

The Courier Landscape: A Work in Progress

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Unscientific data gathering

- Literature search
- Scanning of consortia websites
- Informal polls via listservs
- Phone calls and e-mails
- Word of mouth

Couriers take many forms

- Organized around political boundaries
- Bound by geographic features
- Shaped by funding
- Formed around organizational structures

Many types of organizations involved

- Urban and rural public libraries
- University and community college libraries
- Special libraries
- School libraries
- Non-profit cooperatives
- Regional networks

User expectations are high

- One day turnaround expected
- Delivery multiple times daily
- Monday thru
Saturday delivery

User expectations are high

- Weather shouldn't be an obstacle:
 - If the locals can get around, then the courier should be delivering!

Service arrangements vary

- Contracts with commercial vendors
- Self-managed with own fleet and staff
- Hybrid commercial and self-managed

Service arrangements vary

- Interlocking hub and spoke arrangements
- Delivery to outlets within same institution
- Multiple library pick-up at designated drop-off points
- Regular routes
- Delivery on demand

Funding arrangements vary

- Funded entirely through annual fees to libraries
- State funding
- LSTA funding via state library agency
- Consortial membership fees cover delivery service with add-on fees for non-members
- Payment per item for delivery-on-demand

Pricing models vary

- Per stop cost
- Libraries choose number of stops
- Minimum number of stops mandatory
- Volume charges
- Pricing hierarchy based on volume
- Pay-as-you-go
- No charge for pick-up at designated drop-off point

One commonality

- Volume and demand are growing!

NOTE: A sample GIS map was shown during the Symposium. This mapping project is in process and the link to the live GIS site has been removed.

To be continued tomorrow

- What other information is useful?
- Where should it be made accessible?
- Other delivery lists for geocoding?
- What other organizations should be contacted?
- Etc.