
Quality of Life Result: All Connecticut residents are lifelong learners.

Contribution to the Result: Connecticut residents are able to obtain items from any public and academic library in the state, thereby providing equitable access to needed library materials.

<table>
<thead>
<tr>
<th>Program Expenditures</th>
<th>State Funding</th>
<th>Federal Funding</th>
<th>Other Funding</th>
<th>Total Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual SFY 12</td>
<td>$262,578</td>
<td>$306,000</td>
<td></td>
<td>$569,700</td>
</tr>
<tr>
<td>Estimated SFY 13</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Partners: 223 public and academic libraries in the state that receive Ccar service, Avant Business Services (who provide the outsourced portion of the service).

How Much Did We Do?

Ccar Volume

Ccar Volume and Interlibrary Loan Deliveries

Data for total volume is extrapolated from one week’s worth of delivery data voluntarily reported by libraries receiving Ccar service. Data for Interlibrary Loan (ILL) deliveries is compiled from the Public Library Statistical Profiles and does not include activity from academic libraries.

Connecticar delivers to 223 libraries, makes an average of 174 stops per day in the state.

Ccar Volume Trend: ▲►

Story behind the baseline 1: Ccar Supports Statewide Interlibrary Loan.

Interlibrary Loan is a crucial library service and no library, no matter how large or well-funded, is self-sufficient with regards to their physical collection. Ccar provides “round trip” delivery of library material to support Interlibrary Loan among libraries in Connecticut. Interlibrary Loan activity among public libraries in Connecticut increased by 10% in FY 2011 and 6% in FY 2012.

Story behind the baseline 2: Ccar Supports the Connecticard (Ccard) borrowing program.

Ccard allows a patron to borrow an item from any public library and return the item to any other public or academic library. Ccard will return the item to the owning library. Ccard provides ‘one way’ delivery back to the owning library for those items not returned to the owning library by patrons. Ccard volume has been more than 4.5 million transactions each year for the period 2010-2012.

Ccar - ILL Deliveries Trend: ▲

Ccar - Ccard Returns Trend: ▲►

How Well Did We Do It?

Ccar Delivery Turnaround Time Improved by 6% on Average

April 2008 Average: 1.60 delivery days
 Median: 1 day
(80% of libraries receiving service reported data)

April 2010 Average: 1.51 delivery days
 Median: 1 day
(78% of libraries receiving service reported data)

Story behind the baseline: These calculations are based on ‘delivery days’ or days that a library is scheduled for Ccar delivery, as opposed to business or calendar days. 95 of the 225 libraries receive fewer than five deliveries each week. There are three reasons for this: budget limitations, the library isn’t open all five days, or the library has very little volume.

Turnaround time is crucial for user satisfaction with respect to Interlibrary Loan requests since a library patron is waiting to receive an item. Turnaround time with respect to returns is not as crucial, but it is important that items be returned in a timely manner so that they are made available to other library patrons.

Turnaround Time Trend: ▲

Quality of Life Result: All Connecticut residents are lifelong learners.

Is Anyone Better Off?

Ccar Delivery Provides Significant Cost Savings

![Ccar Value to Libraries Compared to Cost](image)

<table>
<thead>
<tr>
<th>Value to Libraries</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2010</td>
<td>$6,886,635</td>
</tr>
<tr>
<td>FY 2011</td>
<td>$7,580,378</td>
</tr>
<tr>
<td>FY 2012</td>
<td>$7,630,463</td>
</tr>
<tr>
<td>FY 2013</td>
<td>$7,079,123</td>
</tr>
</tbody>
</table>

Story behind the baseline:

$26 million is the estimated cost savings over four years of the state providing library delivery versus using a commercial delivery service (based on $2.50 per package shipment per item).

Ccar shipping labels are affixed to books using an elastic band, rather than padded shipping envelopes, which is a greener and less expensive alternative. This method of packaging is also more efficient thereby saving staff time. Because Ccar delivers directly to a library, the staff time that would otherwise be needed to travel to a location, such as a post office, to have postage affixed to packages is eliminated. (Already today, some libraries do not offer interlibrary loan to libraries out-of-state because it’s not feasible for them to transport books to a post office.)

Proposed Actions to Turn the Curve:

Physical delivery of library materials is the backbone of resource sharing in Connecticut. Despite reports of increases in e-book use, the demand for physical delivery of library materials remains high.

Without a cost effective and efficient delivery system, it would be difficult and costly for libraries to share materials.

- While residents could still borrow from any public library through Connecticard, they would have to return the materials to the owning library.
- Academic libraries would not be willing to absorb the added cost to ship materials and therefore would be less willing to lend their materials.

The State Library has already implemented cost efficiencies from combined vendor/state-run service.

Federal funds support part of Ccar service. Should state funding be reduced, the matching federal funding might be reduced proportionately.

Data Development Agenda:

1. The State Library will coordinate a turnaround time study in April 2013. (Note: A turnaround time study was planned for April 2012, but ultimately was canceled due to the retirement of a key person at the State Library.)
2. We will continue to coordinate volume surveys each fiscal year. (We plan to resume an October schedule, weather permitting. The last two volume surveys were scheduled for October, but weather events forced their postponement.)
3. We will issue a bid in the spring of 2014 for the vendor-run portion of the service.
4. We will investigate the potential for a Ccar user satisfaction survey to take place in FY 2014 or FY 2015.

Cost Savings Trend: ▲

Trend Going in Right Direction? ▲ Yes; ▼ No; ◄► Flat/ No Trend