

PLSR Delivery Workgroup Report Summary

[Full PLSR Delivery Report](#)

Purpose

The Delivery Workgroup is a segment of a broader initiative aimed at optimizing public library system services across Wisconsin. This effort, steered by a dedicated committee and facilitated by various workgroups, aims to devise new service models that maximize resources, enhance services, and ensure equitable access.

Background

A statewide delivery network was developed over time by the South Central Library System in partnership with the other library systems and other types of libraries around the state. The SCLS Delivery intersystem routes provide delivery to all 16 public library system headquarters, which in turn provide delivery to their member public libraries. In addition to the 16 public library system headquarters, most private academic universities, technical college libraries, state agency libraries and UW-System libraries are connected across the state by SCLS Delivery through their delivery hub in Madison. Wisconsin also connects to Minnesota, North Dakota and South Dakota libraries via the Minitex delivery network, a publicly supported network of academic, public, state government and special libraries that provides delivery service to those states. Wisconsin and Minitex have a reciprocal borrowing agreement that allows libraries in the four states to share materials via interlibrary loan without reimbursement to each other.

The Workgroup's Goals

A statewide delivery solution that benefits all stakeholders by:

- Addressing the inequities of service in the current system
- Reducing inefficiencies by better use of time and resources
- Encouraging partnerships and collaborations, both inside and outside the library community, to bring resources to delivery

Current Model Issues

- Delivery frequency varies significantly across regions.
- Duplication of delivery efforts between regional and statewide services.
- Weather-related disruptions impact the centralized delivery hub in Madison.

Proposed Model

The workgroup recommends eight regions to serve as the starting point for a transition to fewer delivery regions, each with a single hub location serving as the connection point to other regions.

Recommendation Overview

- Eight regional state-wide hubs which will eliminate the need for central sorting, minimizes the effect of inclement weather, and eliminates an item marked for delivery to a neighboring county traveling to the statewide central facility first.
- Redesign the statewide delivery network to help ensure the partnership between multi-type libraries continues to provide stable and affordable delivery support for resource sharing to all libraries in Wisconsin. The delivery model is flexible to accommodate school year and summer schedules. In addition, while the model no longer would have a single provider directly connecting UW campuses, it seeks to ensure the continuation of this partnership by working with the UW System and Wisconsin Historical Society to identify how delivery service for the Area Research Centers can continue in the new model.
- A staffing model that includes a Statewide Delivery Services Coordinator, Regional Delivery Operations Managers and Regional Delivery Vendor Contract Managers that function together as the statewide delivery services management team.
- Implementation of the following delivery service standards:
 - Access to 5-day delivery for all libraries
 - All items picked up in regions will be sorted the day of pick-up in time to transfer to a statewide delivery connection
 - Consistent delivery times at libraries
 - Next day delivery between two libraries in the same region, unless the receiving library is not open
 - Connection between statewide regional hubs accomplished in a one to two weekday window
 - Reasonable damage protection and resolution
 - Simplified, efficient labeling
 - Incrementally, internal delivery supplies, labels and delivery totes and equipment to best fit local need are standardized to increase statewide purchasing power
 - Able to accommodate delivery of other types of items in support of other coordinated services to libraries (various kits, equipment and centrally purchased materials) and other technology service needs (e.g. computers)
 - Specialized and trackable delivery of certain materials in support of digitization and/or archival collections, including specialized containers if needed

- A single point of contact for each delivery region for questions, requests, assistance and information that can be contacted by phone and email
 - A central online location for information with all regional and statewide delivery information
 - Delivery services, whether in-house or contracted, will be bonded and insured
- The implementation plan involves a five-year phased deployment, with assessment periods to adjust staffing levels.
- A statewide delivery advisory council will be made up of public library representatives from libraries of different sizes and regions and representatives from other library types participating in the delivery network. This council will work in collaboration with the statewide delivery services management team to provide direction, oversight and accountability of the service.