

Wisconsin Public Library Consortium
Delivery Workgroup Notes
August 1st, 2025, at 9:00 am
Location: 709 North Eighth Street, Milwaukee, WI 53233
and by Zoom

ATTENDEES: Corey Baumann (SCLS), Marcy Cannon (WLS), Katlyn Dubiel (IFLS), Katherine Elchert (NWLS), Steve Hesel (MCFLS), Brittany Larson (BLS), Julie Pohlman (UW System), Rebecca Scherer (MCLS), Clairellyn Sommersmith (WLS), Tracy Vreeke (NFLS)

ABSENT: Kristen Anderson (WRLS), Trish Federer (MLS), Riti Grover (MLS), Kristi Helmkamp (KLS), Jamie Matczak (WVLS), Angela Noel (SWLS), Steve Ohs (PLLS), Joy Pohlman (DPI), Dave Reinders (WRLS), Shannon Schultz (SCLS), Marla Sepnaski (WVLS), Bradley Shipps (OWLS),

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

The meeting started at: 9:07 am

The group did a round of introductions

1. Review Agenda - Changes or Additions

2. Discussion Items

a. Annual Budget Cycle Planning

The Workgroup can establish an annually recurring timeline for discussions and recommendations related to the WPLC delivery budget; including reviewing cost sharing formulas, timing of budget projections, etc., with the goal to have annual budget information readied for the WPLC Board in time for their annual discussions in June.

Discussion: R. Rosenstiel proposed that at the group discuss the cost-sharing formula and determine if any alternatives should be drafted at their February meeting; the draft budget from SCLS is shared with the group in March; the group reviews the anticipated budget with any draft formulas, and can decide to submit a budget recommendation to the WPLC Board at their April meeting; or if there are any remaining items the review or discuss, the group can use the meeting in May to finalize their budget recommendation to the WPLC Board. The group was supportive of this timeline.

C. Bauman asked when systems' budgets are typically approved, noting that SCLS typically approves their budget in September. Several agreed that September is a common time for system budgets to be finalized.

WPLC Delivery Workgroup Resources

- [Statewide Delivery Document Repository](#)
- Statewide Delivery Email Listserv: wi-lib-delivery@lists.wplclists.info
- [Statewide Delivery Cost and Volume Count Sheets](#)
- [Delivery Counts Summary](#) (Data Visualizations)



It was noted that from the WPLC board's perspective, not having firm numbers for the delivery budget in May/June is understandable. If the Board has estimates- and notification of any major anticipated changes- that would be good for June; and if need be the Board can do the final approval in August.

b. Establishing a Delivery Standards Document

Document: [2022 Delivery Standards Document](#)

In 2022, a small team developed a document of Delivery Standards, which covers recommended workflows for intersystem delivery and general guidelines for delivery staff. In October 2024, the workgroup indicated interest in revisiting this document at a later date.

To begin the conversation, the group was asked how they anticipate using this document.

- K. Dubiel noted that she used it when looking at new vendors and would use the content to create potential RFPs and contracts.
- C. Sommersmith asked if there was any expectation that this document could be used if a system is not up to standards.
 - C. Baumann shared that the intent of the original document was to help in scenarios like losing a vendor. They started with some lofty goals but then had to back down because they weren't achievable.
 - S. Heser noted that the term "standards" has weighted connotations with it, and shared "best practices" might be better to use.
- C. Sommersmith shared she would anticipate sharing these with vendors and member libraries.
- T. Vreeke noted it is good to have these and use them as a reference, especially with vendors and members and doesn't necessarily think of them as ways to monitor participants.
- B. Larson shared they are creating an RFP for a new delivery van right and used this as a check list. Agreed that not using "Standards" may be best.
- K. Dubeil shared that "service expectations" may be the right term to use for the document instead of "standards."

It was asked what are folks referencing or using the most when considering standards.

- C. Baumann noted communication seems to be the most important; they are the most referenced and used.
- K. Dubiel agreed that communication is very important. With their new vendor, they recently received notice that there would be a slow down to sorting due to a staffing issue. The system was able to notify the libraries and everyone was prepared. With past vendors, this communication would have not happened. Having this type of communication is extremely helpful.

The group was asked who they anticipate being the audience of the document.

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- There was consensus that the document should be a reference for anyone responsible for delivery.

Thinking about the structure of the document, it was asked how did the authors of the document view the two sections, the outline vs the written standards?

- It was noted that the second section is more fleshed out information and there is no real difference between the two sections.

There was a question about standardization of labels. K. Dubiel noted that they use this for their libraries so that if they create their own labels, there are standards used to help with sorting.

It was asked how the group sees this document working with the PLSR standards and process. S. Heser noted that the PLSR standards conversation was related to a very centralized Wisconsin service and focuses on Library System standards, whereas this document is more procedural standards for delivery.

It was asked if a vendor should sign this. It was agreed that the document should be made broad and flexible so that systems could use the information in this document and modify it for their own MOU.

Next Steps: Project managers will reformat the document and at the next meeting the group will review the content, determine what information is missing, what, if anything, is no longer relevant, and what needs more context. From there, a workgroup or multiple groups of volunteers may be assigned sections to work on fleshing out specific sections.

3. Member Sharing

Workgroup members are invited to share any ideas or challenges that they would like to discuss.

C. Baumann shared that SCLS is looking into a replacement vehicle acquisition. The cost is anticipated at being around \$52K for vehicles now. R. Scherer noted that that is the same ballpark that they are seeing at MCLS.

K. Dubiel went to a COLAND meeting and saw the SCLS delivery van in Wausau and she followed it to the library!

The meeting ended at 10:03 am

Next meeting: Friday, September 5th at 9:00am

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