



**CONNECTION. COMMUNITY. OPPORTUNITY.**

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### **Statement from LibraryLinkNJ About the Statewide Delivery System - February 21, 2018**

We here at LibraryLinkNJ are aware of the hardships that Expak's failure to fulfill their responsibilities has caused. We are working to resolve these issues as quickly as possible so that our members can continue to provide the critical services they are known for to their communities across the state. Library patrons unable to receive the materials they have requested is simply unacceptable. Having provided to our New Jersey communities 30 years of reliable service, we were angered by the situation and disappointed that the libraries we serve were let down.

We have heard your concerns and want to assure you that we are taking them very seriously.

That is why we would like to briefly explain how we are moving to correct this situation immediately.

#### **How we chose Expak to be the delivery vendor:**

LibraryLink NJ underwent a vigorous Request For Proposal (RFP) and review process, as established by the New Jersey State Library, to ultimately select Expak. Shortly after the contract was implemented, Expak underwent changes to their subcontractor.

**Unfortunately, due to those changes executed by Expak and beyond our knowledge and control, they were not able to provide equitable delivery as promised in the signed contract. This was unforeseen on our end, but as soon as it came to our attention, we began a vigorous effort to remedy the situation.**

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#### **How the next vendor will be chosen:**

On January 29, 2018, Expak withdrew from the contract, giving LibraryLinkNJ the contracted 120 days' notice of cancellation. At a special meeting held on February 5, 2018, the LibraryLinkNJ Executive Board decided to proceed with a new RFP process to solicit and review bids from new vendors.

Despite a tight timeline, the RFP, evaluation criteria, and extensive review process will be as stringent as it would be under normal circumstances.

While still contractually obligated to serve for the next 120 days, Expak is still actively troubleshooting:

- Splitting overly-long routes into more manageable, shorter routes;
- Hiring and deploying additional drivers for the busiest routes;
- Hiring additional staff to sort library materials; and
- Following up with drivers on correct procedures.

Expak will continue to pursue these measures until issues are resolved, and until their contract concludes.

LibraryLinkNJ is committed to providing an open line of communication to the libraries we serve. We welcome any questions, thoughts or concerns you may have on this issue. Additionally, we will provide continuous updates on the process so that you know what is happening with your materials and can, in turn, better serve your communities. Updates can be found at <http://librarylinknj.org/delivery>.