SUNY Courier Task Force Meeting Notes 5/12/22

12:00 – 1:00 pm

Task force charge: The Empire Library Delivery contracts between ESLN and the vendor and ESLN and SUNY expires in June 2023. The Empire Library Delivery Task Force will work closely in an advisory capacity with SUNY Library Services (SLS) to help coordinate and strategically address how to approach SUNY Libraries’ approach to ELD or a common courier

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), Rick Powell (Cortland) Shannon Pritting (SUNY), Elise Thornley (Binghamton), Erin Wilburn (Broome),

1. Introductions
2. Brief overview of SUNY / ELD (Empire Library Delivery) history and current workflow
   1. The SUNY/ELD contract is administered by Empire State Library Network (ESLN)
   2. ELD is contractually obligated to provide all SUNY libraries with 5-day-a-week courier pick-up and delivery service, even if there’s no pick-up or drop-off.
   3. All campuses pay same amount for courier service, which is billed in Recharge.
   4. SUNY is obligated to continue with the ELD contract for the next fiscal year (FY23). Changes would need a full year for the review and approval process. These changes would be for FY24.
3. Considerations
   1. OCLC resource sharing data going back five years indicates a downward trend in SUNY lending/borrowing, more specifically of physical materials. ALMA peer-to-peer sharing is also down.
   2. Community colleges have seen the biggest decline in resource sharing.
   3. Downward trend of resource sharing is expected to continue well into the future.
   4. The pandemic has accelerated the trend and also affected delivery times (4-5 day average pre-covid, 11-12 day average during, now the average is 6-7 days.)
   5. Sometimes there are no deliveries for the courier – concerns about gas, time, efficiency, remoteness of school.
   6. Changes to 5-day-per-week policy may affect resource sharing delivery times.
   7. Because each school is paying same amount, the ROI is not equally distributed.
   8. Other courier services link resource sharing label generation with courier service, reduces the number of times a courier needs to visit the campus.
   9. ELD’s system has the ability to send couriers on demand but it’s not included in the current contract so ELD will not implement.
   10. SUNY managing a direct courier contract would be very complicated.
   11. Best potential outcome is to determine how to proceed contractually with ELD/ESLN on # of days and approach so we can continue to be good partners with ESLN.
4. Questions for the task force to review:
   1. How does the task force work together to create a collaborative process to review requirements?
   2. What type of communication plan should the task force use? Formal agreement? SUNY Policy?
   3. What does the task force need to determine?
      1. How to scale back delivery to fit the needs of SUNY,
      2. Should SUNY continue with an obligatory five-day-per-week contract?
      3. Should SUNY continue with the same courier across all schools?
      4. Does SUNY engage in a multi-year contract going forward? May not be possible.
5. To-Dos:
   1. Schedule meeting for early June – topic of discussion at next meeting: Communication plan.
   2. Tim to send doodle poll to task for re: next meeting.