

WiLS Cooperative Purchasing Advisory Committee

February 22, 2019

2:00 pm via GoToMeeting - [Recording](#)

Committee Members (asterisk indicates absent)

Katie Aldrich, Northcentral Technical College
(Chair)

Lora Cowell, Monona Grove School District

Joe Davies, Kenosha Public Library

Noreen Fish, La Crosse Public Library

Cathy Markwiese, Milwaukee Public Library

Melissa Matz, Brookfield East High School

Cory Mitchell, UW-Stout*

Cheryl Nessman, UW-Colleges

Amy Rachuba, Ripon College*

Jill Thomas, Lawrence University

WiLS Team: Jeff Brunner, Andi Coffin

Agenda Items

1. Welcome and Introductions (K. Aldrich)

The group was welcomed and roll call performed.

2. Review / Additions to Agenda (K. Aldrich)

No additions to the agenda were made.

3. Approve Minutes from November 2018 meeting (K. Aldrich)

Additional documents: November 2018 CooPAC Meeting Notes

No objections were made and the minutes were approved.

4. Suggestions for additions or changes to Direct Order Agreement (A. Coffin)

Additional documents: Direct Order Agreement

There is some confusion with the first paragraph. WiLS will clarify what is meant and revisit the language describing the term of the discount schedule to ensure that it is applicable to a broad range of direct orders, including ongoing and one-time purchases. A concern was also raised that discounts that should be expected are up-to-date on the WiLS website. WiLS will make every effort to have accurate information; the group was asked to share any discrepancies with WiLS at coop@wils.org.

5. Cooperative Purchasing Revamp Report and Update (J. Brunner)

Day-to-day management streamlining: It was shared that WiLS has implemented the wider use of the coop@wils.org email address to increase responsiveness and eliminate confusion about where to send emails. This email address is being managed by a software called Front, that allows the Cooperative Purchasing Team to assign and discuss emails.

Negotiation: WiLS is requesting group pricing earlier than previous years in order to have more time to assess and negotiate. We will also research and trial competing products. We hope this will lead to more effective group-based negotiation on pricing and license terms. WiLS will also be reaching

out to members to understand their budget situations to help in negotiation efforts to give our vendor partners a more concrete understanding of our members' financial situations. We have spent some time narrowing the field of vendors that we are working with to make sure that it's the most effective and efficient use of our time and our members money. We are creating new criteria for assessing working with new vendor partners and new products from existing vendors.

Awareness: We have begun hosting Taco Tuesday webinars to help provide product information in a way that is digestible by busy members. We are also establishing some mailing lists by library type and by cooperative purchasing topics that allow WILS to share information and allow discussion between members of the service.

It was asked if the request for feedback on groups had already gone out; L. Cowell did not receive that request. WiLS will make sure that message went to everyone. It was asked what will be done with the feedback and it was shared that we'll look for themes in that feedback to determine our course of action and negotiation tactics. It was noted that WILS might want to know specifics about negative experiences with vendors in order to help resolve any problems, even if the problem isn't applicable to other members.

6. Cooperative Purchasing Groups and Enrollment Periods (J. Brunner)

It was presented to WiLS that a more open approach to groups might be beneficial, that cutoff times are too fast or that groups could be open for new members all the time. For the most part, our groups are able to take on new members. Sometimes there is an enrollment period when creating a new group that can be short and an obstacle to those considering participation. WiLS would like those enrollment periods to be longer and is talking to vendor partners about expanding those periods. It was revealed that this is a communication issue; WiLS should be clearer in messaging that these groups or opportunities are not closed and still welcome participants, even after the initial launch is over. It was suggested that WiLS advertise the groups on a monthly basis to let people know products have purchasing groups through WiLS and a reference on the website that shares with members what groups are available.

7. Criteria for Vendor Partnerships (J. Brunner)

a. *Please provide feedback on the criteria for vendor partnerships as defined in Revamp Report:*

- i. *Flexibility and willingness to work with us*
- ii. *Volume of sales and popularity among participants*
- iii. *Opinion of members and the reputation of the vendor*
- iv. *Quality of the product*
- v. *Available discount*
- vi. *Revenue or potential revenue*
- vii. *The amount of time spent with the vendor on day-to-day activities: Some of our vendor partners take significantly more time than others in the day-to-day activities needed for subscription management due to inefficiencies, non-responsiveness, and other factors. While this will not be the only determining factor, it could impact our desire to maintain a relationship with a vendor.*

b. *What next steps should be taken to evaluate existing vendor partnerships?*

It was shared that it's frustrating that school billing departments are receiving renewal notices, causing confusion. WiLS should be receiving and sharing that information, not the vendors. This is particularly a problem with ProQuest. It seems to be the vendor is trying to bypass WiLS; WiLS should be able to assert how it prefers to do business and the vendor should be accountable. We will work with the member and vendor on this particular issue.

It was asked if these criteria would have specific or quantitative thresholds. It was clarified that that is not the intention; this set of benchmarks allows us to be more deliberate and holistic in our decision-making process.

It was shared that some members participate in the service because of the time it saves in addition to discounts and this perspective should be considered in evaluating vendor partnerships as well.

8. Transitioning Fully to Basecamp for Future Meetings (A. Coffin)

It was shared that the coopac@wils.org email address won't be used going forward. CoPAC members should have their Basecamp notifications turned on and if they experience any difficulty using the platform, report them to Andrea Coffin at acoffin@wils.org.

9. Adjourned at 3:05

Next Meeting: Tuesday, May 14th at 1:00 pm via GoToMeeting