

Southern Systems Delivery Subcommittee

Minutes from Delivery Subcommittee meeting, 2/25-26/11

Participants:

Allen Lanham – LTLS

Marian Albers – ShLS

Harriett Zipfel (Alt) –LCLS

Dick Helton - RPLS

Leslie Bednar – LCLS, Executive Director

Doris McKay – RPLS, Consultant, Recorder

Absent: Ron Coleman –LCLS,

Others present: Diane Yeoman

The committee reviewed the minutes of the 01.21.2011, 02.03.2011 and 02.10.2011 meetings. There were no changes made.

Leslie noted that the committee needed to review the comments from CooperationToday and the systems, and finalize the delivery recommendations, so that the committee can move on to the Plan of Service and the budget for Delivery in the new system.

The committee discussed the comments received through CooperationToday. Many of the comments were due to misunderstandings regarding the DOG and CAT and how they worked. Miriam suggested that these points be clarified in the committee recommendations. Harriett Zipfel pointed out that the system drives right by her branch but does not stop. Allen Lanham noted that there would always be complaints and that stops cost money, and we should just move on and try it. Dick Helton noted that time is a factor with stops, but that delivery is not where they should try to save money if we are going to sacrifice delivery quality. Leslie noted that the overall budget for the new system would be \$3.44 M a flat budget and that there would be savings in reduced administrative costs for the new system.

There was a discussion of the CARLI delivery contract for ILDS. Allen Lanham noted that he was disappointed that there would be no RFP for contracting out delivery. Miriam Albers noted that she had concerns about safety and security issues when delivery was contracted out. ShLS has had 23 different ILSDS drivers.

There was a discussion of community delivery and its impact. Dick Helton noted that changes in the delivery routes would evolve naturally as the changes to the LLSAPs begin to take place. Allen Lanham noted that at that time the routes could be redesigned. Miriam Albers noted that once the current buildings were sold that three hubs could be established to serve the new system. It was noted that with one director the delivery services could be more uniformly applied and that there would always be changes. It was noted that the first year that delivery would be pretty much the same, and that the committee would work on suggestions for the future.

Reducing stops saves money.

Right now delivery works.

Community Delivery needs to be promoted as an opportunity. Harriett noted that this type of change can be painful and add costs to local libraries, and change is met with opposition.

Suggest reliable sub-contracting of some southern routes.

The committee then discussed possible budget costs associated with delivery for the new system. Updating the current fleet would cost about \$250,000. Cost for updated containers and bags for \$100,000. Leslie agreed to contact the Business managers on estimates for personnel (salaries and benefits), insurance (\$17,536), vehicle maintenance (\$30,000) and gas (\$255,000) costs. Recommend the purchase of DANAS or similar devices for all routes in order to standardize the collection of statistics, estimated cost \$3,200. Cell phones for drivers? System phone costs? Depreciation? Supplies and postage (\$25,000). Other possible expenses: uniforms or identification for drivers.

Recommendation – Drivers should be identifiable as system employees. Logo shirts and/or jackets, appropriate dress or uniforms.

There was a discussion of names for the new system. Buzz Light-year LS, Buzz LS, Light-year LS, IL Heartland LS.

Marian Albers reported contacting Susan Palmer at ALS regarding their former courier service. Increased costs and decreases in the number of delivery days caused ALS to calculate the costs of bring the delivery service in house. Even with the cost of building a delivery hub, buying four vans and hiring two full-time and four part-time drivers, ALS saved \$100,000.

The committee reviewed the report from RPLS on the delivery recommendations. The committee then broke into two groups: one to work on the Plan of Service and the other to work on revised the Delivery Committee recommendations.

The committee broke to return to the Planning Panel session at 4 pm.

At 5 pm the Delivery Committee met with the Strategic Planning Committee to work on Strategic Direction I - Create dynamic and innovative resource discovery, sharing, and distribution services, Goal 2 - Implement a materials delivery process, to establish goals and objectives. The joint session ended at 6:10 pm.

On Saturday, February 26th at 8:43 am the Delivery Committee met to discuss and review the Delivery Committee report. The committee also brainstormed names. The committee settled on Illinois Heartland Library System as their preference. The committee adjourned at 9:50 to meet and report to the Planning Panel.