Courier Task force meeting 9/20/22

Attendees:

Rick Powell, Erin Wilburn, Kristen Heinrich, Jill Kehoe, Heather Gad, Katherine Brent, Glen Bogardus, Matthew Hartman, Elise Thornley, Angela Persico, Tim Jackson, Shannon Pritting, Maureen Clements

Kristy Lee (New Paltz), Kerrie Fergen-Wilkes (Fredonia), Pam Sullivan (Brockport), Kim Detterbeck (Purchase), Antonia DiGregino (Old West), Jennifer Kronenbitter (Cortland), Elin O’Hara Gonya (Plattsburgh)

* We’ll be joined by some directors with the comp directors to talk about direct billing.

Kerrie - We’ll open it up for directors about concerns regarding reshare billing. Without direct billing, the SUNY Connect comes out of a campus-wide budget, and it will be incurring an additional charge directly from their budget.

That was the biggest concern that will slam us with a 6-8 thousand dollar bill. Is there any room for a different way of billing, Kristy asks if there’s a way to create a PIA.

Kristy – confirm with what Kerrie said – each one will have to deal with the purchasing department which is extra work for all of them. Is it possible to continue using the SUNY re-charge if possible?

SHANNON – we’ve talked about this for many months – we made explicitly clear – it’s not that OLIS doesn’t want to do the work, but if we continue doing what we’re doing, we could bankrupt ESLN. They hold the contract for the shared courier service. We have to establish a contract with ESLN which takes a year and ESLN has to absorb at half a million dollars for over a year before we can pay them.

Rick – This was how it was going to be billed. Some people did express it might be a problem.

Shannon – did we not say this is why we’re moving forward? Do you want to bankrupt ESLN?

Rick – he’s just saying how it was presented to us.

Kerrie – because we have to sign a new contract – because there’s a lag -we can’t do that. We’ve backed ourselves into a corner – we are all gonna take a hit. At least for Kerrie – she now has an 8,000 bill – some of the SUNYconnect charges. If we want to do the other SUNYconnect things, it may hurt us in the long run. How do we end up in this situation? Why don’t we have the option for SUNYconnect.

Shannon – we’re being proactive because we’re giving a lot of time. there have been long contracts with courier vendors. Now they’re shorter and shorter– may be three years and it’s taking us longer to do contacts – a third party contract, insurance, cars, etc.

It’s complex. It was always going to take us this long. The courier game has changed, less money, shorter contracts, we receive constant complaints about custom courier. No courier is going to agree to five years in this climate. ESLN is looking to establish a three-year contract – that might be three years. It’s always taken some time. There’s no backing into it. It’s how this works – nylink owned this and esln agreed to take it on.

If you all want to stand pat as a comprehensive college group – this is a problem and its’ worth it for our institutions to say to ESLN, they need to absorb $500,000 for SUNY, we can do that but we have to do it quickly. They might say no.

Two levels of contracts – we have to wait for ESLN to finish their contract with whomever they chose as the courier before we can even work on a contract with ESLN – in the meantime, it was 18 months that ESLN had to pay custom courier before we paid them. If you want to put that forward to ESLN – you might lose out of what you see in your budget – we’ll ask them if they are willing to do it.

Jill – she’s going to echo – an additional 8,000 would put her several thousand in the red, next year might be a different story – but this year they can’t. This would hit in July ‘23.

Shannon - We’re trying to lead it out for a full budget year. You would pay October ‘23.

Kristy – Can ESLN do a contract directly with OLIS instead of all the SUNY campuses?

Shannon - The contract with OLIS is what takes a year. We have a contract with ESLN.

Jennifer K – so then each of the colleges are going to have to have their own individual contracts?

Shannon - You wouldn’t have to but SLS would need one. We let ESLN know there will be some campuses that will be slow to pay – it’s absorbing $40,000 rather than $500,000. They can work with an institution in a difficult situation.

Antonia – She understands what he’s saying – for the next fiscal year we will pay the carrier charges but once the contract goes back to direct charge?

Shannon - if you want to try to put us into direct charge – we only have so much capacity. That’s where to data we’ve shared, the feedback we’ve shared – we probably don’t want to do that – it makes sense for many to go to five days a week –

What we promised to do with ESLN was to give them a sense of what they’re contracting for – most don’t want five days is the data we’ve received. We would give you less flexibility because of the scrutiny – if we have a main contract, it can only be one way – not two.

We’ve never worked as a group to have any policy about making you all in – we’ve only done that through a contract – there is no SUNY policy. If a small campus says I don’t want to be on ELD anymore, then they don’t have to be on ELD anymore.

Jill – If 15 schools decide not to use the courier service – how would this impact the printing slips – what’s the specific process?

Tim – we could make edits to your alma – we’re already doing that at Albany and Bing. We can straighten that out if it comes to pass. If it’s a smooth process.

Shannon – what are your expectations for shipping things out – and how to pay? It’s the lower volume libraries that will opt out. No PIA

Kristy – if we are going forward with this, would you be doing individual billing?

Shannon – there will be NO All SUNY contract. But you may need to have a contract directly with ESLN depending on your procurement department, but you should not have to have any contract at all (under threshold). We will not be dealing with contract you’ll just pay the invoice as is. But if we billed centrally, SUNY would need a contract

Can we ask for a blanket justification from OLIS, he would agree with that. As far as discussing with the business office, some people wanted us to have business discussions on how to handle the re-charge – he doesn’t want to commit to that.

*We’ll absolutely we’ll share out some justifications. Why is this a single sources- we’ll put out through the Procurement and business officers association – to let them know.*

It will be a lot of work on our part, but he wants to make sure – if you need me to come it. we want to target budget discussions with provosts and offices because we’re overstepping our authority.

Any questions about the number of days – we can’t force anyone to do anything but we can ask collegially – we all agreed to stay on the courier for three days – there may be some repercussions with workload and turn around but we’ll do our best to mitigate.

Jennifer K – if we stick with the five days -we’ll see an increased volume? Will we v the ones who stay with three?

Tim – what we’ll need to do, to minimize the impact of libraries dropping down to three day service – we’ll adjust our rotas – requests will go to five day first, they will see an increase but he doesn’t see it as a massive increase.

Kristy – similar to Jennifer’s question, if we stay at 5 days and others drop to three – we still will ship out five days – wouldn’t it be the same delay? They’re waiting for the other campuses to pic up and received. Overall- this will delay the whole process. Why don’t we all go to three days?

Tim- the libraries that stay on five-day delivery are high-volume libraries. The items moving between the libraries will not be impacted. Right now, about 60 percent of the volume is between volume and they want to stay on five day – would allow turn around times to be unaffected for the majority of the requests.

Kim – when will we know what the price differential will be? And would it change for three days?

Tim – we have to assume there will be an increase. We won’t know until the contract is awarded. According to the bidding timeline, the idea is to get the contract awarded in March / April – that’s when we’ll know for sure what the price difference will be.

Shannon – We’re not asking for a firm commitment but an expression of interest in 3 or 5 day service. ESLN has to get that information and provide as part of the RFP – they need to commitment to do the RFP.

Tim – all of the RPF proposals will be due in early December – it’s possible we’ll be able to give you a better idea for the price increase – as soon as we have that increase, we’ll let you know.

Shannon - We had on the agenda – the responses from the survey with the intent to determine 3 or 5 day service.

*IF the Comp sector chooses to appeal the decision to not move forward with a central agreement – we need to know that quickly because ESLN is going out for an RFP.*

*We need to know – they must discuss and a response – very very soon.*

The ESLN is not negotiating with Shannon. Knowing that it’s really challenging for us to do

There seems to be in interest from the comp directors to not go forward with a central agreement because of the budget payment won’t be through recharge.

We’ll have to go through the task force because we’ll have to get input from more sectors.

SURVEY discussion

Tim – We wound up hearing from 53 campuses (no response from 7). Based on the responses we’re getting – we’ve got 38 campuses to drop down to 3 day, 15 campuses want to stay on 5-day. About 60 % being filled by libraries who want to stay on five days. Through rota management, we could get the percentage of fill by five-day libraries around 75%.

We wouldn’t be slowing down every request, roughly slowing down 40% of 25% leaves about 10% of requests would be slow down – given everything else we need to consider, it’s not too bad.

Given the responses we’ve received, the impact it would have on turnaround time would be minimal.

Does anyone have any objections to three-day turnaround time?

Matt Hartman- looking at the survey results he wonders if dropping down to three days, may not be as big of cost savings as we may think. Several people listed cost savings as the reason. By dropping down to three days - they may not get what they’re thinking. It’s tough to say what the pricing model will be.

Shannon - Matt is making a good point- he would assume if campuses are willing to pay – It could screw up to five days based on the price. He would imagine we would be able to change on a yearly basis – they end of going forward doing five days rather than three days because the cost savings aren’t enough. Or we could see some libraries split the different for four days.

Glen Bogardus – we haven’t had a convo about performance stats and goals. He thinks the impact will be great. 1/3 of the top ten libraries by volume said they want to cut their pick up time. Do we have any assessment or benchmarks to change course?

Tim – since we’ve gone live in ALMA – he can’t speak to that but on the alma side of things, he’s been tracking turn around time since go-live – he will continue to do that – he will be keeping an eye on things. If we see troubling turn around times.

Shannon – he would make the point of revisit with whom to do what? There is no body to tell SUNY institutions what to do. The SLC isn’t functioning, but there is no governing body – we can suggest but we can’t mandate. Most everyone should still be on three-day-per-week.

We can continue to analyze it – we want to make clear there is no body that can force the change

Glen – an alternative to this model – if we made the offer to reduce pick up and made the offer only to have less than 1%. And two-thirds of the. Three days a week may not fit what you need – we can target a campus that had a high-volume - and sometimes they will say – we can do some digging.

And with the survey – from the people who are doing the job. When directors get wind, they can get a quick budget fix. He doesn’t know what the other schools look like – it’s dire where they are.

Tim - Might be a good time for us to look at performance based resource sharing – there’s a lot of libraries that don’t use the five day s – there’s a second level of five day.

Glen - We’re talking about turn-around time as the only thing of turnaround time

Tim – not all sixty campus devote the same time / for lending requests – it correlate to the libraries looking to reduce. By allowing them and re-configure the rotas/ A lot of our campuses don’t have the staff. We have a campus down to one person –

Shannon - *Having the comp director join this meeting – we probably need another session to talk through this again – and talk through the process one more time. Lots of org change being put into the system.*