of automation)

Route Recommendations

Page 56 Continue to use couriers for delivery See comments above about long haul
Several other recommendations relate to automation

Page 58 Establish working group for "scoping" and "grouping"

There was some confusion about the difference between the two terms. David Slater described how OCLN uses grouping by keeping items from branches to use fills whenever possible and using town wide delivery systems rather than putting items in regional delivery. The group cannot agree at this time.

Labeling Recommendations

Page 59 Create standard delivery code system across the state
There is great enthusiasm for standardizing library delivery codes. There was considerable discussion about an alpha numeric code with the Northeast Region being the only area using a numeric code. Metrowest, Northeast, Boston and SEMLS are meeting on October 24 with Commonwealth Carrier to investigate a numbering system. Whatever happens, it is important for libraries that they not lose the ability to automatically print standard routing labels. The group agreed that we should move forward on this. **Establish working group to develop offline standard delivery code system and labeling**

Page 59 Create custom hold slips for each local system which are automatically printed
There are privacy concerns related to this recommendation.

Page 60 Items 1-3 --Other labeling recommendations including develop standard inter-regional routing label (Virtual Catalog) should become part of the labeling workgroup and considered along with creating standard delivery code system. Standardization is a high priority. Group should look a size of labels – can they be smaller.

Packaging Recommendations

Page 61 Standardize tote size Not at this time

Page 61 Reduce or eliminate DVD/CD packaging

There was considerable discussion about packaging. SEMLS has several ongoing pilot projects that have eliminated most of the packaging. Libraries are pleased with the time saved by eliminating and/or reducing the packaging. Libraries need to be reassured that delivery vendor will handle these materials appropriately. **There should be a statewide standard on packaging.**

Delivery Recommendations

Page 61 Extend delivery hours

Page 62 Provide Saturday and Sunday delivery options financial issue

Other items in this section were deemed not important without automation

Page 62 Enforce strict delivery service guidelines for all providers

Regional contract issue, ongoing

Receiving Recommendations

Recommendations Related to Filling Holds

Page 64 Optimize pull lists and provide guidelines for generating pull lists

Covered in "Resource Sharing and Best Practices" document

Recommendations Related to Preparing Outgoing Deliveries

Page 64 Sort into as few totes as possible at libraries
Page 65 Label presorts clearly

Ergonomics Recommendations

Page 65 Create task force to aid in the optimization of library delivery workspaces
Page 65 Use equipment designed for the task in delivery processing areas
Page 66 Eliminate or reduce the use of rubber bands around material

Establish working group to assist libraries with ergonomic issues, include showcase of good practices, workshops, best practices. Working group should look at Lean and determine how to incorporate these principles

Recommendations Related to the Statewide Catalog and inter-regional Deliveries

Paul Kissman does not foresee significant increase in delivery as the result of improvements in the Virtual Catalog. There was some discussion about potential software upgrades. In the best case scenario this will not happen for 6 months to a year, perhaps longer.

Page 67 Assign contact person(s) for materials lost when traveling across the state
Each region has a person who checks on lost materials and forwards them to the appropriate location. It was agreed that such actions should occur on a daily basis so materials are swiftly moved along to the appropriate location. In addition, the BRLS staff, as provider of cross state delivery, follows up on miss-labeled items regularly.

Resource Sharing Recommendations

Page 68 Pursue statewide or regional deals for ebooks and audiobooks
Page 68 Pilot test floating collections within regions
Page 68 Standardize purchase alerts reports and procedures

There was discussion about all of these recommendations. We expect to see some higher level of use of ebooks in the next several years which could have a positive impact on lowering delivery volume. Floating collections seem to work best within a library system such as the BPL. Most of the networks provide purchase alerts but there is no way to enforce libraries buying more materials as holds increase. This is a "Resource Sharing and Best Practices" document recommendation.

Cost Allocation Recommendations

Page 69 Continue to manage courier contracts at regional level Ongoing
Page 69 Establish fee schedule to reimburse regions for Delivery
The networks were very resistant to charging a delivery fee and then giving it to the regions. If a fee is needed it should be implemented by the regions. There was no enthusiasm for charging a delivery fee.

Page 70 Establish pool of funds for statewide initiatives
There are no funds available in the current environment to establish a pool. We did agree that a number of the examples can be implemented through the proposed working groups.

Implementation Recommendations

Page 70 Establish recommended working groups

Inform libraries of required barcode replacement and consequences of not implementing the standard

Develop a procedure that requires libraries on delivery to annually sign off on delivery best practices with understanding that not following the standards and recommendations will have negative impact.

Rob suggested that the Delivery Business Plan Committee will facilitate the working groups with a member of the Committee being the chair of a working group to provide a venue for statewide communication.

Volunteers to date for working groups

Working group Sort

Greg Pronevitz

Working group labeling

Ron Gagnon (suggested)
Greg Pronevitz
Cindy Roach

Working group ergonomics

Michael Colford
John Ramsay

Communication plan working group

Carolyn Noah