

## **Delivery Report for SCLS Board of Trustees**

**November, 2021**

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### **Statewide Delivery Coordination:**

In our role as statewide delivery coordinator, we have taken steps to aid in project implementation by forming two working sub-groups related to the process: evaluating costs and data, and establishing standards and best practices for contracted couriers.

Both subgroups have met at least twice in the last two months to assemble thoughts, questions, and goals as we head into a transition year in 2022.

For SCLS, we are also working with Winding Rivers Library System (La Crosse), Southwest Wisconsin Library System (Grant County), and Waltco (private courier) on making hand-offs of materials that are currently executed by SCLS. This enlists those local couriers to complete deliveries at UW-La Crosse, Viterbo University, UW-Platteville, and UW-Platteville-Richland. These are locations that are already served by those local services and one of the goals is to reduce redundancy. Both of these hand-offs will effectively perform as a pilot to iron out problems and streamline our process for future (and larger) handoffs in other parts of the state.

### **Truck/Van Sourcing:**

SCLS has not been immune from the recent news of inflation and supply chain problems. In our normal pattern of purchasing vehicles annually, we have been delayed somewhat with very few options from our vendor, Bergstrom Chevrolet.

As a solution, we are positioned to purchase a smaller, more efficient unit on the used market. This “mini” cargo van is perfectly equipped to handle smaller loads that we currently see. It would be deployed to take advantage of these loads while also providing better performance per mile.

For larger cargo vans, the newly built models that we are accustomed to just don't exist at this time. We are hoping that maybe in early 2022 we will find our next vehicle. Costs are coming in higher than we expect.

### **New Delivery Staff Schedule:**

With our new scheduling changes, we are implementing a slightly tweaked staff schedule to accommodate challenges for 2022. Brad Guenther has drafted a new schedule that adjusts our daily staffing to better position hours and equipment where they are most efficiently utilized. Our data has provided clear pictures of where our volume comes in and where it ebbs during the week. With some of our statewide

responsibilities changing, it also provided an opportunity to examine some creative route configurations to better deploy our equipment. The process remains fluid and can be adjusted as we learn more about the day-to-day-behavior of these adjustments.