

Statewide Delivery Service Advisory Committee

Key Issues for Consideration

General

- Trends in future intersystem, system, and multi-type library delivery services.
 - South Central provides reports periodically if staff finds trends
- Current problems or concerns related to delivery services.
 - South Central and committee members identify items as needed
 - Committee discussed use of delivery for mailings to libraries from outside groups and recommended only handling mailings for government agencies and non-profit groups with materials of interest to libraries.

Convenience

- The impact of public library system and UW-system automation and other programs on delivery services.
 - Reviewed impact of UW bid for delivery services
 - Encouraged UW to participate in SCLS delivery services
 - Reviewed impact of Universal Borrowing on delivery services
- The impact of state level automation (WISCAT and linked system development) on delivery services.
 - Reviewed statistics on interlibrary loan volume on delivery services
- The impact of patron-generated interlibrary loan requests on statewide delivery volume.
 - Discussed Division pilot project for patron generated requests on delivery services
 - Discussed volume of requests related to UW Universal Borrowing
- Development of common policies for delivery of materials.
 - Discussed use of delivery services for non-library deliveries to libraries (state government and non-profit associations)
 - Discussed a common policy for return of library materials to any Wisconsin library.
- Development of best practices for delivery at the local, system, and state level.
 - Discussed the need for a policy. Have not yet developed a policy document
- Determination of how best to integrate delivery with other services.

- Development, maintenance, and promotion of a delivery services web site.
 - South Central Library System has developed the primary website for statewide delivery services. The Reference and Loan Library also has information on its website with a link to SCLS

Speed/Control

- Optimum number of delivery stops for public libraries within systems in order to adequately interface with state delivery service.
 - Encourage systems to increase system level delivery to five days a week for libraries
- Optimum number of stops for resource libraries/clearinghouses taking part in the statewide interconnection service.
 - Encouraged demonstration of five day a week delivery for the statewide delivery.
 - Implemented five day a week delivery by SCLS for all public library systems
- Further incorporation of other types of libraries into the delivery service (schools, academic, vocational-technical, institutions, etc.)
 - Tracked participation by correctional institutions and technical college libraries
 - Explored ways to include more schools in delivery services
- Evaluation of further models in which systems might work cooperatively to provide delivery services.
- Explore further partnerships between regional organizations and services (systems, VTAE, CESAs, academic, etc.)
 - Explored ways to include more schools in delivery services
 - Tracked status of CESA delivery services
- Determine and evaluate the total delivery time from which the patron makes the request and the materials are delivered to the patron.
 - For those libraries using WISCATILL, it is possible to track the time when a patron makes a request until the library indicates that the request is shipped or until the library indicates that the request is filled. These times do not reflect actual delivery time which is shorter than the time indicated by staff when updating the ILL system. A more detailed study would need to be developed to do this.
- Evaluate electronic delivery of non-book/audiovisual materials to library staff or users.
 - Have discussed activities carried out by the UW-system
 - Fretwell-Downing (WISCATILL) also allows for delivery of electronic documents, but the capacity has not been tested.

- Experiment with point-to-point delivery services across system lines for a few systems using the same courier.
 - Worked with the four library systems in the Northern part of the state using WALTCO services (Indianhead, Northern Waters, Nicolet, and Wisconsin Valley) to decrease delivery time by having WALTCO treat the entire region as a single area and incorporate enroute sorting.
- Review the impact of the proposed UW plan to build a storage facility on statewide delivery services.

Cost/Sustainability

- Identify and evaluate sources of funding for delivery services, including new sources of funding.
 - Have made recommendations for use of state fundings, public library system funds, and LSTA funds in support of delivery services.
- Cost sharing formulas for delivery services (for public library systems, individual libraries).
 - Developed a recommended budget and method of dividing the costs for public library systems which has been used for since 2003.
- How currently disparate area funding formulas for intersystem delivery services may be revised into a single funding formula.
 - Developed a recommended budget and method of dividing the costs for public library systems which has been used for since 2003.
- Evaluation of further models for incorporating Northern Waters Library Service and UW-Superior into the delivery service.
 - Northern Waters Library Services has been incorporated into the statewide delivery services using local and LSTA funding.
 - UW Superior is part of the UW library delivery contract.
- How any other unserved areas of the state or libraries might be provided delivery services.
- How the efficiency and cost of current delivery services can be accurately measured.
- How further efficiencies and cost savings can be achieved.
- Review the role and cost related to use of commercial vendors for the statewide delivery service (WALTCO, Dunham).

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