Moving Mountains: Library Physical Delivery

Valerie Horton
Executive Director
Colorado Library Consortium

LIBRARY DELIVERY IS DIVERSE!

Five Delivery Models

United States Postal Service
- Traditional
- Ubiquitous
- 7 to 10 day
- Moderately expensive
- Reliable
- Not Green: packaging

Overnight Commercial Carriers
- Fast
- Expensive
- < 1 million transactions
- Somewhat reliable
- Not Green: packaging

Internally Managed Delivery System
- Services owns trucks and hire drivers, etc.
- Managed by a library system or a consortium
Contracting with a Carrier Service

- Local, Regional, multi-state, and/or nearly nationwide

Hybrids

- Combinations of the other four models

Current Pricing Models

- Free or part of membership
- Charge by Stop
  - 3 days ($335) to 5 days ($1800)
  - 2 days ($1768) to 5 days ($4420)
  - 1 day ($650) to 5 days ($3250)
- Stop fee with administrative fees
- Stop fee with high volume charge
- Charge by package

Most Delivery is...

- Local – internal branch delivery systems
- Regional – usually run by a consortium
  - Regional carriers
  - Conjunctive deliveries
- Statewide delivery services

Source: Online survey of 90 couriers 5/2008 by Bailey-Hainer, Horton, et al. and ASCLA’s LNCC database of 123 courier systems

Libraries are busy...

- 123,291 libraries in the US circulating...

Statewide ILL Systems

- TexNet Interlibrary Loan

Source: ALA Library Fact Sheet #1 and 2005 LRS data

Source: The New York State Library’s ILL System
Colorado 2007: 35% ILL Growth

Consortium Borrowing Explosion

<table>
<thead>
<tr>
<th>System*</th>
<th># of Libraries</th>
<th>Unique Records in MILLIONS</th>
<th>In- Consortia Borrowing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orbis Cascade</td>
<td>34</td>
<td>9.2</td>
<td>456,000</td>
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<tr>
<td>Prospector (CO)</td>
<td>25</td>
<td>8.3</td>
<td>426,647</td>
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<tr>
<td>MOBIUS (MN)</td>
<td>62</td>
<td>4.3</td>
<td>189,092</td>
</tr>
<tr>
<td>Ohioslink</td>
<td>90</td>
<td>11</td>
<td>850,000</td>
</tr>
<tr>
<td>GIL (GA)</td>
<td>37</td>
<td>3</td>
<td>98,406</td>
</tr>
<tr>
<td>CARLI (IL)</td>
<td>76</td>
<td>10</td>
<td>645,038</td>
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</tbody>
</table>

*ICOLC email survey 8/2008

Patron Placed Holds

Mountains of Materials on the Move

- Soaring costs
- Space to store and sort
- Wear and tear on vehicles
- Difficulty retaining drivers
- Lifting injuries & insurance expenses

Creative Solutions

Automated Materials Handling Systems

Tote Lift Assist
What Holds Back Growth?

1. Staff-assisted requests
   OCLC ILLiad™
2. Overnight, commercial carriers

**Mini- Survey* – Per Piece Pricing**

- Phone survey by V. Horton in April and a follow up by G. Pronovitz in the summer 2008

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**Carrier Industry**

- 7,000 regional delivery companies
  - From bike messengers to multi-state conglomerates
  - 9.9% of GDP in 2006
- Volatile industry
- 32% of trucking costs are fuel related
  - Fuel surcharges
- HIGH Satisfaction with vendors

**What are We Moving?**

- State Library Card: 20% are COURTESY RETURNS

**Sources**

- Messenger Courier Association & Council of Supply Chain Management

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**Delivery Connections**

**What Would a National Courier Service Look Like?**

*Linked Regional*
Linked Regional Couriers: A Three Legged Stool

1. Request (GET IT) system
   - Rethinking Resource Sharing
   - Digital Library Federation
2. Physical delivery systems
3. Agreements

A Regional Approach

- Create regional courier systems
- Geographically contiguous regions
- 56 couriers link
- 4 or 5 cross state lines

No Mail – Interlibrary Loan Region

Standardized Circulation Policies

<table>
<thead>
<tr>
<th>Loan Period</th>
<th>Overdue Rates</th>
<th>Maximum Fines</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 days</td>
<td>$0.05 to $0.10</td>
<td>Zero to $10 per item</td>
</tr>
</tbody>
</table>


7 days
14 days
28 days

Labeling – no conformity

Auburn University Library
Interlibrary Loan Department
231 Mell Street
Auburn, AL 36849

7 days
14 days
28 days
Packaging

- Standardized totes, large bags, or individual packages
- Green move to no or limited packaging
  - Little evidence of shipping damage

Home Delivery

Home Delivery by Commercial Carrier

- Orange County, FL
  - 800,000 deliveries
    - 8% of overall circulation; 4th largest branch
    - 18 trucks, 20 staff
  - $2.40 per piece
    - Compares to regular circulation cost
  - Return drop off or US Mail
    - Recyclable packaging
  - Very high customer satisfaction

Home Delivery by US Mail

- Topeka, KS
  - 153,438
    - 4% of circulation
  - Slow
    - 2 to 5 days to leave library
    - US Mail: 7 to 10 days
  - Drop off or US Mail return

- Polk County, FL
  - New 5/2006 – 300
  - By 8/2008 – 5000
  - 17 library consortium
  - 3 staff
  - Drop off or US Mail return

Other Home Delivery Projects

- OCLC Montana study
  - Participants wouldn’t pay for home delivery
- OCLC – ILL to Home Delivery
  - Better World Books, cheaper than traditional ILL
- USPS Media Mail cost about $2.30
  - In the same zip code can be as low as $1.85

Delivery Groups

- Moving Mountains LISTSERV
clicweb.org/movingmountains/courier_listserv.html
- ALA’s ASCLA ICANS Physical Delivery Discussion Group (ALA meeting time - Sunday 8-10am)
- Moving Mountains 3rd Conference — Atlanta 2010
- Rethinking Resource Sharing’s Physical Delivery Group