



Moving Mountains AND Crossing Rivers

Tentative AGENDA

Thursday September 25th, 2008

8am

REGISTRATION & CONTINENTAL BREAKFAST

8:45am

Keynote Address

David Millikin, Product Manager for Library Logistics, OCLC

Mr. Millikin is an expert on the supply chain industry, libraries, collection management, and logistics partner relationships. He infuses his knowledge of the general business environment into the business of libraries. In his address, Mr. Millikin will provide facts and figures about the supply chain industry, describe how the two worlds of logistics and libraries seem to be colliding dramatically and quickly, and illustrate how libraries should keep attention and resources focused in the coming years, while doing business in the new environment. Some topics that will be included are fleet management, courier management, bill payment processes, cooperative collection management, the library supply chain, and upcoming supply chain game-changers like digitization and print on demand.

9:45am

BREAK

10am

Library Courier Survey Results

Greg Pronevitz, Regional Administrator, Northeast Massachusetts Regional Library System (NMRLS)
Presentation of the results of a May 2008 nationwide survey of organizations providing library delivery service. One hundred respondents provided descriptions and statistics for their services. About 40 percent of respondents contract with commercial couriers for all or part of this service. These organizations described their satisfaction with their customer/vendor relationships.

11am

Building Earth's Largest Library– Making the Delivery Piece Work

Valerie Horton, Executive Director, Colorado Library Consortium

Lots of work has been done developing the Discovery or “Find It” model of identifying library materials for patrons no matter where they’re located. Once you find it, you have to “Get it”. This presentation deals with how we could utilize existing library delivery systems to expand delivery options. The goal is to get the materials to the patron fast, quick and fuss-free!

Noon

LUNCH and Vendor Exhibits

1:30pm

Delivery Courier Panel

Michelle Brimo, Ace Expeditors; Kelly Picard, Hackbarth Delivery Service, Inc.; Steve Slightom, Lanter Delivery Systems; Paul McGrath, First Choice Courier and Distribution

Come and hear HOW, WHY and WHERE straight from the source! A panel of delivery courier vendors will provide their side of the delivery puzzle. Then if you don’t learn what YOU need to know a special Question and Answer time is scheduled with a Librarian as the moderator.

2:30pm

VENDOR PRESENTATIONS: Courier Board LLC; US Cargo; Lanter Delivery Systems; Velocity Express; Ace Expeditors; Tech Logic Corporation; Hackbarth Delivery Service; FKI Logitex

4pm

Breakouts (contract negotiations, new models, standards, switching vendors)

5—7pm

Vendor Exhibits and Strolling Dinner Through the Exhibits

Vendors include: 1st Choice Courier; A. Rifkin Co.; Ace Expeditors; Courier Board LLC; FKI Logitex; Hackbarth Delivery Service; Lanter Delivery Systems; OnTrac; Quality Courier Inc.; Quipu Group; Stat Courier Service Inc.; Tech Logic; US Cargo; Velocity Express



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Friday September 26th, 2008

8am

CONTINENTAL BREAKFAST

8:30am

***Rethinking Resource Sharing--An Update ***

Melissa Stockton, Quipu Group, LLC

The Rethinking Resource Sharing Initiative is an ad hoc group that advocates for a complete rethink of the way libraries conduct resource sharing in the context of the global internet revolution and all of the developments that have arisen from that. The initiative started in the U.S. in 2005 with a white paper written by a group of librarians, product vendors and library technology specialists. One of the participants will provide us with an update on this important initiative.

9am

Home Delivery of Library Materials

Jo Ann Sampson, Orange County Library System

Orange County serves a population of over 1.3 million spread over 1,000 square miles in the Orlando metro area. All patron requests are sent to one department, Special Services, and then sent out home delivery or routed to a pickup location. Home delivery is the default/preferred method of fulfilling requests. Last year Special Services circulated over 720,000 items. The majority of packages are delivered by private courier contracted with the library.

David Millikin, Product Manager for Library Logistics, OCLC

OCLC has started several pilot projects using home delivery to patrons. Learn about the progress of these projects so far.

10:15am

BREAK

10:30am

Automated Materials Handling Systems and Return on Investment

Greg Pronevitz, Regional Administrator, Northeast Massachusetts Regional Library System (NMRLS)

Library courier services are managed by six regional systems in Massachusetts. The regional administrators are exploring the costs and benefits of combining and automating the sorting process as part of a statewide study to optimize services. The study examines requirements for manpower at the sort site and in libraries, labeling/barcode/rfid options in the manual and automated environment, determination of optimal manual and automated sorting processes, and AMHS costs. Results to date will be presented.

Cory McCoy, FKI Logistex

This presentation will address handling and how it can be applied to the library business. The focus will be on what is available and how to determine if it is what you need. Some general ROI tools will be discussed as well.

11:30am

LUNCH

1pm

Learn a New Way to Manage Your Vendor

Debi Baker, Business Manager, Orbis Cascade Alliance

We approach courier transport as customers, holding the provider to a standard that they know their business and we do not. Therefore, we do not pay additional amounts for anything - only a flat fee. Techniques explored include: flat fee pricing standardized processes, training for new members, working with the vendor to address any issues members are having and working with the vendor to implement efficiencies.

2pm.

Breakouts (running your own service, fleet, controlling costs, managing volume growth, sorting)

3pm

Symposium Wrap – Up & Next Steps Discussion