Wisconsin Public Library Consortium
Delivery Workgroup Notes
July 5, 2024, at 9:00 am
by zoom

ATTENDEES: Kristen Anderson (WRLS), Corey Baumann (SCLS), Steve Heser (MCFLS), Katlyn Noack (IFLS), Joy Pohlman (DPI), Julie Pohlman (UW System), Clairellyn Sommersmith (WLS)

ABSENT: Marcy Cannon (WLS), Alaina Morales (St. Norbert College - WAICU), Angela Noel (SWLS), Steve Ohs (PLLS)

PROJECT MANAGERS: Melody Clark (WiLS), Rebecca Rosenstiel (WiLS)

The meeting started at: 9:10am

1. **Review Agenda** - Changes or Additions
   C. Baumann noted that the *Intersystem delivery cost 2025* spreadsheet linked in the agenda is outdated; there was a discrepancy in the calculations that has since been fixed and updated. An updated version with the change of SCLS's shares to match that of the highest system's amount was shared out after the last meeting.

   There were no changes or additions to the agenda.

2. **Discussion Items**
   a. **Discussion: Identification and Prioritization of Tasks**
      The group identified three major tasks to prioritize for the upcoming year:
      1. Identifying costs and volume
         C. Sommersmith shared that collecting delivery volume and cost should be a top priority for the group; having additional accurate information about the frequency and volume of delivery across the state will better support a request to the state to cover the cost of delivery. Workgroup members support this task, adding that having updated information twice per year, formalizing it as a quick open-one-week form for systems to complete, would be most beneficial. Ideally there will be a spreadsheet that breaks down the costs across systems, including line items such as salary to delivery drivers, gas, maintenance; are business manager and administrative time counted in salary or elsewhere; costs of renting a space; etc. C. Baumann shared that SCLS began something like this about two years ago, so some start-up documentation exists; he will find and refine these documents, and will share with the group at the next meeting.

      2. Establishing a document repository

K. Anderson suggested that there be a way for workgroup members to be able to access past shared documents- budgets, procedures, PLSR info, etc; reviewing and following up on progress of tasks (for example hub connections). Ultimately a space where relevant and helpful information can be shared in a "one-stop-shop" format. C. Baumann shared that SCLS and DPI had some documents that cover some of the requested topics, but they are slightly outdated; he will try to find these and will share them either with the group or with the Project Managers. The Project Managers will consolidate these documents for the group, and will also brainstorm/identify different tools or digital spaces that could serve as a document repository, and will share with the workgroup ahead of the next meeting. M. Clark also shared that information from this workgroup will be regularly shared with the full WPLC Board.

K. Anderson also suggested that a repository can contain each system's best practices, tools and templates. Examples for topics include: flagging system; how full are systems filling boxes; how often are boxes replaced; who coordinates with drivers; how do you purchase; cost per item per delivery.

3. Scheduling in-person visits to systems' delivery operations
   C. Baumann noted that he found it beneficial to visit other systems to understand how their delivery operations are handled. The group agreed that it would help everyone understand one another's needs and would be a great opportunity for sharing best practices. Frequency could be as little as one meeting per year, hosted in-person by a system who will also coordinate a tour of their delivery operations; or tours could be coordinated to occur twice per year, with an idea that operations that are near to each other could be toured in the same day.

   K. Anderson also suggested that there might be an opportunity for the group to have a presence at this year's WLA conference.

Meeting frequency was also discussed, with a question if monthly meetings are warranted? After further discussion and the identification and prioritization of tasks, the group agreed that monthly meetings feel appropriate at the moment, and frequency of meetings can be assessed again at a later date.

S. Heser suggested that the group review PLSR points at the next meeting. The Project Managers will locate the original PLSR notes regarding the Statewide Interdelivery Service, and, if needed, will create a summary of the points; these items will be shared in the document pack noted as a part of the document repository ahead of the next meeting as well.

b. **Discussion: 2026 Budget Planning**

   The group determined that this conversation should take place after materials and costs documentation identified in agenda item 2a have been gathered and shared with the workgroup.

3. **Next Meeting: September 6th, 2024 at 9:00am**

   The group noted that the August meeting conflicts with another State-wide meeting (SRLAAW) that multiple members of the workgroup would be attending; and waiting to meet again in September would allow more time to collect and share cost information and other documentation. The group decided to cancel the August 2024 meeting and to meet as scheduled in September.