



NICE Project: Delivery

Delivery Targeted Workgroup Recommendations

The Delivery Targeted Workgroup recommends the following;

- Each system maintains its separate delivery vendors and utilizes the current statewide delivery vendor (currently outsourced to Waltco) to continue delivery between the two systems.
- WVLS member libraries will have two bins/bags, one for WVLS and one for NWLS. NWLS libraries will maintain their current process but could add a bag for WVLS libraries if the sorting becomes too cumbersome at the system level.
- Systems and libraries should assume and prepare for an increase of 15-20% in materials being lent and borrowed and thus moved through delivery.
- Systems and libraries should plan for an increase of approximately 15-20% in the time needed for pull lists and sorting materials in transit. Libraries should anticipate an increase in the processing of materials, both lent and received.
- The systems should work with Waltco to prepare for an increase in volume. Waltco has indicated they can handle roughly triple the current amount.
- The NICE Holds Fulfillment Workgroup considers ILS settings including priority on local holds and fulfilling holds within each system before filling holds across systems to reduce the number of items in transit, and transit times.

After discussions and utilizing the NICE decision-making matrix, the workgroup unanimously decided on these recommendations.

Background

Northern Waters Library Service (NWLS) and Wisconsin Valley Library Service (WVLS) are collaborating to engage in a comprehensive joint ILS consortium exploration project. Last year, system and member library staff formed the NICE team to determine the value and feasibility of an ILS merger between the two systems and respective ILS consortia. Based on that information, the team determined that an ILS merger was feasible. LSTA funds are being used to facilitate this second phase of work in which targeted workgroups are being formed around critical decision points. The workgroups are made up of system and member library staff who have insights, expertise, or perspectives that will help craft recommendations.

Each workgroup uses the NICE Project's [Decision Making Principles and rubric](#). During the feasibility process of the project, the team created a core set of values to apply to future ILS decisions to ensure those shared decisions conform, as much as reasonably possible, to core values. These core values reflect what the NICE project team heard from stakeholders throughout the initial stage of work. Those values were translated into the rubric that is used to guide decision-making.

The Delivery Workgroup met twice to discuss current delivery structures, routes, and needs and review key takeaways from other ILS consortia that have recently merged. The group identified additional information to gather, including current ILL numbers, hold title comparisons, member feedback on potential changes, and information from current delivery vendors.

Next Steps

This recommendation and all others from the project will be included in a final report, which the NICE team, the respective ILS consortia, and ultimately, the system boards will carefully consider in their decision-making.

In addition, the group recommends the NICE Holds Fulfillment Workgroup implement priority on local holds as this will also impact the number of items going through delivery. There is a potential within the ILS to balance out paging priority to adjust lending for net lenders who share significantly more than they borrow.

Can I Offer Feedback?

Yes! Feedback is welcomed, encouraged, and necessary. Submit your questions or comments using this [form](#), which goes to the NICE Leadership Team. Please indicate that your feedback is related to the ILS selection workgroup recommendation.