

# KCMLIN Courier Delivery

Serving Missouri & Kansas



...at Your Service

Kansas City Metropolitan Library  
& Information Network

# Kansas City Metropolitan Library & Information Network (KCMLIN)

- Multi-Type Library Consortia
- Bi-State Serving Missouri and Kansas
- Over 150 Members
- In business 28 years

# KCMLIN Core Functions

- Courier Delivery Service
- Professional Development & Training
- Metro Area Reader's Round Table

# Service Delivery

- KCMLIN provides same or next day delivery service working with a variety of connection points
- Receive scheduled delivery service anywhere from 1 to 5 days per week

# Statistics

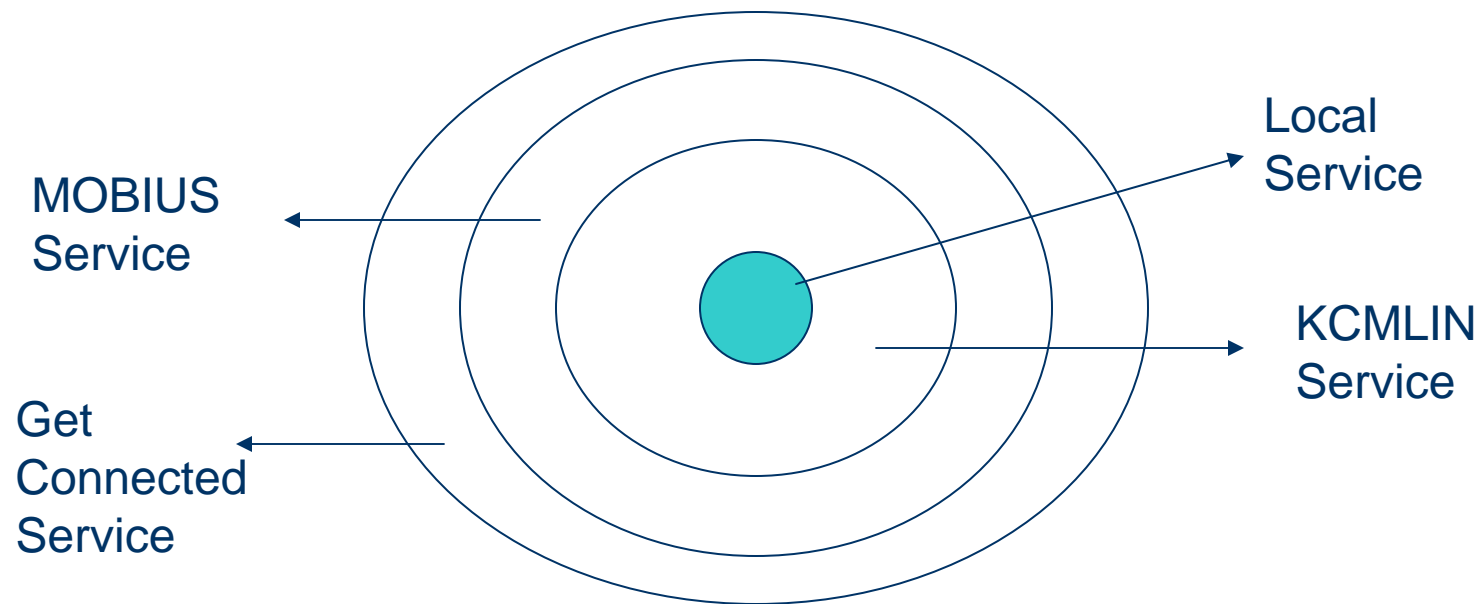
- FY 2002-2003 112,200
- FY 2003-2004 216,288
- FY 2004-2005 284,702
- FY 2005-2006 347,102

# Courier Delivery Service is Consumer Driven

What we value  
vs.  
What our partners value  
vs.  
What patrons value



# KCMLIN Service Model

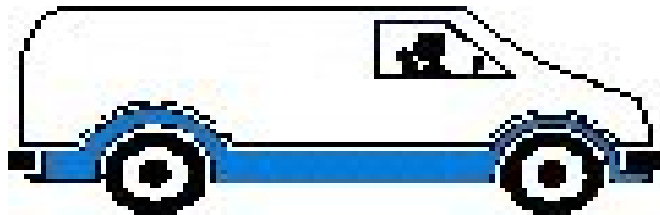


# What is the KCMLIN Model

- Based on Collaboration
  - Operate 3 in-house courier vans
  - Connecting Couriers throughout membership
  - Collaborative Partnership with MOBIUS (all Academic Libraries in Missouri)
  - Contract with 1<sup>st</sup> Choice Delivery Service for outlying areas
  - Sub-contract to provide regional service with outside contractors

# In-House Courier Delivery

- Can control quality of service – both with drivers and vehicles
- Flexibility to alter or change routes at a moments notice
- Tracking is easier – items don't change as many hands



# Get Connected - Contracted

- Provides the opportunity for KCMLIN to move items throughout the States of Missouri and Kansas
- Offer this service currently through 1<sup>st</sup> Choice – previously we utilized the Lanter Delivery Service

# Contracts for Courier Service

- Dreaded Gasoline Surcharge
- Allow for connections in big cities and some of the smaller rural areas
- More difficult to control quality of service
- Tracking
- Some items require a combination of several services.

# What Makes it Work?

- Cooperation
- Coordination
- Collaboration
- Communication
- Change
- Challenge



# Coordination

- Benefit of having one individual putting the plan together to fairly represent all entities.
- Eliminates overlap and waste of resources.
- Critical to have input from all partnering organizations.

# Collaboration

- Needs and benefits
- Attitude
- Resources: Human, financial and leadership
- Community



# Roadblocks to Cooperation and Collaboration

- Different Philosophies
- Different Funding Structure
- Different Expectations
- Different Lending Policies



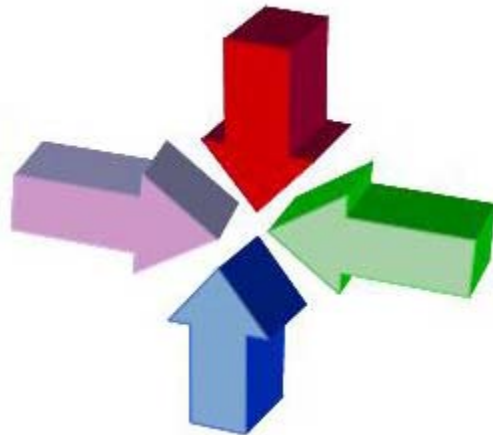
# Communication

- Ultimately we are all in the same business of resource sharing
- Listen for new ideas
- Listen for opportunities
- Evaluate and re-evaluate
- Share successes and failures with membership and partners



# Cooperation

- Cooperation of membership
- Cooperation of outside entities
- Cooperation of contract services



# Change

- Courier delivery services must always be open to change
  - Structuring
  - Fee Structure
  - Connections
  - Routing
  - Trends (i.e. user initiated ILL)



# Challenge

- No one said it would be easy
- Thinking outside the box
- Possibilities not improbabilities
- Never say never
- Look for opportunities
- Take a risk



# Crossing Boundaries

The most difficult process is to cross real and imagined geographical, regional, and library system boundaries.

Until this can be accomplished, complete success is unattainable.



# Working Together is Critical

*“Coming together is a beginning; keeping together is progress; working together is success.”*  
– Henry Ford



**THANK YOU!**



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