

Courier Pilot Update
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{ A library courier service as defined by the Montana State Library Fulfillment Taskforce is “a dependable, reliable and predictable delivery service that, with a desired level of frequency and security, physically moves library materials from one library to another or from a library to a library patron.” }

The Courier Pilot now includes 34 locations. The 12 dropsites identified in the original plan for the pilot have all been implemented as of September. The final dropsites added were Kalispell (Flathead County Library) and Billings (Parmly Billings Library). Some served libraries have chosen to contract independently with Medical Logistics Services (MLS) for service to and from their assigned dropsite: Anaconda (Hearst Free Library), Ennis (Madison Valley Public Library), Drummond (Drummond School Community Library) and Cut Bank (Glacier County Library) are the current libraries doing so. Two dropsite libraries, Missoula Public Library and Whitehall Community Library, are offering their served libraries assistance with this cost by splitting the cost of the individual contracts. Missoula Public Library is assisting the Hearst Free Library and Whitehall Community Library is assisting the Glacier County Library in this way. The potential served libraries assigned to the Parmly Billings Library are currently discussing group pricing with MLS and will be deciding in November whether they will join the Pilot by contracting with MLS as a group for the served-to-dropsite piece or pursue other individual options for moving their materials back and forth to the Parmly Billings Library. November should see some growth for the Billings dropsite (Parmly Billings Public Library).

Other library types are now being encouraged to participate as served libraries in the Pilot, due to an interest from non-public libraries and the ability of the Pilot to increase in volume of materials moved. The White Sulphur Springs Public School Library and the Parents Let’s Unite for Kids Library have joined the pilot, using existing, assigned dropsites. Staff at the University of Montana Mansfield Library and the Montana State University Library-Bozeman are considering participating.

Pilot libraries are seeing increasing savings in postage, mailing supplies and staff time as the pilot continues to grow in number of participants and items moved. MSC Partners that are also participating in the pilot are impacting the total volume by switching some of their traffic to the courier, though in the main they continue to make use of the bus system. The Flathead County Library was mailing their Partner items to Hearst Free but now uses the courier to do so and those numbers are fairly substantial.

Pilot statistics from the April start through September are provided here:

<u>Items Sent</u>	<u>Savings in Postage</u>
April: 110	\$330
May: 340	\$1020
June: 472	\$1416
July: 729	\$2187
August: 865	\$2595
September: 1080	\$3240
Total: 3596	\$10,788

