

**Wisconsin Public Library Consortium**  
***Delivery Workgroup Notes***  
**September 6, 2024, at 9:00 am**  
**by Zoom\***

**ATTENDEES:** Kristen Anderson (WRLS), Corey Baumann (SCLS), Marcy Cannon (WLS), Steve Hesper (MCFLS), Alaina Morales (St. Norbert College - WAICU), Katlyn Noack (IFLS), Steve Ohs (PLLS), Joy Pohlman (DPI), Julie Pohlman (UW System), Clairellyn Sommersmith (WLS)

**ABSENT:** Angela Noel (SWLS)

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

The meeting started at: 9:01 am

**1. Review Agenda** - Changes or Additions

There were no changes or additions to the agenda.

**2. Discussion Items**

**a. Discussion: Review of PLSR Delivery Report**

It was noted that at the last meeting, the group discussed and identified three goals for the upcoming year. Those were to Identify costs and volume to help determine the budget, establish a document repository, and schedule in person visits to systems' delivery operations.

At that meeting the group determined it would be important to review the PLSR delivery report to make sure that this group keeps those recommendations in mind.

The group discussed the PLSR report and reviewed the goals and findings. The [Full Delivery Report](#) and a [Summary](#) were provided.

It was asked if anyone had any general comments or questions about the report?

C. Bauman noted that one of the biggest recent obstacles was the pandemic and getting through the issues that arose with that. That has overshadowed a lot of the recommendations identified in the report.

K. Anderson noted that there have been some small wins since the report was issued. WRLS took over some small delivery areas to duplicate efforts and SWLS did the same.

S. Ohs shared that the report identified some of the potential raw materials for future action. The suggestions related to the regions tease up the question of is there an

opportunity to do a pilot or take that concept further? This concept is still relevant and would need an effective body to monitor and implement. PLLS has recently signed contracts with some vendors to refresh their service. A new courier will run a link between PLLS' Milton headquarters sorting hub to their Racine sort. They will be taking over Rock County Delivery. Action Logistics will take on Racine and Walworth Counties. Both of those contracts are five years. Because Action Logistics already services many libraries/systems in the region, this may be an area to explore regionally.

It was asked if this group is the Delivery advisory committee that is referenced in the report? Should someone be hired? S. Hesper feels that this is the group that would provide the oversight and the governance. S. Ohs noted this group will be in a position to make recommendations to the Board on any future steps they deem necessary, which includes changing the composition of the group.

It was asked if there was anything recommended in the report that the group feels should be a priority for this group in the upcoming year?

S. Hesper feels that the main purpose of this group, initially, should be to eliminate inefficiencies. Focus should be that we have a baseline of delivery service for all systems in the state and beyond that try to reduce inefficiencies to make the best use of the funding we do have.

S. Ohs shared priorities: Priorities: 1) meet statutory obligation, 2) establish baseline service recommendations for libraries in Wisconsin, 3) identify priorities for managing costs, 4) establish recommendations for the gathering and use of delivery data.

S. Hesper noted that data collection should be done on a continuous basis.

**b. Discussion: Review of Volume and Cost Data**

At the last meeting, the group requested that a document be created that reflects delivery costs for systems. Several documents were shared: [2022](#), [2023](#), and [2024 DRAFT](#)

C. Bauman had shared the spreadsheets from the previous couple of years that systems had completed that tracked usage and were used to estimate costs. Project managers used these two data sheets to draft up a similar document to be used this year- or in 2025.

The draft was shared and reviewed. The first sheet on this workbook are the directions for the counts. These came from the 2022 sheet. And in this draft, in red, on line 5, is something that we've already identified that does need to be updated; and also the Contacts Information at the bottom of this sheet- lines 23 through 29.

On the next sheet, “System Template” is a space for each system to identify who they are; there are dropdowns where they can specify their delivery service model and what couriers they use, if any. And right now the options are just what was pulled from 2022 and 2023; if anyone new has come on board since then, we can get them added as an option here, too.

Next is the space where each library in a system can track their doings. The details– the instructions– on this portion are that first sheet. And then at the bottom here, starting on line 17 is where Cost data can go. And then a section for additional revenue.

- It was asked what other information should be included in this data sheet?
  - C. Sommersmith asked if there should be a section for non-member libraries/stops.
    - C. Bauman noted that at the time of the document creation, it was to track what was done on behalf of each systems’ members.
  - S. Ohs suggested adding data collections for the technologies employed for delivery, ie, automated sorting equipment, RFID, etc. Potentially add a section at the bottom of the template regarding this. Could be dropdown options.
    - Should they also track FTEs for the delivery? There may be an opportunity for this group to recommend changes to the DPI lead annual report.
    - Add subcategories under staff - drivers, sorters, admin, etc.
    - S. Ohs noted that the System annual report just has check boxes regarding delivery services.
  - It was asked if the SCLS fees should be included in the spreadsheet. The group was generally in agreement that could be added as an additional line in the spreadsheet.
  - Should capital costs and vehicle replacement costs be added as well? - It may be beneficial to add these as separate lines.
  - It should be clear that stops were made or not made. Maybe add a column for the number of days delivery happened, as a 0 count could be interpreted as no stop or a stop happened but there were no items picked up/delivered.
  - It should be added in the directions that items that do not fit in bins can be counted as one object/bin/bag. Or have a size category like misc. Under three feet, misc over three feet. Maybe add an “other” category instead of specific feet.
  - K. Noack does track items in transit each week to help track movement of items, sees them as valuable but may not be helpful with what the group is tracking here.

Project managers will incorporate the changes into the draft for the group to review at the next meeting. In addition, the group will discuss when to implement the data gathering and frequency.

**c. Discussion: 2026 Budget Planning**

At a previous meeting it was suggested that the group should begin planning for the 2026 budget. The group determined that having volume and cost data would be beneficial for this discussion.

Due to time constraints this topic was not discussed but will be at the next meeting.

**d. Discussion: In Person Meeting**

At the last meeting the group determined that it would be beneficial to have at least one on-site visit/meeting per year to understand how each system's delivery operations are handled. A region will be identified. Ideally, two systems would be visited in one day.

Due to time constraints this topic was not discussed, but C. Bauman will suggest some days for potential in person visits.

Meeting ended at 10:04 am