Welcome to MLA!

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Keep on Truckin’

- Courier is a necessary component for resource sharing
- Few standards / Many models from top to bottom / No one “right” approach
- Raising awareness
- Managing expectations
- Data & Analytics
- Missouri & Illinois represent two, unique and very different models
Missouri Model - Background

- MOBIUS, 20 years of experience
- Origins go back to sharing a single, ILS platform for resource sharing
- 76 institutions, comprising public academics, private academics, public libraries, special libraries, community colleges, theological libraries, cultural institutions, medical, law & more
- Multiple instances of the ILS / 30 million items / patron-initiated requesting
- Missouri focused until recently
Illinois Model - Background

- Funded by Secretary of State’s Office through IMLS grant
- 3 Library Systems...Chicago Public Library System, Reaching Across Illinois Library System and Illinois Heartland Library System
- Illinois Heartland Library System has 518 member libraries. 334 of those belong to one ILS system...SHARE (Sharing Heartland’s Available Resources Equally)
- Three mandates from the Illinois State Library
  - Delivery
  - Resource Sharing
  - Membership
Missouri Profile

- MOBIUS receives no direct state funding / membership supported
- MOBIUS *manages & directs* the courier process
- Operations managed by two MOBIUS staff members
- No capital investment / no trucks, no CB’s, no hats or jackets
- We partner with others
- We need to cover the entire state end-to-end
Missouri Profile

- We have the flexibility to change couriers / craft solutions / change routes partner with others to get the job done
- We rely on our courier partners for logistics
- We have our own label maker / tracking
- Keep costs down
- Value driven – cost per item is $.68 vs. $2.40 per item
Missouri Profile

- MOBIUS connects with our partner libraries in Colorado via a line haul from Kansas City to Goodland, Kansas that is run by Henry (handing off to CLiC)
- MOBIUS has a line haul from Springfield, MO to Tulsa, OK
- MOBIUS connects with Trans Amigos Express in Tulsa
- MOBIUS manages two courier networks in Iowa
- 193K items annually / over 1.3 million miles annually / 30 routes
Illinois Profile

- Delivery is done in house
- Drivers empowered to be ambassadors
- Own vehicles, tubs, equipment
- Have sorting staff
- Labels are printed through Polaris
Illinois Profile

- Accomplishments
  - Partnered with RAILS to provide entire state delivery (Illinois Library Delivery Service... ILDS)
  - Created an iPad app to eliminate for data duplication input
  - Provided functional 5 day a week service to ALL IHLS libraries
  - Text Alerts for libraries
  - Help Desk Ticketing System (OTRS, Open Technology Real Services)
Illinois Profile

- Laboratory of Applied Spatial Analysis
  - Dr. Randy Pearson led his team at Southern Illinois University Edwardsville
  - Using GIS software, routes were provided to allow us to deliver to all of our libraries daily, if need be

- Functional 5 Day A Week Delivery
  - Previously delivery model was volume based
  - Current model is need based, if we have something for a library we deliver
  - Puts the focus on the patron experience
Missouri Services

- Centered on patron-based requesting
- No more forms to fill out
- No patron data is duplicated
- No cataloging is duplicated
- Your traditional ILL will significantly drop
Missouri Services

- MOBIUS Label-Maker
- Tracking
- Analytics
Illinois Network

- Cost per item is $.20
- Deliver 8,459,170 items yearly or 33,837 items daily
- Drive over 1 million miles yearly
- Budget is $1.7 million
Illinois Network

- Funding is provided through the Illinois State Library and the Secretary of State from revenue appropriated by the Illinois General Assembly or provided by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act (LSTA)
Future of Courier & Delivery...
Thank You!

Questions / Comments!