Welcome

Introductions

Background - Dawn La Valle
Review of the task force charge.

On October 30th, 2015 the contractor gave notice that they would be pulling out of the contract. Going back out to RFP was not an option; Office of Policy and Management (OPM) gave the State Library the permission to assume the entire service, which was done for less than what we were paying contractor.

Van Block which is the facility where deliverIT sorts materials was refitted to accommodate the additional libraries. State Library staff re-designed the route system in the state to accommodate the additional libraries.

The State Library edited the deliverIT Guidelines to include #9, which states: *In the event of an anticipated change in volume of material for delivery, the library should contact the Director of the Division of Library Development well in advance of the change and outline the potential impact on the delivery system. An anticipated change in delivery volume can be caused by events such as a library joining a network, a library leaving a network, a network changing their ILS loan parameters or changing their ILS, etc.*

To assist the task force, the State Library created a list of other states' delivery services to see what they do and how they do it.

The State Library would like to create deliverIT CT training modules for library staff members so that they become familiar with the workings of the service and can learn the guidelines. We'll also offer presentations at meetings, such as the ILL Roundtable meetings.

As with any statewide service one goal of deliverIT CT is to provide equitable service to libraries in the state.

Two parameters for the committee:

1. **Budgetary:** Recommendations cannot involve asking for increases in budget including re-allocating state fund lines which is prohibited.
2. **Library payments:** Recommendations should not involve asking for libraries to pay for the service.
The task force can review the deliverIT CT Guidelines and revise and/or adjust them.

Whereas the contractor was paid per stop, state workers have 7 1/2 hours per work day to make stops and sort materials.

The State Library asked libraries for keys to the library so that we can get in and get out of the library quickly when the library is closed. State workers are bonded and insured.

The state's drivers sort en-route which provides better efficiency. The State Library has drivers who are new to the service. They have received training and are gaining on the job experience.

The timeline for the task force is to have a final report, including recommendations, by September/October 2016 so that it can be presented to the State Library Board in the fall.

**Discussion**

Is the service important to your library? General agreement that the service is important.

How can we provide service to every library? It's an equity issue.

How can we make it easier for the driver? Each stop varies. Contact Walt Magnavice, deliverIT CT Supervisor, and ask what you can do.

Drivers have been trained in customer service.

Communication is critical.

A library reports that a patron returned an entire bin full of books belonging to a nearby town. This has been happening with more frequency at the library. This increases their deliverIT return load of borrowIT CT / Connecticard returns. Last month or two it has started. Don't know how to address it. Other libraries report that they too have power users who drop off material at their library for return to another library.

That's what the deliverIT system is created for: To handle borrowIT CT / Connecticard returns.

Can the State Library reallocate funds to increase the budget for deliverIT? No.

Remember the budgetary parameters - reallocation of funds is off the table.

Public records, Museum, LBPH , etc. funded by the state budget - entire state library budget is impacted by cuts.

It's a volume issue. Limit the number of holds a patron can place?

Delivery has an impact because increases the time it takes to get material. Patrons are used to getting things quickly. This is not a time sensitive service.
Cuts for the remainder of FY 2016 have been announced and the State Library is absorbing them. The impacts of FY 2017 funding is in question. About half of the deliverIT drivers are funded by the state, the other half are funded by LSTA.

The service is very cost effective. Put together a document - here's what it was, here's what it is, here's what it would be without it, and give it legislators.

deliverIT CT is meant to support Ccard and requestIT and meant to support every library - equitable service.

Throttle patron holds? Level load?

One library reports that their circ numbers going down. If we limit access for patrons it could be the death knell.

III issue will be fixed by 2017, i.e. if patron places a hold on an item, the first item to trap the hold is sent to fill it - even if the item is on the shelf on the patron's library.

One stand alone library limits the number of patron holds a patron can place at 5.

There's a perception that delivery is a free service, but it's not free. It might be worthwhile to pursue patron education concerning delivery.

One library recently joined a network and they tell patrons that it's your tax money at work.

Is circ a good number for evaluation?

One library reports that they ship about 15 bins per day, others ship about 2 or 4 bins.

What's most cost effective? What's cheaper: Borrowing an item or purchasing a copy?

Will the III system change reduce the volume far enough? What's sustainable? How many holds are criss-crossing the state unnecessarily? Can we get a number? If that issue is fixed, will it be enough? What's the base level that can be sustained? Answer: Service prior to May 2014 is sustainable.

Educate patrons about service - it's $.08 per capita. Educate library staff members too.

Are consortia too large? Memberships wax and wane and it's about the same.

Some libraries allow patrons from neighboring towns to use their ILL services.

Should we convince the legislature? On comment: the State Library is dictating the funds. Maybe deliverIT CT is more important that other State Library services. The State Library commitments are based upon statute. Legislature enacts and funds the statutes that dictate what the State Library provides.

Is the Ebook platform statutory? The Ebook platform originated from the recommendations of a task force of library staff members and legislators funded it.
Can individual libraries sustain their service? One library reports that their staff was cut yet they have to maintain the same services. Libraries aren't just an ILL service. For some libraries, it's not ILL, it's like a floating collection. In some cases this skews data, which is used for funders and for the collection.

What is the band aid until 2017? Limit patrons while educating them? Limit to 10 holds?

If you limit and patrons ask about it, it's an opportunity to communicate with them and explain how the service works.

Some patrons place holds outside the library and there's limited chance to communicate directly with them.

20% of patrons give us 80% of business - within the 20% are the power users.

What limit would reduce volume? A limit of 5 items. A library reports that they cater to the power users and override the limits when necessary. This is done with staff involvement.

No volume issue before the migration. deliverIT CT was formed for Ccard returns and ILL although it has evolved this is what it is intended for and will remain intended for.

Once consortium has had patron placed holds since 2002-3. With their previous system a patron could hold another library's copy of an item, but they had to go there to pick it up.

Ill system fix expected in Sept. 20, 2017, but may be complete earlier.

Band aid until then:

Have consortium delivery? May cost $80,000 - 100,000 for in-consortium delivery.

Limit holds? Consortium issues.

One library reports that they can't place holds on order records. For some libraries the holds on order records guide purchasing.

Can you prevent holds or loans on new items? Some libraries will send new items, others won't.

Can you limit it to books only and no AV?

Semi-new material, that's an issue - wish to prevent needlessly shipping items when the item is on your shelf.

New requestIT system: will we be able to limit the number of ILLs? Not sure at this point, but we hope to have that capability.

Westchester Library System has uniform guidelines and they won't loan new material and items that are in high demand.

Can we create best practices as a band aid?
In an effort to control can you limit ILL to in-town patrons only?

Some libraries provide ILL for non-residents working in town, while others provide service to all.

You can go to any library and get anything.

A couple of libraries report that some patrons don't pick up what they've request.

Block their card if they don't pick up?

Patron placed holds are not mediated.

Libraries could use communications that would be helpful in educating public. The State Library has an infographic, which is one example.

Passport to CT libraries is starting soon, so people from out of town will be visiting libraries in the state. That may impact delivery and it may be a good time to communicate with patrons.

Infographic on bookmark. Could put a bookmark or handout in a book that has been delivered? Is postcard size okay?

Two sided bookmark - on one side: Serving CT since 1976 - on the back: 4 bullet points - with volume, visits, per capita cost, etc. on the other. Need to decide the talking points.

Wish to see mediated ILLs/holds and limits in requestIT CT.

Problem with patrons placing holds in reQuest when the item is held by local library or the consortium.

Talking points: what should the infographic say?

Best practice on how you communicate this - needs to be shared with the rest of the libraries.

Band aid needed immediately.

If we go with best practices, then what are the best practices?

Hard for the State Library to communicate directly with patrons.

LCI has a new banner in their catalog - asks patrons to consider going to library to pick up material.

The State Library would like to plan a deliverIT CT signature event in the fall.

The State Library created a "Sustainability" tab on the deliverIT CT webpage which we can use for the task force documents.

**Next meeting**

Wednesday, April 27, 2016 from 10 a.m. to noon’ish at the State Library’s Van Block facility (depending on meeting room availability)