

Submitted to: Metropolitan New York Library Council  
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Have you ever wondered how the Metro Delivers! Service matches up against other library consortia's delivery services? Well, we were wondering so we did a little survey and found that many other consortia charge by the number of delivery days per week and may even have other charges that get assessed for members using their delivery service.

To put it all into perspective, let's look at what it would cost to ship an item within the City via FedEx or UPS. Depending on how soon you want the item to arrive, the cost to use UPS or FedEx ranges from \$4.54 per item to \$54.41 (assuming a 2 lb 8'x5'3' package). METRO members shipped over 66,000 items through the delivery service last year. Imagine paying FedEx for that service at \$330,680! And of course, don't forget the paperwork that would be required!

Not too many libraries can afford to pay commercial shippers for lending material which is why library courier services have become such a popular service for consortia to provide. Generally, consortia-provided delivery services can do the job much cheaper than UPS and FedEx can. But even so, it usually comes with some restrictions.

Many library consortia let their members choose how many stops per week they'd like to receive but they charge an annual fee on top of the usual membership fee for that service. The chart below shows a selection of consortia that charge extra for different delivery service levels.

#### Selection of Consortia Charging Annual Fees for Delivery

CLiC Colorado: 3 days (\$325), 4 days (\$1175), or 5 days (\$1800)

Orbis Cascade (Oregon and Washington): 5 days (\$3672)

MORE Ohio: 2 days (\$1768), 3 days (\$2652), 4 days (\$3536), 5 days (\$4420)

TBLC Florida: 1 day (\$650), 3 days (\$1950), 5 days (\$3250)

New Hampshire: 1 day (\$598), 2 days (\$1196), 3 days (\$1794), 4 days (\$2392), 5 days (\$2990).

Other consortia set the delivery frequency based on volume. For example, SEMLS (Massachusetts) sets the number of delivery days per week at 1/10<sup>th</sup> the weekly delivery volume. So, for example, the library must handle 50 items per week (on average) to get five day a week service. To receive one day per week service, the library must ship or receive at least 10 items per week. If METRO applied this approach to setting delivery schedules, at least 75 libraries would have to be taken off the regular delivery schedule because their weekly volume doesn't justify one day per week service (don't worry, we're not considering any such drastic measures!)

Some consortia charge one-time, high-volume, and/or annual administrative fees on top of their annual delivery fees. For example, Orbis Cascade charges both a onetime setup fee of \$500 (for pouches) plus an annual \$700 administrative fee. New Hampshire

charges a minimum of \$11.50/stop to the library even if nothing is picked up or dropped off. CLiC charges high volume fees when a library exceeds 3000 transactions in a year.

METRO membership fees include the delivery service along with your other benefits. Membership fees are based on the library's annual expenditures and range from \$260-\$3472. Some of the examples above show that, in other consortia, delivery fees alone can exceed the cost of METRO membership.

As a result of our survey, we feel satisfied that we're providing good value for your membership dollar. That said, we continue to look for ways to improve the delivery service so let us know if you have any comments or suggestions for how we can improve the service to meet your needs.

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