SUNY Courier Task Force meeting

7/14/22

12:00 pm – 1:00 pm

Attendees: Glen Bogardus (Potsdam), Katherine Brent (Cobleskill), Maureen Clements (SUNY), Matthew Hartman (Stonybrook) Kristen Heinrich (Purchase), Tim Jackson (SUNY) Rick Powell (Cortland), Angela Persico (U Albany), Shannon Pritting (SUNY), Elise Thornley (Binghamton)

Absent: Heather Gad (Oneonta), Erin Wilburn (Broome), Jill Kehoe (Maritime), Laurie Oltramari (Genesee)

Guest: Maria DeGaetano ESLN

* Current courier practice - SUNY has a central agreement with ESLN who is contracting with Custom Courier. SUNY collects the funds and pays ESLN centrally. To push a contract through takes at least one year.
* *Billing for courier services will no longer be part of Recharge after FY23*.
* ESLN will begin billing individual campuses for ELD courier service through their regional library council starting FY 2023/2024 (verify this)
* The Courier Task force will coordinate providing ESLN information re: number of stops so ESLN can have the information it needs to contract with vendor, even though we will no longer have a central agreement in place.
* Maria notes the current courier, Custom Courier, is still interested in keeping the business and open to looking at different ways of running the business and how to make more affordable on their end.
  + An issue on the courier’s end in terms of how to bill, is the line hauls between the courier hubs occur daily. It’s the daily line hauls, Maria thought Custom Courier would be more focused on commitment of stops – but it’s really the line hauls back and forth to change the model.
* On-demand model is off the table as the billing model would need to change to monthly rather than being billed up front for the year.
* Best direction is for SUNY to commit to the # of days for courier service.
* All organizations are comfortable from moving away from all-in, five-day-per-week courier service.
* An ELD group in OCLC now exists to get a better idea of total ELD usage across the entire network.
* *Next steps: determine what options the task force should present to campuses based on the data that has been gathered and solicit wider feedback.* 
  + This is a big change to the billing model for everyone.
  + Need time to solicit feedback
  + Schedule webinars for the fall semester to people can have their say.
  + *Goal is to gather data and commitment by Fall – December 2022*.
* Maria is working on the RFI now. Based on what comes back, she’ll have a better sense of the bidders. She’s okay submitting the RFI now.
* The RPF will be in December so if getting SUNY’s need by then would be great.
* ELSN does not need a firm commitment at that time because Maria typically sends an agreement in advance of the fiscal year-end to secure a commitment for the number of days per week. She hasn’t sent these to SUNY because of the traditional all-in, five-day-per-week service
* *SUNY will secure the commitments for ESLN*.
* Some libraries will be given the option to drop down to three day-per-week courier service, but no decisions have been made.
* QUESTION: would there be substantial money savings if schools were to drop to three-day-per-week service?
  + Maria – it won’t necessarily be a savings – schools may more per day with three day service.
  + She’ll push out the line haul fee from the delivery fee. We’ll get a break on the admin fee if less days but that’s about it.
  + The line haul charge will be broken out as a separate charge – no matter how many locations are getting transfers that day, they’re still getting the same amount.
  + SUNY’s intent was never about full cost-savings but to right-size the service.
  + If cost-saving is so minimal – how would we work with ELSN on that so Maria can talk to the vendor? Does Maria have that pricing handy?
  + Maria – that’s the hard part – we’re not going to have the pricing.
  + Tim – he knows there have been courier price increases across the country -some couriers went up by as much as 20%
* Review of stats for ELD/OCLC
  + Based on these numbers – there was a consensus to allow some campuses to drop the number of days. Minimum service response from the survey was 3.
  + Do we want to give everyone the option to drop down to three or do we create a certain threshold for dropping down?
  + Question - Do we know what the price difference would be if 20 libraries decided to drop down to three days. The thought is if financially, we could keep with the five day a week pricing model but still have people for on demand?
    - Tim doesn’t know what the price differences would be but any on-demand service that happens would be by informal agreement – We can’t formalize on-demand contract.
    - Shannon – that could be a question we pose and respond back to ESLN, there needs to be this much savings if it went to three-day as our first initial response back to them for the RFI in September (RFP in December).
    - There could potentially not be any cost savings. If we are paying for five, people will start asking what the long-term value is.
    - Let the campuses make the decision themselves. Give them options for three days or five days. Make the final decision when costs are more fully know.
* To do: Tim will put together a draft of a survey to send to the campuses to get their input.
  + Should campuses be able to drop below five
  + Is their campus interested in dropping below five?
  + Getting the most decision points into one survey would be best – if we can pull the information from one survey that we’ll need to communicate that we’ll be sending a survey
  + Schedule next meeting for the first week in August.