

Wisconsin Public Library Consortium

Delivery Workgroup Notes

September 5th, 2025, at 9:00 am

Location: Zoom*

ATTENDEES: Corey Baumann (SCLS), Marcy Cannon (WLS), Katlyn Dubiel (IFLS) Holly Handt (NFLS), Kristi Helmkamp (KLS), Steve Heser (MCFLS), Jamie Matczak (WVLS), Angela Noel (SWLS), Steve Ohs (PLLS), Joy Pohlman (DPI), Julie Pohlman (UW System), Rebecca Scherer (MCLS), Shannon Schultz (SCLS), Bradley Shipp (OWLS), Clairelyn Sommersmith (WLS), Tracy Vreeke (NFLS)

ABSENT: Kristen Anderson (WRLS), Katherine Elchert (NWLS), Trish Federer (MLS), Riti Grover (MLS), Brittany Larson (BLS), Dave Reinders (WRLS), Marla Sepnaski (WVLS)

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

The meeting started at: 9:01 am

1. Review Agenda - Changes or Additions

There was a conversation about delivery vehicle types, as MCLS is looking at purchasing a Ford that they came across a good deal on. Systems are using Fords, Chevy, Dodges, etc.; there isn't any consistency, and preferences seem to be based on local maintenance preferences, availability of specialized tools for certain vehicle types, and/or affordability.

2. Updates and Announcements

a. Statewide Delivery Volume Counts: Summer Collection Period Closed on August 31st

Link: [Statewide Delivery Volume Counts - Summer 2025](#)

R. Rosenstiel shared the reminder that workgroup members are responsible for making sure their system's delivery counts and budget information is added to the Summer 2025 worksheet by the end of September. The Fall 2025 collection period is scheduled for October 27th - November 23rd.

Historical data can be found in the Statewide Delivery Document Repository at [WPLC Delivery | Document Repository - Statewide Delivery/Volume Count Sheets](#).

It was shared that PLLS has changed one of their delivery stops to Hedberg Public Library in Janesville, and in the future may be looking to add an SCLS stop here. SCLS can accommodate this when they're ready.

3. Discussion Items

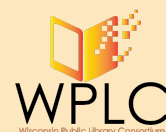
a. Intersystem Delivery Best Practices & Service Standards Document

Document: [Intersystem Delivery Best Practices & Service Standards \(Draft\)](#)

Background: At the August meeting, the delivery workgroup reviewed the [2022 Delivery Standards](#) and determined that it should be updated as a best practices and service standards resource, intended for all staff involved in statewide delivery, as a guide for member libraries, and as an

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adaptable resource for systems when working with delivery vendors. Based on the group's feedback, Project Managers have reformatted the 2022 document for review and further updates.

During the meeting: The group will review the draft document and determine what information is missing and what may no longer be relevant. The group may decide to form a small workgroup or designate sections to volunteers to finalize the draft document for the group's review at a later date.

Discussion:

The group reviewed the draft document by each section. The Communication section was discussed and it was noted that communication is super important. It was noted that the communication is listed as top-down, but it shared that it should be synchronized communication, so information like the library closures is communicated to the system/vendors. It was shared that one of the vendors (Waltco) uses the 2 hour mark. A. Noel shared that SWLS communicates with their libraries only if there's a major slowdown, like engine trouble, blown tire, or accident. They don't publish a promised schedule and most of their libraries get delivery before they open.

B. Shipps noted they get a call from their libraries and have to contact Waltco for an explanation. They are not getting proactive communication.

The group agreed that 90 minutes is a good target but additional information can be added about varying circumstances.

It was asked if the group wants to work on standardizing labeling, per § *Delivery Quality Standards II. Labeling & Marking of Bins in Transit*. C. Baumann noted that they see a wide variety of labels/slips. SCLS does have a page on their website that helps outline the routing guidelines to help libraries with labeling for delivery.

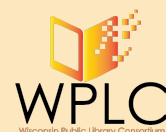
It was asked about clarification on § *Delivery Quality Standards IV.D When Loss or Damage Occurs*, who is responsible for noting. S. Hesser noted that when damage happens, their libraries will notify the system and they have a contract with their vendor and the vendor is responsible for covering the cost. It is taken out of their invoices. C. Baumann shared that their drivers need to notify the system if there is damage. The driver brings the items back, pictures are taken and then the libraries are notified. SCLS will pay for the item, if necessary.

H. Handt shared that If Waltco is at fault, the owning library takes photos and fills out a water damage claim form. Both are then sent to Waltco for their insurance co. to review. A check is then sent to the library for the damages.

When it is difficult to determine who is at fault, it was noted that some systems have a budget line to pay for those items. It was asked how systems that do have this, determine to release that

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funding. K. Dubeil shared that IFLS will talk to the library first and if the library is insistent the item be replaced/paid for, they will release the funds.

SCLS has a \$400 budget line per year and rarely uses it all within a year. IFLS is \$600 and they never use it all. It can be a catch-all for other items lost/damaged like ILLs or annual supply order items as well.

PLLS' process is super rudimentary - if they get an email about a destroyed item, they will just have the library invoice they system and pay it out of a small lost ILL replacement account. They only get 1-6 of these a year.

WVLS is \$500 and they do use it from time to time. Not sure if they have ever spent the entire amount. They noted they have also rejected claims if it is unclear who is at fault.

PLLS is insured through the League of WI Municipalities insurance program. They wonder if any of their fine print would allow any kind of claim if we ever got hit with a major loss situation. S. Ohs will report back.

It was asked how the damage and loss section should be noted. It was shared that each system should have a process in place to identify damage and reimburse members or work with the vendor to reimburse the libraries: essentially who is liable and how reimbursement will occur.

The group was asked how they want to approach the service sustainability section. The group will tackle these topics as a whole at future meetings. The first being the security of long-term consistency of service.

b. PLSR Report Priorities

Documents: [PLSR Delivery Report \(Full\)](#)
[PLSR Delivery Report Summary](#)

Background: In Fall 2024, the delivery workgroup identified three major goals to work towards based on the PLSR Delivery Report, which have now been completed. The workgroup now has an opportunity to identify additional items from the report they would like to work towards next. Two items that have been discussed include establishing a baseline of delivery service recommendations for all library systems, and priorities for managing costs.

During the meeting: The group can decide on the goals and priorities they would like to work towards next.

Discussion:

R. Rosenstiel pointed out that the baseline of delivery service recommendations for all library systems is based on the list of recommendations found on page 2, point 4 in the PLSR Delivery Report. The group was asked if this is something they would like to tie into the Intersystem Delivery Best Practices & Service Standards document the group just discussed; or, if this is

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something they would like to pursue now, if it would be a separate document of recommendations?

It was shared that the group should focus on the standards first and then revisit the PLSR document. The group agreed to this approach. T. Vreeke shared appreciation for this focused approach on goals: it helps move ideas forward without feeling overwhelming.

4. Member Sharing

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

Discussion:

C. Baumann noted that he received an update that the Ford Transit is a good vehicle to move forward with.

K. Dubiel shared that they have been having a lot of issues with sorting as Purple Mountain lost sorting staff and built up a back log. Still very proud of the communication they receive from Purple Mountain. Their efficiency is down due to injuries. While they are not super pleased with the slowdown, they are very happy with the transparency and communication.

S. Ohs noted how unique each system's- and library's- delivery needs are, and that to continue long-term to provide good service, it would be beneficial to strengthen relationships with existing vendors that folks have had good experiences with; to preserve access to knowledge. S. Hesser agreed and noted that Jim Tieterman is a person in particular who is one of the best in logistics and efficiency; it might be worth having someone like him on retainer as a consultant. C. Baumann added that he's also often thinking about sorting efficiency, processes, and standards; and how there are a lot of logistics when it comes to systems that perform their own sorting, like space and people hired to do the work. It could be worth having someone with this knowledge and background to be able to visit these facilities and provide recommendations for efficiencies.

C. Sommersmith shared details on the schedule for the next meeting, hosted by Winnefox: The meeting will take place at Neenah Public Library at 9:00am; prior to the meeting, in-person attendees are invited to arrive at the library at 8:30am for a tour of their delivery, sorting, and shelving. After the meeting, folks are invited to drive over to Oshkosh Public Library for a tour of the delivery and sorting operations there; then for lunch together. Anyone who is planning to attend in-person should let Clairellyn know so she can plan for snacks and lunch.

The meeting ended at 10:04 am

Next meeting: Friday, October 3rd at 9:00am, hosted by Winnefox

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