

VIVA Resource Sharing Committee Meeting
Washington and Lee University
10 a.m. - December 4, 2006

Present: Eileen Hitchingham (chair), Stuart Frazier, Harry Kriz, Cyril Oberlander, Dan Wilson, Yolanda Merrill, Cathy Reed (recorder), John Euliano

Interlibrary Loan delivery operations – Eileen reported on attending the Colorado conference on courier services. Libraries are a very small part of the business for courier service vendors. We would never be their primary contracts. There are 2 services in this region: Lanter Delivery Systems, Inc. and Velocity Express. VIVA currently spends \$400,000 in reimbursements to libraries for shipping 50,000 returnables (with the return trip = 100,000 items are shipped). Could contracting delivery reduce the VIVA money spent, that could then be used for something else (a resource?) that would benefit all?

The ASERL bill for delivery between 18 libraries was \$124,000. In a 2 month sample, Lanter met their contract 95% of the time. The turnaround time grid indicates delivery expectations of 1-4 days, depending on geographical location. UPS is faster...could we get Lanter to achieve these results for VIVA?

General Questions :

- Why are we looking at this? Price differential?
- Financial health of the vendor? Will they be around in 6 months?
- Tracking? This is a big issue for home delivery.
- Does state law mandate using UPS? State approved vendors?
- Could we negotiate a favorable contract with DHL?
- Delivery may be cheaper for VIVA but what are the trade-offs?
- Is this going backwards re: service and turnaround time?

Questions for Vendors:

- Costs?
- # of locations?
- Delivery to office or to a mailroom?
- Turnaround time?
- Packaging materials? Purchasing bags, etc.?
- How are losses handled?
- Duration of the price quote?
- How often will they pick up?

A subcommittee was formed to gather information and report back by the end of January.

- Yolanda - Contact DHL
- Cathy – Contact VIVA’s top 20 lenders to survey who they currently use, how much they are paying, etc.
- Cyril – Contact Lanter and Velocity. Look at old RFPs. Will ask OCLC about new direct delivery.

- Stuart – Contact UPS and obtain #s for delivery by locations.
- Eileen- Determine who is on state UPS contract and whether – because there is a state contract -UPS is only thing we can use

VIVA price for ILLiad- Could using the strength of VIVA be used to get a better proposed contract for ILLiad? There would be no VIVA funds involved, nor would VIVA negotiate the contract. Proposed discounts were in the range of \$200-\$300 per library. This savings is minimal and not a selling point to those libraries currently not using ILLiad. The additional costs of set up and running ILLiad will also influence purchase decisions. The committee didn't see the value in this initiative. Rather, the committee would prefer to encourage all VIVA libraries to phase in Odyssey, either in conjunction with ILLiad or the free stand-alone version. This would benefit all libraries and not incur additional costs. The ILL Forum could hold a session to promote Odyssey and demonstrate its use. Attendees of the Forum will be surveyed on how their library currently sends articles.

ILL Forum – The subcommittee members currently serve 2, 2 year terms. They need some new members as some will be rotating off and others will be in their last term. The bylaws call for 8 members and they have 5 active members now. A new term will be in place on Aug. 1st. Nominations to fill out the committee will be held at the ILL Forum. All subcommittee meetings are held at Longwood University.

Possible topics: Odyssey (possible demo); implementing more flexible payment systems such as credit cards and IFLA vouchers; quality of materials sent, i.e. in color, graphs; ILL to the home; ILL converting to purchase on demand.

Subcommittee has been working on a wiki. Resource Sharing Committee will be able to view it before it goes to the listserv.