SUNY Courier Task Force meeting

6/23/22

Attendees: Glen Bogardus (Potsdam), Katherine Brent (Cobleskill), Maureen Clements (SUNY), Heather Gad (Oneonta), Matthew Hartman (Stonybrook) Kristen Heinrich (Purchase), Tim Jackson (SUNY), Jill Kehoe (Maritime), Rick Powell (Cortland), Angela Persico (U Albany), Shannon Pritting (SUNY), Erin Wilburn (Broome),

Absent: Laurie Oltramari (Genesee) Elise Thornley (Binghamton)

Guest: Maria DeGaetano ESLN

* Introductions
* Purpose of meeting to let ESLN know about internal conversations SUNY has been having about the ESLN current five-day-a-week, all-in courier service.
* SUNY
  + There is wide-spread agreement from the SUNY libraries to look for more sustainable models
    - May be flexible to allowing a change to the current requirements for any future contract negotiations.
    - Possible reduction of service from 5-day per week to 3-day per week
      * Identify those campuses that still need five-day per week.
      * Possible hybrid of set schedules for some and call service for others?
      * Potentially allow campus with extremely low volume to opt-out
      * Are different pricing tiers possible? All schools pay same price regardless of volume.
  + This would be a SUNY-group decision based on the options available
  + Would like to work cooperatively to develop options that will be sustainable as well as ensure profitability and quality
  + Amount of Volume - review
    - Tim reviewed SUNY borrowing and lending data from ALMA and OCLC
    - Volume trending downward – not back to pre-pandemic levels despite a bump up for 21/22
    - Average across SUNY is 4158 per month
    - Potential to ask OCLC to set up an ELD-wide scope to track usage across the state.
* ESLN
  + Workflow/ System designed years ago does not fit everyone’s needs.
  + Pricing model is currently same across ELD.
  + Potential for different pricing tiers dependent upon courier services.
  + Need to lock in predictable volume or number of days per week.
  + Meeting with Custom Courier (current courier) to discuss their thoughts.
    - CC is losing money on fuel
    - Re-look at current delivery model
    - CC has ability to do courier on-demand, a method they may prefer
    - CC is the only courier that bid in SUNY’s price range
  + ESLN Advisory board meeting week of June 27th
    - Previous discussions about joining with regional courier service.
* Timelines
  + These potential changes would apply to 23/24 FY contract.
  + SUNY would need approximately one year to push through procurement
  + Looking at other options – only about 10 couriers put out to bid and many drop off.

To-Dos

Maria to review SUNY borrowing and lending data that may have been used in previous negotiations.

Tim – talk to OCLC to see if they can create an ELD group. Maria will reach out to contact Tim provided

Tim to set up meeting for mid-July. Will send doodle poll.