

Courier Alliance meeting

April 11, 2015 8 am

Montana Library Association Annual Conference

Bozeman, MT

Introductions

Objectives for this meeting:

1. Make certain we are all on the same page regarding responsibilities of the contractor, the drop site library, and the State Library – AND to verify that the contractor is meeting its obligations to you.
2. Come to agreement on what administrative responsibilities an advisory board for this group should assume, and make sure these are represented in the drafted by-laws
3. Review current procedural documentation and learning resources and identify where updates or additional resources are needed, and who will take responsibility

Contract review:

Effective January 1, 2015 – December 31, 2016 – annual renewals at the option of the State

- Contractor responsibilities
 - Contractor shall provide the following:
 - Contractor will provide physical delivery of materials between libraries across the state of Montana. Materials shipped include but are not limited to books, CDs, DVDs, documents, envelopes, program trunks, and other library material.
 - Contractor will serve the State Library and any Alliance member(s), as set forth in Addendum A to this Contract, that sign a Montana Courier Alliance Service Agreement as part of this contract. A stop is defined as arriving at one library on the scheduled day, and includes both dropping off all incoming items (provided there are any to drop off) and picking up all outgoing items (provided there are any items to pick up).
 - Contractor will establish standard arrival times with the State and each Alliance member.
 - Contractor will schedule its delivery time during the hours a library is open to the public unless otherwise specified by the Alliance member.

- Contractor will not deliver items if the Alliance member is closed unless an alternate arrangement has been confirmed in writing with the dropsite library. Re-delivery will be attempted the next scheduled delivery day.
- Contractor will be obligated to arrive within two hours of the time frame established with the State and each Alliance member.
- Contractor shall notify the Alliance member and the State Library of any missed stops as soon as possible, preferably in advance, but no later than the close of the next business day.
- Contractor shall provide written changes to delivery schedule to all Alliance members and to the State Library in a timely manner, with a minimum of one week's notice for additions, deletions, or address changes.
- The State Library reserves the right to deduct from the amount due the contractor for missed stops as follows:
 - If the Contractor does not notify the participating library by the close of the next business day of missed stops, twice the individual delivery charge may be deducted from the amount due the courier.
 - If the Contractor misses more than one stop to a library (with or without notice) during any five consecutive days when stops are scheduled, twice the delivery charge for each missed stop may be deducted from the amount due the Contractor

- State Library responsibilities

The State Library will:

Negotiate and maintain a single contract, together with any Addendums referenced herein, with the Contractor

Facilitate and provide centralized communication tools (listserv, web page)

Collect consistent and standardized statistics from Alliance members and Contractor

Provide support to libraries in troubleshooting issues with the Contractor

Provide standards for labeling, turnaround time, reporting closed days and changes to delivery schedules

Service agreement review

- Drop site library responsibilities

Provide Contractor with written changes to stops in a timely manner, with a minimum of one week's notice for additions, deletions, or address changes.

- Provide Contractor with a list of scheduled closings at least one week in advance of the holiday.
- Provide Contractor with a calendar of regularly scheduled closed days.
- Notify the Contractor by the Contractor's preferred method of communication at least 24 hours ahead of the scheduled stop if a dropsite is closed on a regular working day (Monday-Friday, not a holiday), and they are scheduled for regular stop that day.
- Keep informed about the packaging/labeling/handling requirements for efficient and secure delivery of materials put into the system for delivery.
- Provide sufficient delivery crates for the transfer of materials to and from delivery sites.
- Ensure that all items shipped have an appropriate and properly affixed routing slip that clearly lists the shipping destination.
- Pack crates appropriately according to the methods established by the Contractor and the Alliance.
- Maintain a designated location in their buildings that will be easily accessible for courier service.
- Provide monthly reports to the State Library of the number of crates (not individual items) sent and received through dropsites, identified by participating library.
- Report specific courier-related problems (missed stop or wrong packages delivered, lost or damaged items) to Contractor, by phone, email, or a form available from a central website, within 24 hours of the occurrence.
- The participating library agrees to reasonably cooperate with Contractor and the State Library in determining the party responsible for loss or damage in accordance with vendor contract #LIB15-3078R, and, if applicable, the consortium Interlibrary Sharing Protocol and American Library Association Interlibrary Loan code.
- Assign one contact for the overall coordination of issues between Contractor and dropsites, and any other issues resulting from the contract

Administration of courier project

- Advisory board responsibilities

From the by-laws drafted by Elizabeth: "The Advisory Board takes action to make administrative, procedural and policy decisions and recommendations necessary for the functioning of the Alliance. A single representative from each Alliance library votes on all policy and budget decisions recommended by the Advisory Board, with a simple majority of votes cast determining the vote

outcome. The Advisory Board consists of nine Alliance library representatives designated by library type (five public libraries, two university libraries, **one tribal library, and one special library** which serves as a hub location for the courier program). One member of the Montana State Library (MSL) staff will be a member of the Advisory Board in an ex-officio, non-voting appointment. Current members are listed in Appendix B – Current Members of the Alliance Advisory Board. Alliance members may make recommendations to their library type representative on the Advisory Board. The Advisory Board will consider these recommendations to make policy and budget recommendations to the Alliance and to make operational decisions.

- *Since there is currently no tribal or special library in the consortium, what representation does the consortium want on this board? Public/academic? MSC/non-MSC? Composition*
- Online resources
 - Shipping and interlibrary loan procedures
 - Resources for Montana Shared Catalog sharing group libraries: Cara will link to MSC policies and procedures under this section.
- Approval of proposed Courier Alliance by-laws - **APPROVED**
- Election of Courier Alliance advisory board representatives – **TABLED since most interim board members were not present at the meeting.**

LSTA funding update: MSL currently contributes ~\$650 per month toward the courier. We rolled over funding from FY13 LSTA and now we expect to have close to \$8,000 remaining, with the current list of participating libraries. This must be expended before 9/30/15.

In what other ways could this funding support the courier project?

A suggestion was made to order additional crates for the courier. Cara will place an order.

- Shared stops and potential service areas:
 - Hi Line
 - Central Montana
 - 4 Rivers partner group (currently has hubs in Whitehall and Dillon)

Statistics collection and invoicing – any concerns, comments?

Other comments?

A discussion ensued about courier delivery between UM Mansfield and Missoula Public. Cara will follow up with Critelli.