SUNY Courier Task Force Meeting Notes 6/2/22

9:00 am – 10:00 am

Attendees: Glen Bogardus (Potsdam), Katherine Brent (Cobleskill), Maureen Clements (SUNY), Matthew Hartman (Stonybrook) Kristen Heinrich (Purchase), Tim Jackson (SUNY), Jill Kehoe (Maritime), Laurie Oltramari (Genesee) Angela Persico (U Albany), Shannon Pritting (SUNY), Elise Thornley (Binghamton)

Absent: Rick Powell (Cortland), Erin Wilburn (Broome),

1. ILL Book Data discussion: Review of stats spreadsheet
   1. Stats dating back to 2015 in basecamp. Data includes borrowing / lending requests only within the SUNY system. Data is broken out by tab.
   2. Wide variety of volume for ALMA borrowing requests. CCs are seeing far fewer requests (Jefferson / Mohawk examples). Other schools are seeing an increase (FIT, Binghamton). Borrowing is driving the courier usage.
   3. Note that ALMA go-live was late June/early July 2019 for most schools. Not everyone was fully live until Fall 2019 – this may impact how you analyze the stats.
   4. Less borrowing in 2020 due to pandemic, volume rebounded in 2021but not to previous levels. FY23 on pace for further rebound but there is a general downward trend in physical resource sharing.
   5. ALMA totals tab ranked by total percentage of SUNY overall volume per college. UBuffalo is at 20%. Stonybrook was late to ramp up ALMA borrowing, lower percentage. The cumulative tab represents what percentage.
2. Using data to make decisions – Connect the data to the larger discussion / decision.
   1. Cost savings – an important factor/ not only factor
   2. If we change courier schedule what are the likely impacts?
      1. Potential for better courier reliability and performance
      2. More varied service levels will allow ESLN flexibility to negotiate.
   3. What other follow up data may be needed?
      1. Cross-borrowing stats (more detailed info about how much is each school borrowing from each other). CCs not lending as much. If CCs are removed from the rota – would that effect turn-around times for the larger schools? Current SUNY Rota is randomized.
      2. Gas prices, total courier use, remoteness,
   4. Rotas can be used to manage workflows and lessen turn-around times should the task force decide to have different levels of courier service.
3. ESLN – Main focus for this task force is: Are we willing to change from the mandatory 5-day-per-week service?
   1. ESLN are willing to work with SUNY to change the courier schedules.
   2. We need to be let them know how we plan to proceed so they can negotiate on our behalf. We need to settle on options they are comfortable with
   3. If SUNY decides to move away from the universal, required five-day courier service, it will open more possibilities.
      1. Contract with better courier services who may charge a bit more
      2. On demand services
      3. Better tracking. The ELD tracking mechanism is predicated on the request. If there is no request, the system can’t initiate the tracking because their system is built to track only on demand services.
   4. Concerns about moving away from 5-day-per-week delivery
      1. If CCs removed from the Rotas, may make these services become obsolete – what’s the point of resource sharing at all. CCs are already facing so much.
      2. Could there be a threshold where so many libraries reduce service, the ELD no longer makes revenue – We don’t want them to fold.
      3. How low is ELSN willing to go – once a month? One-day a week? Is there a threshold? Would need to discuss.
      4. If we move away from 5-day per week, it could impact delivery times.
      5. Possibility of moving to 4-day per week? Some couriers are already skipping days. Courier service has been sporadic.
   5. On-demand options:
      1. may be more sustainable, gives everyone the option to have five days.
      2. Would be ideal for not wasting gas, time
      3. Allow for tracking
   6. Data Request - Many SUNY libraries keep track of and report the courier delivery data to ESLN. How many libraries don’t have items going out or coming in on a daily basis?
   7. Question – if a driver is sick, there is no back up. Are there any contract clauses for this? (No).
4. Decision-making – how do we get to the decision? What group would authorize the SLS to engage with ESLN differently?
   1. Work through the SLC to get a decision via vote?
   2. Who are the biggest stakeholders?
      1. Univs and the comprehensives
      2. Potential shift in need for the CCs (once massive net lenders) – how to communicate their position?
      3. Resource sharing contacts at the campus – advocate for communication to these stakeholders first so process is more transparent.
      4. We can use the established channels, online conversations and internal polls (account for 10-month employees for internal polling)
   3. Communication roadmap - Discussion with ESLN would happen later this summer to determine what’s possible – reach out to resource sharing staff – reach out to directors
5. To dos:
   1. Tim, Shannon and Maureen will prepare an internal poll and send out to the group.
   2. Tim to reach out to Maria for stats on courier activity
   3. Tim, Shannon, Maureen to set up meeting with Maria from ESLN to discuss options so we’re on the same page.