

Delivery Report for SCLS Board of Trustees

January, 2023

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Martin Luther King Holiday – Recap!

SCLS Delivery made the decision to voluntarily work on the Martin Luther King holiday. The group that volunteered was tasked with covering as much territory in the system as possible to capture as much materials returned in a 5 to 7-hour window. This is done to maximize our impact and move as much material as we can to offset an unusual holiday volume swing that only occurs for this particular holiday (unlike Labor Day and Memorial Day). The reason it is different is because many SCLS member libraries are open on this day. The volume is robust and then when the closed libraries (MPL and some of the larger local communities) re-open on Tuesday, the impact hits us late Tuesday and all day Wednesday.

Results:

Hours worked: SCLS used over 15% less work hours in 2023 than in 2022

Bins Delivered: SCLS delivered 1/3 *less* bins in 2023 than in 2022

The major success of the effort was that SCLS collected nearly the same number of bins in those runs (about 5% less) while driving about 15% less miles. (This is less than how we performed for the day after Thanksgiving because we added more stops)

Our output was again very similar and we accomplished it with less hours spent.

Our Tuesday after the holiday was also modified to account for closed libraries. Since all of MPL branches were closed, we did not return to them until Tuesday afternoon. This allowed them to process materials for us to pick up. Had we gone first thing in the morning, we would have dropped off material and returned with no new material. This also allowed us to perform additional sorting that went unfinished from the day before while saving the cost of running an unnecessary route.

Staffing Update:

SCLS is exploring ways of addressing the lack of candidates to fill open full time positions. Chief among things considered is (1) addressing the pay scale, (2) addressing time off, and (3) establishing incentives to new hires and those who may refer them,

Pay scale: The SCLS delivery salary lines for Full Time Driver Sorters has historically gone up just 1% over the last few years. This year it has been held in place for the first time. With a top

salary of \$18.37, it appears that it is just above what other similar occupations are paying new hires. I have plotted a pay grid that moves the highest level to \$20 per hour and that will be an ongoing discussion to see how that can fit into our budget. It would also raise the introductory pay line to help us compete for new hires when we need them.

Time off: Another area that I hope to have addressed is the allotment of earned time off. Currently, a full-time driver sorter earns additional weeks of vacation after 5 years and 10 years. The maximum time off earned at that point is 20 days and never increases again. New staff start at 10 days and earn another 5 after 5 years.

This contrasts with salaried staff who have 22 days upon hire. I have put together an estimate for how much “cost” is associated with advancing our current staff for moving the vacation scale another “block”. That block would allow for 25 days off at the 15 year mark. With our staff largely beyond the 15 year seniority mark, it would be an additional week off per year that needs coverage.

Hiring incentive: To address the difficulty in attracting new hires, we have agreed in principle to offer \$1000 to a new hire (contingent upon completing 6 months of service: \$500 immediately and \$500 after 6 months). A portion of the initial \$500 would be returned if an employee separated before the 6 month mark. Additionally, an incentive for current staff to refer a new hire was tabbed for \$500 contingent on them completing the 6 month requirement.

All of this is still an ongoing discussion and not finalized.

I have also engaged with QTI temporary services about how they might be able to recruit for us. At this moment, the cost to have them perform this work exceeds what we would pay any one individual on our staff.

Any decisions that are made need to consider where our resources are needed most. For instance, a hiring incentive would be hard to explain if we haven't addressed the base pay for our staff first. Similarly, offering more time off (well earned) without addressing staffing levels to compensate for that new time would imperil us on a number of days during the year operationally.