

2007- 2008 Statewide Ground Delivery Report

In 2007-2008 the Florida Library Ground Delivery Service moved 315,181 orange pouches, making over 38,792 stops to 220 participating libraries.

Florida Library Network Statewide Ground Delivery service entered its tenth full year of service in October 2007. This statewide service provides delivery of Interlibrary Loan and Reciprocal Loan materials to 220 sites. Every community college, state university, and public library agency participates along with many private academic and special libraries creating a true statewide system connecting Florida libraries. The cost is based upon the number of delivery days received per week. This enables libraries to increase resource sharing activities without concerns regarding increasing costs for transfer of the materials. The service is part of the Florida Electronic Library program and is supported in part by LSTA dollars provided by the Florida Division of Library and Information Service.

Program Benefits

- **2007-2008 Statistics**
 - **315,181** - Orange Bags moved by the vendor
 - **504,290** - Estimated number of items moved if each bag averages 1.6 items
 - **\$730,112** – Estimated savings compared to U.S. Mail.
 - **220** - Participating libraries locations.
 - **38,792** - Number of deliveries made by the vendor
 - **123** – Number of items lost or damaged and paid for by the vendor
- **Supports Resource Sharing & ILL** – The Florida Library Ground Delivery Service provides the transportation component that supports Florida’s Interlibrary Loan network.
- **Power of the Network** – Libraries participating in Delivery are part of a network that connects almost all Florida public, university, and community college libraries. Those that are connected can easily send materials to one another. There is an incentive to share with other members of the network.
- **Billing By “Stops” Encourages Sharing** – When lending libraries pay for delivery by the item loaned, like with conventional mail, cost can be a powerful disincentive to lending because the more libraries lend, the higher their cost. Site-based billing takes away that disincentive and encourages more resource sharing.
- **Fast Delivery** – Delivery time depends on the number of stops a library receives per week. For libraries with five day service, forty-eight hour delivery is normal. For those with one day service, delivery can require up to seven days.
- **Ease of Handling** – Delivery simplifies work flows and saves staff time. To send or return an item, staff record the transaction, place a pre-printed label on an orange zipper bag, place the item(s) in the bag, and place the bag on a shelf or in a bin for pick-up. There is no postage to deal with and no jiffy bag to tape or repair.
- **Delivery Saves Money!**
 - **Delivery Saving per Library:**

Even with rising fuel costs and increased fuel surcharges being assessed, the program continues to provide a cost savings. Five day a week delivery @\$750 per stop costs a library \$3,750 per a year no matter how many orange bags they ship or receive. Using stops in lieu of volume saves libraries money.

Small-sized libraries saved over \$5,000 annually.

Charlotte-Glades, for example, shipped 2,328 bags last year. If they used Library/Media Mail, the cost to Charlotte-Glades would be between \$8,986 and \$11,360 depending on weight and including packaging.

Medium-sized libraries saved over \$33,000 annually.

Sarasota County, for example, shipped 9,607 bags last year. If they used Library/Media Mail, the cost to Sarasota County would be between \$37,083 and \$46,882 depending on weight and including packaging.

Larger libraries see a savings between over \$46,000 annually.

Lee County, for example, shipped 12,943 bags last year. If they used Library/Media Mail, the cost to Lee County would be between \$49,960 and \$63,161 depending on weight and including packaging.

- **Delivery Savings Per Item - \$3.12**

Cost per Item - Cost of moving a typical two books (4 lbs) @ Library Rate.

Delivery – \$678,747 (cost) / 504,290 (items) = \$1.35

Mail – \$4.47 (postage plus packaging)

- **Delivery Savings Per Package - \$2.32**

Cost Per package

Delivery – \$678,747 (cost) / 315,181 (packages) = \$2.15

Mail - \$4.47 (postage plus packaging)

- **Total Delivery Savings - \$730,112**

Based on 315,181 packages: Cost of Mail (315,181 of bags x

\$4.47 = \$1,408,859) - Cost of Delivery \$678,747) = savings of \$730,112

Important Points

- **Effective Cost Sharing** - In 2007-2008, \$150,000 in LSTA funds were provided by the Florida Division of Library and Information Services. This amounted to 22% of the \$678,747.47 required to operate the service. Participating libraries paid the remaining \$528,747.
- **Vendor Status** - The current Delivery vendor is Velocity Express and the contract was renewed in September 2007 for a two year period (the contract year is October 1 to September 30). Rates will be re-negotiated in February 2009, to take effect in October 2009..
- **Costs** - Delivery has been adversely affected by the rising cost of gas. Due to the sharp increases in gas, the cost of Delivery for each stop rose from \$650 in 2007-2008 to \$750 in 2008-2009.

Background

The program began in 1998 and the number of participating libraries reached 221 in 2001. The program was initially part of the Florida Distance Learning Library Initiative (DLLI), a program that was active from 1997 to 2001 and whose purpose was to provide library services to support distance learning. The program was begun using LSTA dollars to pay 100% of the cost which ensured that a high percentage of Florida libraries joined the system in the first two years. In 1999-2000 participating libraries began paying approximately 75% of the cost with LSTA contributing 25%. The program's cost savings and efficiencies were demonstrated when only a few libraries dropped out of the program when they had to start paying a significant part of the cost themselves.

Service Profile

Type of Library	# Participating Libraries	# Weekly Stops
Public	89	301
Community College	58	224
State University System	14	70
Private Academic	42	113
Special	8	19
School	3	5
Other	6	14
Total	220	746

MLC Partnership

NEFLIN, SWFLN and SEFLIN include payment for all or part of their member libraries' delivery costs as a membership benefit. NEFLIN pays for one day per week for each member and SWFLN and SEFLIN pay for all of their members' participation in the DLLI service. SEFLIN has been able to discontinue their regional delivery service by relying solely on DLLI service, thus reducing the cost of delivering materials between their member libraries. Service for State Universities is paid by the Florida Center for Library Automation (FCLA).

Delivery Scholarships

Scholarships are offered to all one-day-per-week participating libraries to encourage participation by small libraries – particularly those serving less affluent and sparsely populated communities. Scholarships in the amount of \$150 per library were awarded to 31 libraries.

American InterContinental University
 Beacon College Library
 Calhoun County Library
 Chipola College Library
 DeVry University South Florida
 Episcopal High School Library
 Everest University/FMU Ft. Lauderdale
 Campus Library
 Everglades
 Florida College Library
 Florida Memorial College Library
 Holmes County Public Library
 Johnson & Wales University - Library
 Juvenile Welfare Board Library

Keiser Collegiate System Library
 Lake Park Public Library
 Levy County Public Library System
 Lighthouse Point Library
 Miami Country Day School
 Northwood University Library
 Parkland Library
 Putnam County Library System
 R A Williams Library-Florida Hospital
 College of Health Sciences
 Reformed Theological Seminary Library
 Santa Rosa Public Library
 St. John Vianney Seminary
 Sullivan Public Library

Trinity Baptist College
Volusia County Library Support Center
Washington County Public Library

Webster College Library
Zephyrhills Public Library

10 Highest Volume Delivery Stops in 2007-2008

Library	Total Sent	Total Received
Lee County Library System	12,943	11,603
University of South Florida	9,954	9,052
Sarasota County Libraries, Venice Public Library	9,607	9,297
Florida Atlantic University Library	7,915	8,437
Pasco County Library System	7,452	7,320
Alachua County Library District Headquarters	7,919	6,629
University of Central Florida Library	7,430	6,928
Seminole County Public Library System	7,002	6,705
Hillsborough County Public	7,049	6,613
Citrus County Library System	6,535	5,430

TBLC Program Activities

- Managed the program 5 days per week, 52 weeks per year, except for holidays.
- Coordinated delivery access to sites so that the vendor can make deliveries
- Monitored vendor performance and resolved missed stop issues
- Received invoices for lost or damaged items, paid libraries, adjusted vendor payments accordingly
- Met with vendor, toured facilities and worked to implement scanning and minimize mis-stops and mis-deliveries.
- Collected, cumulated, and reported usage statistics
- Received, audited, and paid adjusted weekly vendor bills
- Informed libraries about program changes, billing and routing
- Kept libraries supplied with orange bags
- Submitted bills to TBLC members, the 5 other MLCs and non-MLC libraries in Florida
- Coordinated billing with FCLA
- Maintained accounts and invests balance from participant payments
- Coordinated LSTA funding with Division of Library and Information Services
- Informed Florida Library Network Council of Delivery status and issues
- Responded to inquiries from potential new participants

Over the course of the 2007-2008 year, TBLC staff worked to help educate librarians on the Statewide Delivery Service to help make the program transparent and as efficient as possible with regular updates to the Delivery e-distribution list.

Scanning

In January 2008, TBLC began working with Velocity Express to implement a bag level barcoding system. Barcodes are now included on all Delivery mailing labels. The barcode includes coding that indicates the originating and terminating libraries.

Moving to barcodes will enhance Delivery to Florida libraries by providing better tracking, more accurate statistics, and vendor accountability for lost or late items.

***Better tracking:** While we will not be able to track a specific book, we will be able to track bags, even if the library doesn't have the barcode. This means libraries will not have to create any additional records within their library for tracking items.

For example, TBLC sends a bag to Lake County, and it does not arrive. Currently, we have no way to track or locate the bag. With the new barcode system, we will be able to pull records for every bag sent from TBLC to Lake County and find out where the bags are currently located. If one was mis-delivered or is stuck in-transit, we can determine this and recover the item. While missing and lost items are rare, the new system will help prevent libraries from losing items and will help libraries keep better track of items.

***More accurate statistics:** Eventually, the new system will help us phase out statistic sheets for libraries (NOTE: statistic sheets will remain in use until all libraries are implemented). Further, it will help us track transit times so we can work with the vendor to get items from one location to another more quickly and efficiently.

***Vendor accountability for lost or late items:** The new system will make the vendor more responsible for items moving through the system.

As of September 30, approximately 60% of Florida Libraries were being scanned with the anticipation of 100% by December 2008.

A 'Frequently Asked Questions' document was distributed to participating libraries through the Mailing List and its available online at: <http://www.tbtc.org/delivery/faqs.shtml>. This document contains answers to questions we received from participants about barcoding.

As part of the scanning, Delivery moved to 'print on demand' address labels, this change in philosophy was done to help reduce mis-deliveries from old labels that were printed in previous years.

Rising Fuel Charges

The largest issue facing the Florida Delivery system is the rising cost of fuel. In our current contract, Delivery is facing fuel surcharges that at times rose from an initial 4% to 23% hovering at 18% most of the year. Through planning on the part of TBLC, Delivery was able to pay for the 2007-2008 by using a reserve fund created for this situation. The reserve funds were almost completely depleted within 2007-2008 with Delivery costing \$71,981.31 more than budgeted. The remaining Delivery reserves will be used to pay the last week of September's bill in the current grant year.

The following chart is statistics by library.

DLLI DELIVERY - OCT 2007 - SEP 2008				
LIBRARY			Total Sent	Total Rec'd
Alachua County Library District Headquarters			7,919	6,629
Altamonte Springs City Library			871	839
American InterContinental University			15	6
Art Institute of Fort Lauderdale			72	84
Ave Maria University Library			677	705
Barry University Library			1,815	1,340
Barry University School of Law Library			75	77
Bartow Public Library			2,882	2,974
Beacon College Library			311	284
Boca Raton Public Library			2,972	2,745
Boynton Beach City Library			838	759
Bradford County Public Library			787	768
Branford Public Library			701	622
Brevard Community College			1,680	1,513
<i>Brevard Community College (Cocoa)</i>	1,201	1,003		
<i>Brevard Community College (Melbourne)</i>	166	193		
<i>Brevard Community College (Palm Bay)</i>	215	226		
<i>Brevard Community College (Titusville)</i>	98	91		
Brevard County Library System			4,488	4,687
Broward Community College			2,202	1,878
Broward County Main Library			5,721	8,252
Calhoun County Library			475	428
Carlos Albizu University			87	127
Central Florida Community College			939	907
Central Florida Library Cooperative			61	81
Charlotte County Library System			2,328	2,376
Chipola College Library			43	37
Citrus County Library System			6,535	5,430
Clay County Library System			587	580
Clearwater Christian College Library			846	1,015
Clearwater Public Library System			1,619	1,789
Collier County Public Library			4,159	3,487
Columbia County Public Library			1,627	1,767
Daytona Beach Community College			500	508
Delray Beach Public Library			796	755
DeVry University of South Florida			119	98
Dixie County Library			401	433
Dunedin Public Library			1,875	2,162
Eckerd College Library			1,304	1,250
Edison College			939	844
<i>Edison College- Charlotte</i>	38	23		
<i>Edison College Library- Naples</i>	77	81		
<i>Edison College-Richard H. Rush Library- Lee Co</i>	824	740		
Embry-Riddle Aeronautical University			933	929
Emily Taber Public Library			488	454

Episcopal High School Library			94	85
Everest/FMU Fort Lauderdale Campus Library			-	-
Everglades University			5	6
Flagler College			1,017	1,052
Flagler County Public Library			2,124	2,061
Florida A & M University- Library (Coleman)			1,995	1,848
Florida Atlantic University Library			7,915	8,437
<i>Florida Atlantic University Library- Boca Raton Campus</i>	6,197	6,501		
<i>Florida Atlantic University Library- MacArthur Campus- Jupiter</i>	1,718	1,936		
Florida Coastal School of Law			188	212
Florida College Library			197	154
Florida Community College Jacksonville			1,527	1,655
<i>Florida Community College (Deerwood)</i>	191	248		
<i>Florida Community College (Downtown)</i>	434	506		
<i>Florida Community College (Kent)</i>	194	171		
<i>Florida Community College (North)</i>	273	287		
<i>Florida Community College (South)</i>	435	443		
Florida Gulf Coast University Library			2,801	2,940
Florida Hospital College of Health Sciences RA Williams Library			232	204
Florida Institute of Phosphate Research			67	57
Florida Institute of Technology			1,864	1,811
Florida International University			4,182	4,950
<i>Florida International University Library (Biscayne Bay)</i>	1,252	1,520		
<i>Florida International University Library (University Park)</i>	2,930	3,430		
Florida Keys Community College Library			360	339
Florida Memorial College Library			1	-
Florida Southern College			1,294	1,442
<i>Florida Southern College</i>	1,239	1,379		
<i>Florida Southern College - Orlando</i>	55	63		
Florida State University			4,033	5,000
Fort Myers Beach Public Library			1,176	1,245
Franklin County Public Library			492	560
Gadsden County Public Library			859	997
Gilchrist County Library			518	535
Gulf Coast Community College Library			682	743
Hamilton County Library (Jasper)			485	468
Harcourt Inc.			368	269
Heartland Library Cooperative-Sebring Library			3,113	3,093
Hendry County Public Library System			1,289	1,245
Hernando County Public Library System			6,507	6,029
Hillsborough Community College Library			915	965
<i>Hillsborough Community College Library (Brandon)</i>	209	235		
<i>Hillsborough Community College Library (Dale Mabry)</i>	261	247		
<i>Hillsborough Community College Library (Plant City)</i>	274	268		
<i>Hillsborough Community College Library (Ybor)</i>	171	215		
Hillsborough County Public			7,049	6,613
Hodges University			325	307
<i>Hodges University Library (Ft Myers)</i>	137	121		
<i>Hodges University Library (Naples)</i>	188	186		
Holmes County Public Library			355	399

Indian River State College			1,310	1,310
<i>Indian River Community College Charles Miley LRC</i>	589	640		
<i>Indian River Community College St Lucie West</i>	721	670		
Indian River County Library			760	856
Jackson County Public Library System			871	846
Jacksonville Public Library			6,464	6,515
Jacksonville University			841	980
Jefferson County Public Library			378	418
Johnson & Wales University - Library			3	3
Juvenile Welfare Board Library			117	124
Keiser Collegiate System Library			2	5
Lafayette County Library			577	577
Lake City Community College			274	235
Lake County Library System			3,434	3,472
Lake Park Public Library			6	8
Lake-Sumter Community College Library			364	377
Lakeland Public Library			1,874	2,121
Largo Public Library			3,491	3,592
Lee County Library System			12,943	11,603
Leroy Collins			4,680	4,606
Levy County Public Library System			574	401
Lighthouse Point Library			85	35
Lynn University			413	463
Madison County Library			677	680
Maitland Public Library			433	403
Manatee Community College Library			1,462	1,395
Manatee County Public Library System			3,823	3,597
Marion County Public Library System			3,146	3,339
Martin County Public Library System			1,305	1,435
Miami Country Day School			-	5
Miami Dade College			4,793	4,792
<i>Miami Dade College Hialeah</i>	232	242		
<i>Miami-Dade College Homestead</i>	207	204		
<i>Miami-Dade College Interamerican</i>	678	707		
<i>Miami-Dade College Kendall</i>	1,468	1,205		
<i>Miami-Dade College Medical Center</i>	173	145		
<i>Miami-Dade College North</i>	1,115	1,274		
<i>Miami-Dade College Wolfson</i>	815	852		
<i>Miami-Dade College Entr.</i>	105	163		
Miami-Dade Public Library System			4,544	4,956
Monroe County Public Library System			947	949
Nassau County Public Libraries			904	1,013
NEFLIN			39	51
New Port Richey Public Library			2,329	2,261
New River Library Cooperative			804	877
Niceville Library			1,922	1,980
North Florida Community College Library			296	290
Northwest Regional Library System (Bay County)			1,173	1,133
Northwood University Library			7	11
Nova Southeastern University			4,103	3,765

<i>Nova Southeastern University (Alvin Sherman)</i>	3,828	3,527		
<i>Nova Southeastern University Law</i>	275	238		
Okaloosa-Walton College Learning Resources Center			392	431
Orange County Library District			4,709	5,161
Osceola County Library System			3,404	3,240
Palm Beach Atlantic University Library			1,391	1,110
Palm Beach Community College			1,540	1,613
<i>Palm Beach Community College Essey</i>	354	306		
<i>Palm Beach Community College Lake Worth</i>	1,186	1,307		
Palm Beach County Library System			5,558	5,459
Palm Harbor Library			1,878	1,840
Parkland Library			313	366
Pasco County Library System			7,452	7,320
<i>Pasco County Library System Centennial Park</i>	1,171	1,124		
<i>Pasco County Library System Hudson</i>	2,287	2,506		
<i>Pasco County Library System Hugh Embry</i>	632	619		
<i>Pasco County Library System Land O' Lakes</i>	867	713		
<i>Pasco County Library System New River</i>	705	645		
<i>Pasco County Library System Regency Park</i>	1,028	1,061		
<i>Pasco County Library System South Holiday</i>	762	652		
Pasco County Schools Media Center			347	459
Pasco-Hernando Community College			931	963
<i>Pasco-Hernando Community College East</i>	310	342		
<i>Pasco-Hernando Community College North</i>	218	232		
<i>Pasco-Hernando Community College- West Campus Library</i>	403	389		
Pensacola Junior College Library			552	637
Pinellas Park Public Library			3,160	3,004
Pinellas Public Library Cooperative, Inc.			5,901	5,899
PLAN			4	11
Polk Community College			749	719
<i>Polk Community College Library (Winter Haven)</i>	544	524		
<i>Polk Community College- USF Lakeland Library</i>	205	195		
Putnam County Library System			389	424
Rasmussen College Library			16	1
Reformed Theological Seminary Library			586	591
Rollins College- Olin Library			1,309	1,414
Saint Leo University Library			869	814
Sanibel Public Library			882	934
Santa Fe Community College			994	1,012
Santa Rosa County Library System			816	830
Sarasota County Libraries, Venice Public Library			9,607	9,297
Seminole Community College			1,251	1,167
<i>Seminole Community College Oviedo</i>	247	266		
<i>Seminole Community College Sanford</i>	1,004	901		
Seminole Community Library			1,797	1,820
Seminole County Public Library System			7,002	6,705
South Florida Community College Library			641	617
South Florida Water Management District Reference Center			11	32
Southeastern University - Steelman Library			915	1,174
Southwest Florida Library Network- SWFLN			152	23

St. John Vianney Seminary			25	32
St. Johns County Public Library			2,503	2,811
St. Johns River Community College			953	898
<i>St. Johns River Community College Palatka</i>	374	356		
<i>St. Johns River Community College Orange Park</i>	269	225		
<i>St. Johns River Community College St. Augustine</i>	310	317		
St. Lucie County Library System			957	935
St. Petersburg College - Gibbs			952	1,210
St. Petersburg Public Library			3,655	3,364
St. Thomas University Library			1,037	1,001
State Library of Florida- R. A. Gray Building			1,554	1,698
Stetson College of Law Library			526	450
Stetson University- duPont Ball Library			2,376	2,151
Sumter County Public Library System			1,052	1,046
Suwannee River Regional Library System			2,379	2,242
Tallahassee Community College Library			648	665
Tampa Bay Library Consortium			1,620	2,071
Taylor County Public Library			188	191
Trinity Baptist College			7	14
Trinity International University			-	4
University Community Hospital- Medical Library			69	41
University of Central Florida Library			7,430	6,928
University of Florida- Smathers Library			4,611	4,128
University of Miami			3,576	2,751
<i>University of Miami- Otto G. Richter Library</i>	3,495	2,686		
<i>University of Miami- RSMAS Library</i>	81	65		
University of North Florida Library			3,716	3,120
University of South Florida			9,954	9,052
<i>University of South Florida- New College of Florida at Sarasota-Manatee</i>	2,301	1,762		
<i>University of South Florida- St. Petersburg Campus Library</i>	2,148	2,163		
<i>University of South Florida- Tampa Campus Library</i>	5,505	5,127		
University of Tampa			962	943
University of West Florida- John C. Pace Library			2,215	2,117
Valencia Community College			2,320	2,203
<i>Valencia Community College East</i>	1,004	935		
<i>Valencia Community College Osceola</i>	417	396		
<i>Valencia Community College West</i>	740	676		
<i>Valencia Community College Winter Park</i>	159	196		
Volusia County Library Support Center			1,598	1,558
Wakulla County Public Library			660	791
Washington County Public Library			389	359
West Florida Public Library			1,636	1,652
West Palm Beach Public Library			923	847
Winter Park Public Library			1,901	1,806
Zephyrhills Public Library			387	452
TOTAL			315,181	311,437

I. EXPENDITURES

	LSTA EXPENDED	LOCAL/STATE MATCH EXPENDED
A. SALARIES & BENEFITS (All salaries paid from both federal and local sources)		
Position Title	F.T.E.	
<u>Administrative Services Assistant</u>	<u>0.2</u>	\$ 6,014.22
<u>Virtual Reference Manager</u>	<u>0.05</u>	\$ 2,651.77
<u>Other TBLC Staff</u>		\$ 10,889.65
TOTAL SALARIES.....	<u>\$ -</u>	<u>\$ 19,555.64</u>
B. CONTRACTUAL SERVICES (List each vendor)		
<u>Velocity Express</u>	\$ 110,000	\$ 507,964
<u>Custom Programming for Labels</u>		\$ 1,000
TOTAL CONTRACTUAL SERVICES.....	<u>\$ 110,000</u>	<u>\$ 508,964</u>
C. LIBRARY MATERIALS.....	<u>\$ -</u>	<u>\$ -</u>
D. SUPPLIES.....	<u>\$ -</u>	<u>\$ -</u>
E. TRAVEL.....	<u>\$ -</u>	<u>\$ 227.00</u>
F. EQUIPMENT (Specify)	<u>\$ -</u>	<u>\$ -</u>
G. OTHER (Specify)		
<u>Administration Fee</u>	\$ 40,000.00	\$ -
TOTAL OTHER.....	<u>\$ 40,000.00</u>	<u>\$ -</u>
H. TOTAL A-G.....	<u>\$ 150,000</u>	<u>\$ 528,747.10</u>