

Wisconsin Public Library Consortium
Delivery Workgroup Notes
April 4th, 2025, at 9:00 am
Location: Zoom*

ATTENDEES: Corey Baumann (SCLS), Marcy Cannon (WLS), Katlyn Dubiel (IFLS), Katherine Elchert (NWLS), Trish Federer (MLS), Holly Handt (NWLS), Jamie Matczak (WVLS), Mellanie Mercier (BLS), Alaina Morales (St. Norbert College - WAICU), Joy Pohlman (DPI), Shannon Schultz (SCLS), Clairellyn Sommersmith (WLS), Tracy Vreeke (NFLS)

ABSENT: Kristen Anderson (WRLS), Riti Grover (MLS), Steve Hesel (MCFLS), Karol Kennedy (BLS), Sara May (NWLS), Angela Noel (SWLS), Steve Ohs (PLLS), Julie Pohlman (UW System), Dave Reinders (WRLS), Rebecca Scherer (MCLS), Marla Sepnafski (WVLS), Bradley Shipps (OWLS)

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.

2. **Announcements & Updates**

- a. **Statewide Delivery Volume Counts: Next Collection Period Begins April 6th**

Document: [Spring 2025 Statewide Delivery Volume Counts Sheet](#)

The Spring 2026 Delivery Volume Count data collection period is open, with target dates from Sunday, April 6th through Saturday, April 12th. WPLC Delivery Workgroup members are responsible for coordinating with appropriate staff and making sure their system's data is added to the Spring 2025 spreadsheet before May 31st, 2025.

R. Rosenstiel noted that each system's budget and supplemental data (example: Delivery Service Model, Technologies Used, etc) were carried over from the Fall 2024 data collection spreadsheet. Systems should review these and update as necessary.

Systems who have templated instructions, forms, worksheets, etc that they share with their libraries for these data collection periods are encouraged to upload these documents to the [Document Repository](#); or forward them to WPLC Project Managers to be uploaded.

There was a question about the due date. The preferred due date is next week, but the systems have through the end of the month.

- b. **WPLC Strategic Plan Update**

Documents: [WPLC Strategic Plan Goals and Objectives Sheet](#)

[WPLC Strategic Plan Activation & Assessment Worksheet](#)

The WPLC Board approved the WPLC's 3-year strategic plan at their February meeting, and work towards year 1 activities has already begun. Most of this work will be done by the WPLC Project Managers and the Board; but the workgroup will have opportunities to contribute to the identified tasks and goals as well.

More information on the WPLC Strategic Plan can be found on the [WPLC website](#).

c. System Updates re: Waltco's Service Changes

Systems that have been impacted by Waltco's service changes can share any updates, progress, and any further plans for their delivery routes.

SCLS shared it is still an ongoing process that they are trying to align with the new providers. They are coordinating with three new delivery providers. Purple Mountain, SeaSide, and Alliance are the new providers.

J. Matczak noted nothing major is happening with Purple Mountain. WVLS did receive a note that the vendor would like to increase their costs by 3%. She noted it seems like damaged items coming from libraries comes in spurts and asked what is everyone's process for damage? Is there a form, etc.

K. Dubeil asked if the damage is delivery related. J. Matczak noted that they can't prove that something happened in transit. C. Baumann noted that the group might want to talk about this as a new topic at a future meeting as it could be a big discussion topic. IFLS has an account of a few hundred dollars that they use to replace damaged items, and WVLS started doing this as well.

SCLS does review items and identifies damage upon receipt of items. They also have procedures to use towels and vinyl covers when raining. For cases of mold, they would examine other materials and the bin itself to determine extent of damage. They then reach out to the owning library to ask them if they want it replaced. SCLS too has a small budget for replacement. They suggest having a conversation with the owning and possibly requesting library and/or the delivery company.

T. Vreeke would like to have a future discussion on damaged items best practices. R. Rosenstiel will schedule this topic for a meeting later this year, and workgroup members can invite additional library/system staff to attend.

K. Dubiel shared that IFLS will most likely keep Purple Mountain for the next few months as things have been going pretty smoothly. They will still assess and hope to have a several year contract in the future.

3. Discussion Items

a. Upcoming In-Person/Hybrid Meetings + Tours of Delivery Operations

Link: [System Delivery Operations Tour Signup Form](#)

Background: Winnefox and MCFLS have volunteered to host a hybrid WPLC Delivery Workgroup meeting followed by a tour of their delivery operations. The drive between the two is about 1.5 hours; there is the potential for one location to host a hybrid meeting with a tour to follow in the morning at one of these locations, then traveling to the other location for an afternoon tour.

During the meeting: The group can decide if they are interested in a tour of both systems' delivery operations on the same day; or if they should be scheduled for different months.

Discussion: R. Rosenstiel asked if anyone had a preference on touring Winnefox's and MCFLS's delivery operations on the same day, or if each should be scheduled for different months.

K. Dubiel noted it is a long drive for someone coming from IFLS, so would prefer two separate visits. T. Vreeke agreed that having two separate days due to time constraints and drive times. C. Baumann noted they can do either but asked if these will be held during the standing first Friday of the month meeting times. Winnefox would like to stick with a first Friday and MCFLS also has lighter delivery on Fridays.

The group decided to do separate visits, one in the summer and the other in the fall.

C. Sommersmith asked if there was anything else that could make the visit more successful? Is there anything else the group would like to see? C. Baumann noted that it may be valuable to see how staff interact with system delivery at a library. Others noted that a delivery tour, library tour and lunch would be great.

R. Rosenstiel will reach out to the host systems and schedule those visits.

b. 2025 Delivery Workgroup Meeting Schedule: May 2nd Meeting

During the meeting: The next WPLC Delivery Workgroup meeting is scheduled for Friday, May 2nd, which coincides with WAPL. The group can decide if they would like to keep this meeting scheduled as-is, reschedule, or cancel.

Discussion: R. Rosenstiel noted that SCLS may have the 2026 delivery budget ready within the next few weeks, so the workgroup would be able to revisit the 2026 budget allocations, and potentially decide on the new cost allocation formulas at the next meeting.

Several folks noted that holding until June would be fine.

The May meeting will be cancelled, and the workgroup will meet again on Friday, June 6th.

c. SCLS Statistics Infoshare

During the meeting: C. Baumann at SCLS will share the delivery statistics that South Central Library System collects monthly: what they track, why they track it, and how they report it. The workgroup can discuss if they would like to pursue similar information gathering on a statewide scale.

Discussion: C. Baumann shared that SCLS collects volume statistics on a regular basis. They had previously done this volume sample of material items data collection three times per year, which was the framework for what the systems do now. Instead of counting items, SCLS now counts containers, and drivers manually mark this information on paper sheets. An SCLS staff member inputs all of this information into a master spreadsheet about once per month, which takes about 1.5 hours. SCLS has been doing this for a few years, so they are able to go back and see and historical data over time. SCLS is interested in seeing if they could simplify the process and move away from hardcopies that need to be added into the master spreadsheet, but tablets for all drivers could become expensive, and tracking devices in vans/trucks doesn't feel appropriate.

The group was asked if they would like to start collecting similar stats on a statewide scale. There was interest, and it was suggested that a small system begin collecting these stats on a regular basis, utilizing SCLS's process and spreadsheets to see how well it works. If it goes smoothly, more systems could potentially adopt this process.

Meeting ended at 9:58 am