

From: Bruce Newell  
Sent: Monday, November 02, 2009 9:59 AM  
Subject: Courier services

To My Network Advisory Council Colleagues:

Thanks for the opportunity to read the RFP responses. Obviously we have several interesting alternatives. I will be headed back from Seattle toward Helena while you are meeting tomorrow, and the timing and duration of the courier agenda item(s) makes it impossible for me to participate -- as much as I'd like to. So, I won't make any specific comments about the responses received, but I would appreciate it if you would consider the following comments.

Regarding your choice: What matters most is how who you select works for us library users. Of course whichever service you pick has to be affordable and functional for the demonstration libraries, but in the end, if it doesn't work for us library users it is a non-starter. In the past several years you've made it easy for users to find things, it's getting easier to order things (although there's still a lot to be done here), but getting things, especially 'real' books (as opposed to e-books) is still a long and uncertain process. Usually when we users come into our libraries we want 'that book' yesterday. This courier project should speed delivery, but it won't cure us of most of our very human habits of procrastination and impatience, and our legitimate need for speed.

Equally as important: Our library world doesn't stop at the Montana border. While much of our book-needs are fillable from Montana libraries, lots of what we need lie in libraries beyond Montana's borders. Any courier scheme is of but very limited utility if it can't plug into Orbis Cascade's system, the Post Office, whatever Wyoming's got going, and other regional/national/and international library networks. Our discovery and request systems are international, as our courier systems must be as well. Please consider what's next, that is, plugging whatever Montana does courier-wise into larger courier schemes. If I were scoring responses, this would be foremost in my mind.

Thanks for this opportunity to share these two concerns.

Bruce

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