Technology Check Up

- **Sound** – if you can’t hear me with your microphone, you can call in. Mouseover blue phone to see number

- **Chat Box**

- **Raising Your Hand**

- **Steve is here to help**
Goals for Today’s Webinar

• Describe basic Ccar operation

• Report on volume and turnaround time studies

• Review basic Ccar procedures

• Answer your questions
How Ccar Works

• Delivers to 225 libraries (223 paid by state)

• Avant Business Service delivers to 128 libraries (Route A)

• State run operation delivers to 97 libraries (Route B)
How Ccar Works

• Deliveries are brought back to each warehouse and sorted
  ▫ Sorting by A and B books at the library helps our operation
  ▫ Try to maintain separate tubs for B and A libraries

• Route A & B materials are switched each day, sorted by library and sent out on next delivery
Volume Studies

- **March 2007:**
  - 2.2 million items per year.

- **October 2007**
  - 1.97 million items per year.

- **October 2009**
  - 2.75 million items per year.

- **Repeating Survey this October**
Delivery Time Studies, 2008 and 2010

- April 2010
- Data Analyzed Three Ways
  - Based on Ccar schedule
    - Average (mean) turnaround time of 1.46 days
  - Based on business days
    - Average (mean) turnaround time of 2 days
  - Based on calendar days
    - Average (mean) turnaround time of 2.34 days
Ccar Procedures

• What can be sent on Ccar?
  ▫ All materials normally circulated at a library
    • Books, CDs, DVDs, puppets, realia

• Materials must be left at a pick-up point that is hand-truck accessible

• Tubs and bags supplied by the State Library based on libraries daily needs (as supplies allow)
  ▫ Do not use them for any other purpose in the library!
Shipping

- Fill In
  - Route Number of Receiving Library
  - Shipping Date
  - Name of Receiving Library
  - Route Number of Sending Library
  - Name of Sending Library

- **Reason item is being sent**
  - ILL request (reQuest or Other)
  - System Hold (request or return)
  - Ccard return – Fines paid

Connecticar Delivery

**TO:**
Library # ____A - 186_______
Shipping Date: __7/20/2010__
Library Name: _Tolland Public Library_

**FROM:**
Library #:_____ A – 159_____
Library Name: _Ridgefield Library_

☐ ILL request (reQuest)  ☒ CCard
☐ ILL request (Other)   ☐ ILL return
☐ System Hold request  ☐ System hold return  ☐ Fines Paid
Remarks: ____________________________
Shipping

• Don’t fill tubs over the sides

• Tubs need to be stackable on hand truck and in van

• Don’t exceed 40 pounds. If you can’t lift it, neither can driver
Packing and Shipping

• Use Ccar routing slips – available on website, or printed from reQuest
• Fold over cover of book and secure with rubber bands
  ▫ No tape please
Packing and Shipping

• Secure average sized materials together. Two or three depending on size.

• Secure large books separately

Too Many  Just Right!
Packing

- If bendable book – secure with a hardcover book, put in envelope, or add cardboard

Just right!
Packing

- If using plastic bags
  - All items going to one library
  - Place label so it can be easily read
  - Secure bag with rubber band
  - Place bag in tub
Audio or other fragile items

- Place in padded envelope
- Secure with rubber bands
- No staples !!
- No tape !!

- Protects CD/DVD
- It is kind to fingers
- Saves bag so it is reusable
Contact Information

• **For libraries receiving delivery from Avant Services - The “A” route libraries**
  ▫ Primary point of contact: Sonia Roman
  ▫ Secondary point of contact: Marlene Holmes

• **For libraries receiving state service - The “B” route libraries**
  ▫ Walt Magnavice
  ▫ and/or
  ▫ Sharon Brettschneider

• **For service and administrative questions or concerns**
  ▫ Sharon Brettschneider (always cc me)

• **For reQuest Interlibrary Loan questions**
  ▫ Steve Cauffman

• **All Ccar Contact Information at:**
  ▫ [ct.webjunction.org/ct/ccar](http://ct.webjunction.org/ct/ccar)
Connecticar, a service provided by the Connecticut State Library

Introduction

Connecticar (Ccar) provides statewide delivery service to 225 libraries. Handling approximately two million items each year, it is the backbone of resource sharing among Connecticut’s public and academic libraries. The Connecticar delivery service was begun in the 1970’s to support resource sharing among libraries. At that time, the state’s public libraries began a reciprocal borrowing arrangement that allows any citizen in the state to use their hometown library card in any other public library. If they borrow an item from any public or academic library, it may be dropped off at any library and Connecticar will return it to the owning library. In addition, Connecticar supports statewide interlibrary loan. Demand for the service has grown steadily since its inception.

The service is provided through a combination of State Library operated service to 100 libraries while a private contractor, Avant Business Services, provides delivery to 125 libraries. One of the service goals for the State Library’s Division of Library Development is to provide next-business-day delivery for items placed on Connecticar. The majority of libraries now receive 5-day-a-week delivery. At the end of each day, both State Library staff and Avant sort all items picked up for delivery on the next scheduled stop. Material going between the two services is exchanged each morning and afternoon.

New packaging and labeling requirements were implemented in January 2007. Each library has been assigned a route number. Sorting and delivery will be made to the route number assigned. If the library has multiple pick-up locations, they may request those locations to be included in the program. The service uses bar coding for item identification and tracking. Each item contains a bar code label that includes the location number and a unique item number.

The delivery van transports items to 100 libraries and includes selected academic libraries. The academic libraries are grouped into two delivery zones: one zone is the western part of the state, and the other zone is the eastern part of the state. The van makes scheduled stops at each library and academic library in each zone. The delivery van makes stops every two weeks and does not make stops on weekends or holidays.
Ccar List

• Make sure at least one person in your library is signed up for the Ccar listserv
  ▫ To sign up, go to:
  ▫ [http://mylist.net/listinfo/ccarlist](http://mylist.net/listinfo/ccarlist).
Questions?
Thank you for attending!!