

# **The Montana Courier Alliance**

## ***Mission Statement***

The mission of the Montana Courier Alliance (The Alliance) is to encourage resource sharing between member libraries through improved access to and exchange of information materials, library collections and professional expertise.

## ***Purpose***

The purpose of the Alliance is to support an affordable and efficient infrastructure for resource sharing and transfer of physical library materials among participating libraries across the state of Montana.

## ***About the Alliance***

The Alliance is a voluntary library consortium of public and academic library institutions in Montana that share interlibrary loan materials via a contracted courier service which physically delivers the shared library materials. The Alliance emerged in 2012 from the successful statewide courier pilot project facilitated by the Montana State Library (MSL) in 2010. Starting with Butte, Helena, Great Falls and Livingston, the number of participating libraries expanded when Montana Shared Catalog (MSC) sharing group libraries joined the courier effort. The Academic libraries at the University of Montana Mansfield Library, Montana State University Renne Library, and MSU-Billings library also participate in the courier.

The structure for the current courier system relies on either the direct shipment and receipt of interlibrary loan materials between Alliance libraries or the use of hub libraries and/or depots to sort and prepare materials for shipment and receipt at their final destination library. Alliance members have all signed individual agreements directly with a contracted courier service, specifying their preferred frequency of service. The Alliance negotiated a standard consortium rate for each requested delivery stop. All supplies and containers are provided by the participating libraries and must conform to consortium standards.

The Alliance is governed in part by an Advisory Board which assists with management and administration and provides centralized planning.

The Alliance is funded in part through participating library fees and in part with federal Library Services and Technology Act funding from the Institute of Museum and Library Services, administered by the MSL.

## ***Expected Outcomes***

Library services and materials will be delivered responsibly, equitably, and efficiently so as to meet users' needs and expectations in a timely and professional manner.

A courier contractor will provide the infrastructure and system to support delivery of physical library material throughout Montana.

The courier system will be a cost-effective and efficient alternative to the traditional interlibrary loan shipment option provided by the US Postal Service.

Alliance libraries' staff workload will be mitigated and improved by increased use of automated and streamlined procedures.

A central website hosted by the MSL will be used to share all Alliance documents.

All libraries interested in joining the Alliance will be able to participate under a cost structure that makes the system affordable to libraries of all sizes.

### ***Shipping Procedures***

Standard shipping and receiving service is flexible, but must occur a minimum of two days per week. Alliance members follow standard packaging and routing slip procedures to ensure accurate and intelligible delivery of shipped materials.

Materials shipped include but are not limited to books, CDs, DVDs, documents, envelopes, program trunks, and other library material.

# Montana Courier Alliance Bylaws and Rules of Order

## I - Organization

The name of this organization shall be the Montana Courier Alliance (the Alliance).

## II - Charge

The Alliance is a voluntary library consortium of public and academic library institutions in Montana that share interlibrary loan materials via a contracted courier service which physically delivers the shared library materials. Its charge is to facilitate and encourage an affordable and efficient infrastructure for resource sharing and transfer of physical library materials amongst Alliance members.

## III - Membership

Libraries that have signed a courier Service Agreement are known as “Alliance members” and form the Alliance. Responsibilities of Alliance members are stated in the Service Agreement (*Appendix C – Montana Courier Alliance Service Agreement*). Current Alliance members are listed in *Appendix A - Member libraries of the Alliance*.

Any public library, public library consortium, academic library or special library in Montana is eligible to join the Alliance once a courier Service Agreement is signed.

Any Alliance library can fully withdraw from the consortium, provided at least one month’s notice is given to the Advisory Board.

## IV - Governance

The Alliance is governed by an Advisory Board. 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.

All Advisory Board members will serve a two-year term. Initially the Advisory Board will stagger terms of the five public administrators, with two members serving three years, two members serving two years and one member serving one year. Advisory Board members can serve recurring terms up to four terms, not to exceed ten years consecutively. A minimum of five Advisory Board members will be considered a founding board in the initial appointment.

No Alliance library representative on the Advisory Board shall receive compensation or reimbursement for his or her services to the Alliance.

Advisory Board membership ends when the member ceases to be employed at an Alliance library or resigns by notifying the Advisory Board of his/her intention to resign. Failure to meet Advisory Board duties may result in an Advisory Board vote to remove a member from office. Advisory Board members may appoint interim members if warranted by a vacancy.

## **VI – Meetings and Procedures**

The Advisory Board shall meet quarterly to manage the affairs of the Alliance. A quorum will consist of a majority of board members. There will be no proxy voting. Meetings may be conducted in person, online or via telephone. Additional meetings may be called by any three members of the Advisory Board. Forty eight hour notice is required for special meetings.

The Advisory Board shall appoint persons as necessary for recording and distributing minutes of all meetings.

The Advisory Board officers will be Chair, Vice Chair, and Secretary/Treasurer. At the first quarterly meeting of each calendar year, a vote for Advisory Board officers will be cast electronically by Advisory Board members, with a simple majority of votes cast indicating the appointee. Each officer will serve a one year term. Advisory Board officers may be elected to consecutive terms, not to exceed three terms.

The Secretary/Treasurer of the Advisory Board will prepare electronic ballots for Alliance libraries before the first quarterly meeting of the calendar year so as to elect appointees to the Advisory Board. Appointees will be determined by a simple majority of votes cast.

The Advisory Board will use the latest version of Roberts Rules of Order. Minutes from meetings will be posted by the Secretary/Treasurer to the Alliance web site located on the MSL web site.

Amendments to Rules of Order can be presented to the Advisory Board at any regular meeting of the Advisory Board. Approval requires a  $\frac{2}{3}$  majority and will take effect at the next Advisory Board meeting. Suspension of the rules can be applied by a unanimous vote of the members present, providing a record of the Yeas or Nays are recorded into the official minutes.

## **VII – Procurement and Fiscal Responsibility**

The MSL serves as signatory to the courier service contract and the sole representative of the Alliance. The Alliance's fiscal year is January 1 to December 31 as defined in the contract. The State may renew this contract in two-year intervals or any interval that is advantageous to the State. This contract, including any renewals, may not exceed a total of seven years.

In consideration of the courier services to be provided, the State and the Alliance members shall pay the contractor directly according to the fee schedule listed in Addendum B of the contract.

Adopted by Advisory Board for the Montana Courier Alliance on April 11, 2015.

## ***Appendix A - Member libraries of the Alliance***

The following libraries have entered a Service Agreement with the current courier service as of June 2015:

- Bozeman Public Library
- Butte-Silver Bow Public Library
- Fallon County Library
- Glendive Public Library
- Great Falls Public Library
- Havre Hill County Library
- Hearst Free Library, Anaconda
- ImagineIF Libraries, Kalispell
- Lewis & Clark Library, Helena
- Livingston Public Library
- Miles City Public Library
- Missoula Public Library
- Montana State University, Billings
- North Lake County Library District, Polson
- Rosebud County Library, Forsyth
- Stillwater County Library, Columbus
- Whitehall Community Library
- Whitefish Community Library
- University of Montana, Missoula
- University of Montana Western, Dillon

***Appendix B – Current Members of the Alliance Advisory Board***

- Honore Bray, Missoula Public Library
- Judy Hart, Lewis and Clark Library
- Dawn Kingstad, Glendive Public Library
- Vacant
- Brent Roberts, Montana State University Billings Library
- Mary Guthmiller, Montana State University Library
- Sonja Woods, Miles City Public Library
- Gale Bacon, Belgrade Community Library
- Christine Vance, UM Mansfield Library
- Cara Orban, Montana State Library (ex officio)

**Appendix C – Montana Courier Alliance Service Agreement**

**Montana Courier Alliance Service Agreement**

**Addendum Number** \_\_\_\_\_

Critelli contact:

Kathy Haworth  
(406) 254-1761  
[Kathy@CritelliCouriers.com](mailto:Kathy@CritelliCouriers.com)

Date of agreement \_\_\_\_\_

Start date of service \_\_\_\_\_

The \_\_\_\_\_ Library (“Alliance member” or “dropsite”\_) agrees to accept service from Critelli Couriers pursuant to vendor contract #LIB15-3078R between Critelli Couriers and the State of Montana, Montana State Library.

For (number of days) \_\_\_\_ each week based on \$25 per stop. Actual amount billed per stop will be determined by a fee schedule assigned by the State but will not exceed \$25.

Each dropsite shall pay \$5.00 per additional crate beyond five crates.

Billable monthly on a net thirty days.

The pickup time will be between \_\_\_\_\_ and \_\_\_\_\_.

The days of service will be \_\_\_\_\_.

The delivery address  
is \_\_\_\_\_.

The billing address  
is \_\_\_\_\_.

The primary library contact person  
is \_\_\_\_\_

Contact information (phone and email)  
\_\_\_\_\_

The secondary contact person is \_\_\_\_\_

Contact information (phone and  
email) \_\_\_\_\_

Will this Library require sorting at a hub or the Critelli Butte or Billings locations?

**No Yes**



**Responsibilities of the Montana Courier Alliance Participating Libraries:**

The dropsites and participating libraries of the Alliance, as appropriate, will:

- Provide Contractor with written changes to drops 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 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.
- The dropsite or Alliance member executing this Addendum agrees to indemnify, defend, and hold the Montana State Library harmless against any claims asserted against it, by Contractor, arising out of or in any way associated or related to the dropsite or Alliance member's breach of its obligations under this Addendum or the AMENDED CONTRACT

COURIER SERVICES FOR THE MONTANA STATE LIBRARY, LIB15-3078R.

Signed:

\_\_\_\_\_  
Library Director

Date:

\_\_\_\_\_  
Critelli Couriers

Date: