

# Minutes of the Circulation & Courier Committee

May 14, 2024

2:00 pm Central

Online Meeting via Zoom

Members Present

* Andrew Stout, Chair, University of Missouri-St. Louis
* Conrad Rader, Vice-Chair, Saint Louis University Medical Center Library
* Katherine Bohnenkamper, Drury University
* Carol Schrey, St. Charles City-County Library
* Heather Gibbs, Bettendorf Public Library
* Robyn Lambert, Culver-Stockton College
* Eileen Condon, Webster University
* Steve Strohl, MOBIUS

Members Absent

* Eileen Condon, Webster University

Guests or Proxies Present

n/a

Meeting Minutes

1. Call to order and introductions
   1. Welcome by Steve Strohl (host of the call) and Andrew Stout (Chair).
   2. Meeting called to order at 2:07 pm.
2. Adoption of the agenda
   1. Andrew asked for a motion to adopt the agenda; Conrad Rader made the motion and Katherine Bohnenkamper seconded. No objections.
3. Information Items
   1. Steve gave a brief update on FOLIO migration and OpenRS implementation.
      1. OpenRS testing continues, but not all libraries will be able to go live on the May 22 launch date.
4. Old Business
   1. Review of the responses to our courier survey sent out this spring.
      1. Steve noted that the survey had 67 respondents.
      2. Andrew reviewed the data collected from the responses.
   2. Committee member feedback on the survey
      1. In light of Eileen Condon’s absence, Andrew presented the feedback that Eileen submitted before the meeting. That feedback included:
         1. General satisfaction with courier services
         2. The need to follow up with members who noted concerns about delays and missed deliveries
         3. Potential need for clarification on Help Desk reporting
         4. Upcoming complications for banding/labeling workflows with OpenRS
      2. Andrew noted a few of his own observations, including:
         1. Various reasons some libraries cited for not using sticky labels
         2. Consistent mention of delayed deliveries from courier partners and general confusion about the nature of courier routes and connecting points
         3. Several requests for printing 6 shipping labels per page instead of 4
      3. Katherine expressed appreciation for the response rate.
      4. Heather Gibbs posed the question, “What should we be doing about delayed delivery times?” and asked if we should be revising expected delivery times.
         1. Andrew suggested that a more explicit explanation of the delivery routes and connecting point might help manage expectations.
         2. Steve noted that more explicit information about delivery routes have been provided in the past and that new models could be created to map out delivery routes.
      5. Robyn Lambert noted concerns about delayed deliveries and that return addresses on the label maker often reset.
5. New Business
   1. Andrew noted the following potential action items coming from responses to the survey:
      1. Basic description of courier routes and connecting points provided on the “Courier” page of the MOBIUS website
      2. Updated version of the Adhesive Item Label Webinar once OpenRS is up and running
      3. An informational session & recorded webinar on basic courier related services (how/when to contact MCO, how to report days closed, info on routes, etc.)
      4. Six labels per page vs. four per page
      5. Make tiered delivery ranges more explicit
6. Adjourn Meeting
   1. Andrew called for a motion to adjourn the meeting; motion was made by Conrad and seconded by Heather.
7. Minutes prepared by Andrew Stout