

Jeanette Francini
Co-Chair

Many months ago the Task Force was formed to find a way to sustain deliverIt CT. The group that was formed is a cross section of our Library community. Public, academic, and special libraries are represented. Consortium, and stand alone, front line staff and directors. My colleagues on the Task Force are to be commended for the time, thought, and effort put into the problem of how to sustain this important service.

DeliverIt was looked at from every angle and in the end, it simply came down to the fact that what could be sustained and maintained, is a service that provides equal access to deliveries of up to 5 days a week, up to 3 bins a day. *Equitable*

This is not a solution to the problem of the volume that deliverIT once was able to transport but no longer has the resources to do so, but rather one that gives every participating library a level of service that can be maintained and sustained for the time being, within the current budget constraints and funding model, for as long as there is funding for the service.

It also plans for the service to be reviewed, evaluated, and perhaps redefined in the future.

Dear State Library Board Members,

The task force members represent academic, public, urban, rural, stand-alone, specialty libraries, and members of consortia. Each member, and their representative institution, dedicated considerable amounts of time to solving a situation that has been in the making – really, since the 1990's.

A brief history of delivery: In 1972 a visioning report entitled *Target 76* prioritized the creation of a state-wide library card and a system that would carry library materials from wherever they may be to the local library of the patron having need of them in not more than 24 hours. These priorities resulted in Connecticard – now, borrowIT - and the 1975 creation of Connecticar – now deliverIT - to transport items. In the intervening 42 years, this delivery system's operation has grown and constricted usually following the economics of the time period. During the oil crisis of the late seventies, a route was dropped and the number of deliveries per week fell. In 1990 a report on the system noted that a third of the volume was now interlibrary loans and that the system needed more money and operational restructuring to meet the increased demand being placed on it. Private contractors joined the delivery mix until the recent provider pulled out of the contract in 2016. Largely due to advances in technology which directly engage the patron in making interlibrary loan requests, current volume edges annually near four million items in transport. Volume combined with economics continues to challenge the sustainability of the delivery system.

The Task Force looked at delivery through many different lens, using many resources. Resources included examination of other states' delivery systems, the report issued by consultant Jim Minges, volume surveys, state reports, and the annual public library report maintained by Tom Newman. We began with **HUGE** hopes and dreams, always with the goal of making a sustainable and equitable delivery system for Connecticut residents. But, obstacles – many noted in the consultant's report – confronted our design thinking

inspired solutions. These include structure of state government to receive outside funding, the state's budget crisis, statutory requirements, personnel, and uncertainty regarding federal funding.

We worked to maintain the uniqueness of Connecticut libraries by recognizing the autonomy of each library and the particular demands of each community. The proposal lifts restrictions on what can be shared, thus allowing libraries to govern their own stream of lending and borrowing. It lifts the hold restrictions. This is because our plan is planted in the soils of mutual trust. The state library will continuously evaluate the program – with the first full scale evaluation in November. Likewise, libraries are being asked to examine their volume loads on the system. If those loads are too great, libraries will need to make choices that are as hard as the ones each Task Force member faced with this proposal.

It is not a perfect solution nor does it pretend to be one. The proposal is what the state can afford and it is equitable – meaning it does not favor one type of library model over another. Simply put – as we have said before, contingent on resources the state library will transport up to 3 bins per day for up to five days a week.

Finally, we are in a transformative period. The library community needs to look at this as an evolutionary process. This will be the first step for all of us in understanding the state budget's impact on this service. I hope that the library community will work at changing the funding apparatus of deliverIT. But, that will take time and political effort, and it may result in truly having the state get out of the delivery business. This step, the one we are about to embark upon, is key to making change happen. It is what taxpayers can financially provide. Its shortcomings and successes, because there will be both, will help all of us think about the next step in the evolution of delivery.

Thank you,

Melissa Canham-Clyne

I'd like to say '**Good Afternoon**' to the State Library Board, fellow librarians, and colleagues from the deliverIT task force. **And...**in case we forget to thank the Task Force, **I** would like to thank them for mentoring me and reminding me that patience is in fact, a virtue.

My name is Maria Tonelli. I manage Circulation and Access Services for the New Haven Free Public Library including its five branches and two book mobiles.

Just a quick side note about my library past. I started working in New Haven in 1967. Left New Haven nine years later as a junior librarian, returned 21 years later as a reference librarian, then reference supervisor, branch manager for 7 years and most recently became the circulation manager. During those 21 years I volunteered in several suburban libraries.

I say all this because when I returned to New Haven in 1997 after being gone for 21 years, it was a rude awakening. My degree, obtained in 1982 did not prepare me for the changes that had taken place. Fortunately my colleagues at the time took pity on me and brought me up to speed. I came close to failing my probationary period. It was a difficult period but incredible preparation for the changes to come. In the end the experience was a good one and I think it helped make me a stronger librarian.

Maria Tonelli
N.H.F.P.L.

But back to the issues at hand.

What will happen if the funding for deliverIT is cut or even eliminated?

Have any of you asked yourself this question? I think this is what we need to be talking about since there is every likelihood that this could happen - if not this fiscal year then sometime in the near future. So while we're ~~whining~~ ^{concerned} about not being able to provide enough bestsellers to our customers, consider another way of doing business.

I'm suggesting, digging a little deeper by working with an ILS that better serves your needs. I've been told by many that your staffs are spending more and more time sorting consortia materials. Books go back and forth, and back and forth, oftentimes sitting on shelves when they are not picked up. And as for unlimited holds?! How many books can any one person read at once?! **AND...your circulation continues to go down...**

Another suggestion. If you aren't already doing this, please consider educating your customers. We have been sharing this information with them every step of the way. And surprise! People have ~~understood,~~ ^{been understanding} sympathetic, and eager to advocate for this service. We have not lost patrons. We have not angered patrons. We have simply been honest with them. **Our circulation continues to climb.**

Not knowing what the future holds for us as librarians or for our libraries is not easy. We are reinventing ourselves each and every day in New Haven. We are currently planning a major renovation for the

Ives Branch. Our Innovation Commons will help broaden the audience and the contributions of the Library. It will help support and leverage the library's unique position of providing a trusted space to a diverse user population. It will be free and accessible to the public.

By the way... let me tell you my tale of woe over the last year or so. We are lucky to have one delivery a week. Our delivery day is Monday. When holidays fall on Mondays we miss our delivery. Sometimes there'll be a holiday on a Monday and the next Monday the driver might be out sick. We sometimes go WEEKS without a delivery. WE ARE A FIVE BRANCH SYSTEM. So, I've lived your life, I've walked your walk.

~~Stand alone~~ We are collateral damage.

However... because I am the eternal optimist I look forward to a new, improved delivery system.....at least for the time being. But it is not, as one librarian put it, 'our lifeblood'. We could and would survive with it.

without

I thank you for the opportunity to speak with you today.

ALFRAN

My name is John Cayer and I am the Interlibrary Services coordinator at DiMenna Meselius Library at Fairfield University, a position I have held for 20 years. Prior to that I worked at Univ of Hartford ILL and previous the ILL dept at CCSU. I have seen the evolution first hand of the State Delivery system over these years from CCar days to CCar-vendor days and to deliverIT. Last year I was happy to lend my input as a Task Force member and represent the academics statewide on this body.

We at Fairfield Univ and other academic institutions across the state have benefitted greatly from the delivery system – it has allowed us to move materials safely and until recently, quite effectively not just to other academic institutions but to public and special libraries to which we lend to freely.

As academic libraries our needs overall are the same as all libraries except perhaps with the emphasis on timely delivery. Our patrons (though no less worthy than public patrons) expect to use the materials they order in an asap fashion. We have students with deadlines for papers, students completing their capstones and theses, and of course faculty who have publishing obligations to be met. These requests require us to obtain their access in the most expedient manner possible. For years we utilized the state's delivery system to fill these requests. In particular we appreciated our delivery service when the vendor came on board and though not without some issues we enjoyed delivery and pickup 4 days a week. On this model we could rely and utilizing its benefits we could save on staff time, materials AND the books arrived in time for use. Im sure I speak for all my academics colleagues when I say this was perhaps the best years for CCar.

2014

Then came the rise of the state's consortia and with their ILS that was adopted and allowed for unbridled system holds (without acknowledging or notifying the State Library) their volume influx into the delivery system went thru the roof. WE don't begrudge their interest in serving their patrons to best of their abilities (we all aspire to that creed) but the fact is their volume, it broke the system, the system ALL CT libraries relied on. Had they been more upfront with their intentions perhaps thru planning this could have been avoided but such was not the case. So all CT libraries have to suffer due to the consortias poor planning and unreliable expectations asked of the delivery system. As it stands now my library fills no requests via deliverIT relying on the USPS. deliverIT handles our returns only and it is this way with most all academics in the state. And I can figure what many may think "oh they have boodles of cash, these colleges & universities- how are they injured) and too be fair yes, we have a postal budget but think again if you believe we academics have not all been affected by downsizing, doing more with less and budget constraints. We are hardly immune to the tide of the times.

As a task force member & a dept head it does not seem unreasonable to ask those libraries who wish to enjoy mass holds and volume to alter their expectations, to allow the delivery system to work for all libraries instead of being crippled by a small percentage, to adopt the hybrid system we, the Task Force have recommended after much deliberation, much back and forth, trying our best to see all the angles and to manage their own flow and volume to meet their own needs. And then dove tailing where need be with the state system to best serve their patrons and all the library patrons in the state: public, academics and special libraries for the fact is we all enjoy the benefits of resource sharing.

In this fashion, though our deliverIT service has been injured and disrupted at present we might all still benefit by continuing to have frank, respectful & meaningful dialogue, forgetting the finger pointing, the useless negative vitriol, excepting the responsibility for the burdens of doing business and hopefully reap the rewards of our commitment, our service, to our profession and most importantly our library community at large.

TASK FORCE
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Southington, Connecticut 06489
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Members of the State Library Board:

If you go to the State Library's homepage under BorrowIT you will find a graphic that reads:
Libraries Transform: Because sharing resources makes us all stronger.

Sharing resources is the primary mission of Connecticut's Public Libraries. We purchase items to share with the citizens of our towns and, thanks to BorrowIT, with citizens of other towns.

In the widely disseminated DeliverIT FAQs that we received last week you will find the following statement:

Has everyone been happy with the new deliverIT CSL service model? Simply put, no. The libraries with the highest volume—libraries in the LION and LCI consortiums—were not happy because the revised deliverIT service could not easily accommodate their volume. We have found that LCI and LION account for almost half of the deliverIT service. These two consortia comprise 59 of the state's 179 public libraries—in essence, 32% of the libraries were using approximately 50% of the service.

This statement is misleading. Here is a better way to explain this. The 59 public libraries that are members of LCI and LION are in towns that include 50% of the State's total population. It is therefore to be expected that 50% of the State's population will use 50% of the service. [FYI - Combined population of LCI/LION libraries equals 1,376,119. Total population 3,607,571]

In essence the members of the two consortia that do a great job of sharing our resources are being "called-out" for being successful in meeting the needs of the citizens of our state.

With that in mind we find that this plan was not designed to support the needs of our varied libraries and will create immediate problems for the residents of our state. Please do not vote to implement this plan.

Susan Smayda
President LCI Board of Directors
June 19, 2017

borrowIT CT Report Form

Report Form for 2017-2018



Dear Members of the State Library Board,

Good Afternoon.

We live in a world that is rapidly changing. Our world is under constant attack by faceless cowards, our nation is polarized, and hope seems at a loss ~~at times~~. It is at this time that we need libraries now more than ever. Here in this majestic reading room filled with books and history, we come together to discuss DeliverIT, one of the most important programs a library can offer its users. It is now decision time and action is called upon by this Board, by libraries, by librarians, and by the general public.

For this reason, I rise in support of DeliverIT.

We have all heard the arguments on both sides, attended numerous meetings, read the action plans, examined the issue for hours on end, and heard from people about how much DeliverIT means to them. The one thing I have learned from hearing all of the stories is the trust that is placed in this service.

I agree with the principles for which it was founded 40 years ago and for the standards for which it has brought to the library. The simple act of getting a book or a movie from another library and have it delivered is not just an interlibrary loan in word only, but a symbolic act of generosity that resonates into a greater form of giving that grows outside the library walls.

The transportation of books and materials must go on. I ask you to support DeliverIT, in whatever form it may evolve into. We need to fund it, maintain it, and, above all, protect it.

Thomas Jefferson once said, "I cannot live without books." Right now in 2017, we cannot live without libraries, and that includes DeliverIT.

Thank you and God Bless,

Christopher J. Hemingway 6/19/17

THE BOOTH & DIMOCK MEMORIAL LIBRARY

WWW.COVENTRYPL.ORG

1134 MAIN STREET, COVENTRY, CT 06238

(860) 742-7606

June 19, 2017

Dear Members of the Connecticut State Library Board,

My name is Kristi Sadowski and I am the Director of the Booth & Dimock Memorial Library in Coventry, CT in addition to a member of the DeliverIT Task force. I joined the task force, because like many of you I thought I could help find a creative solution that would restore an amazing and essential delivery system. I also wanted to be involved, because I come from a smaller library and a stand-alone system—two demographics I feel are often overlooked.

Being a part of this task force was a great learning experience for me regarding budgets and the way government works. I didn't realize just how trapped the Connecticut State Library and Department of Library Development were with what they can and cannot accomplish and how they can only work within the resources the state library currently has.

Over the past two years, I have seen our ILL and DeliverIT stats drop to nearly half of the volume we used to see. Deliveries which provide resource sharing that are imperative for our small library. Connecticut has the only fully state funded successful (formerly) delivery system and that is unsustainable. There is no way for individual libraries to compensate the State Library and share the burden of the cost. This plan is not the same as what we once had, but it realistic. I am optimistic because it will provide equitability and reliability to all libraries—to all residents of Connecticut.

Coventry and other small towns, and there are a lot of us--many who are unable to send someone to this meeting, depend upon reliable delivery. We have not had that in recent months and years. But this plan will ensure it for us and for our patrons who are just as deserving. The current system is unequitable. Coventry's two to three (if we are lucky) deliveries *per month* is not equitable. This plan takes into consideration all of Connecticut. That is why I support it, and urge you to as well. Thank you.

Sincerely,

Kristi Sadowski
Library Director





NEW BRITAIN PUBLIC LIBRARY

20 HIGH STREET
NEW BRITAIN, CT 06051-4226

(860) 224-3155

Comment to the State Library Board regarding implementation of the recommendation of the deliverIT Task Force

It is difficult to make thoughtful and constructive comments because of the uncertainty over exactly what the Connecticut State Library is proposing. The message keeps changing and never appears to be complete. Communications are misleading, inaccurate or framed in language that does not facilitate open communication.

In the Task Force's released FAQs, it is stated that in over 5 short months CSL developed a new delivery system that met the needs of CT Libraries. How can this be said when there are still libraries experiencing delivery issues regularly? And if it were to be somewhat true perhaps it is due to all the imposed limitations of the State Library, in addition to limitations libraries imposed on themselves. After all, why ship out materials that would end up needlessly sitting in limbo and out of the hands of our library users? In review of all the many delivery cancellation notifications sent out, it is hard to see that libraries' needs were met. It seems that the delivery service has been struggling. According to an email dated May 23rd, libraries on route F did not have regular delivery since early January and that this would continue into June. A recent email stated that it is hopeful to have that route on schedule this present week. It appears our definition of needs met is apparently different.

It is encouraging to see the hold limits will be removed and new materials will be allowed. Framing the description of proposed service as three bins five days a week allows the CSL to describe their proposal as reasonable and equitable and puts criticisms and alternative proposals in the camp of being unreasonable and inequitable. It is questionable whether the CSL has the ability to provide this level of service. Delivery confined to a 3 bin /5 day delivery is not looking hopeful that library users will get their needs met in a reasonable time, their needs met at all nor that backlogs will be non-existent.

The frequently asked questions document clearly was not looking for our input. We could use the deliverIT proposal comment form for questions and additional information. Again, to what avail would our comments or concerns be? Our input seems of little importance along with that of the consultant.

The bottom line here is that it is not only the libraries that will be losing out but more importantly library users will be negatively affected the most.

We find that this plan was not designed to support the needs of our varied libraries and will create immediate problems for the residents of our state. Please do not vote to implement this plan.

Pat Rutkowski
Director
6/19/17



8 Linwood Avenue
Colchester, CT 06415
860.537.5752

To the Board of the Connecticut State Library:

I am one of a number of librarians here today to urge the Board to not approve the proposed new implementation of DeliverIT.

As someone who regularly testifies on behalf of the State Library's budget and meets with legislators, I constantly argue the point that libraries spend their dollars very efficiently and achieve very high returns on the public's investment. Unfortunately, I cannot say the same for the current and proposed models for delivery service. I am not alone, as consultant Jim Minges wrote in his analysis of DeliverIT:

"If this were a new service we would definitely not recommend the current model...Direct operation of the service is probably the most expensive method of providing adequate delivery service. ... No other state included in our study, or any other of which we are aware, operates its delivery service with state employees and vehicles."

The State Library has not seriously explored the use of contracted vendors or a hybrid service. It has not worked to disentangle the funds to pay drivers from another agency in order to perhaps provide the base funding of a new version of the service and it has not explored the recommendations made in the Minges report to improve the service. No plan to investigate options to increase the fiscal efficiency or effectiveness of the service has been made, nor even a plan for such a plan.

I join my colleagues in saying that we find that this plan was not designed to support the needs of our varied libraries and will create immediate problems for the residents of our state. Please do not vote to implement this plan.

Thank you very much for your consideration,

Kate Byroade, MSLIS

Director, Cragin Memorial Library

Vice-President, Connecticut Library Association



Plainville Public Library
56 East Main Street
Plainville CT 06013

Douglas Lord, Director
www.plainvillelibrary.org
dlord@libraryconnection.info

I'm Douglas Lord, Director of the Plainville Public Library, Vice President and President-elect of Library Connection, a member of the CT Library Association, and a former state employee for the CT State Library in the Division of Library Development as the LSTA Coordinator. I'm here to speak to the State Library Board about information that has been distributed concerning the implementation plan referenced in document 17-8 before you.

I have seen an FAQ regarding statewide delivery. As a public library director, I have *not* seen any presentation of a plan of any kind from the state library which runs this service. I would like to point out an inaccuracy in the FAQ regarding Ccard regulations. On page 4 in the sixth full paragraph the document states, in part, "borrowIT was not established with the idea that patrons would return books they borrowed from other libraries to their home library for return." This statement is inaccurate as patrons are indeed allowed to do just that per CT Regulation Sec. 11-31c-5 which is entitled "Requirements for libraries participating in the Connecticard program."

I quote section (c) ("Return of Materials") which states, in part, in subsection (1) that:

Print materials may be returned ... to any public library participating in Connecticard.

and in subsection (2) that:

Participating libraries that receive items owned by another participating library shall forward them to the owning library via Connecticard.

I believe there has been much confusion in the public library community about what constitutes a 'loan' due to inaccuracies in communication and a lack of definitive communication from the state library. Many libraries seem to believe that patrons will be required to return Connecticard loans to the owning library.

I would also like to address a point that is frequently made in various Task Force and state library documents that "DeliverIT is not intended to supplant an individual library's collection." I agree. I also point out that my very small and low-volume library receives about 17,500 interlibrary loans – a term defined in accordance with the American Library Association's definition - that are not available at the local library. Pricing these library materials at a low price of \$15 each, my municipality saved \$265,365 last year. All participating municipalities save expenditures; it is inherent in the delivery program. Implementation of this plan will cause the patrons in the community of Plainville to receive needlessly weakened services.

We find that this plan was not designed to support the needs of our varied libraries and will create immediate problems for the residents of our state. Please do not vote to implement this plan.



West Hartford Public Library

Library Administration (860) 561-6970

Just over a year ago, I addressed this Board on the subject of the delivery system, showing you pictures of the enormous backlog of undelivered library materials that were then accumulating in West Hartford. In the months since then, that situation was corrected, but only when the DeliverIT driver was allowed to take away as many bins of materials as had been prepared for delivery to other libraries on a regular basis.

Today, I'd like to share with you how I see the plan on which you will be voting shortly affecting residents of the State of Connecticut. Please keep in mind that each item in any delivery bin has a user associated with it – someone borrowing or returning that material as is encouraged under the BorrowIT, formerly Connecticard, program.

What the Task Force is proposing for delivery is a "one-size-fits-all" model that is guaranteed to recreate that backlog I showed you last year, starting on day one of the proposed plan. Each week, during the month of May, the West Hartford library shipped out on average 75 bins and received 52. Of the 75, roughly a third, 25 bins a week, were items borrowed in neighboring libraries and returned in West Hartford. Under the new plan, the maximum number of bins delivered to or picked up from any library, big or small, will be just 15 per week. In West Hartford, that will leave at least 45 undelivered bins just at the end of the first week. Even if West Hartford stops filling holds placed on West Hartford items for patrons in other communities, there would still be 10 bins of BorrowIT returns left behind, undelivered, at the end of the first week, and 40 by the of the first month. Clearly, the situation can only deteriorate from there

Last Friday, a mother and her two daughters were visiting the West Hartford Library. Mom is on the building committee for the public library in her town. She wanted a tour and to take some pictures. When we got to the Teen Room, the older daughter, a middle schooler, was excited to find a book for which she's been searching on the shelf. As I've been doing for forty years, I explained that in Connecticut, a library card from your hometown library can be used in any public library in the state so she could take the book home to read if she chose. After consulting with Mom, who was aware of the current difficulties with the state delivery system, she decided to leave the book behind. They were concerned that the book would not get back to West Hartford in a timely manner. The bottom line was that, because of the delivery system, a teen eager to begin her summer with a good book, is not able to do so. This is real-life consequence of our current situation, which is why your vote today is so significant.

This plan was not designed to support the needs of our varied libraries and will create immediate problems for the residents of our state. Please do not vote to implement this plan.

Maria S. Council

20 SOUTH MAIN STREET, WEST HARTFORD, CONNECTICUT 06107-2406
FAX (860) 561-6976



Mansfield Public Library
Comments regarding the proposed plan for delivery services
Leslie McDonough, Director
June 19, 2017

The inadequacies of the DeliverIT system not only affect interlibrary loan traffic among public libraries, it also impacts the services of the state library itself.

For example:

From Ken Wiggin via Conntech on January 11, 2017:

I am pleased to notify you that you will be receiving copies of Harold and the Purple Crayon for distribution to your young patrons... We hope that you will take this opportunity to give out copies of the book in conjunction with related local programming or as part of your participation in Take Your Child to the Library Day on February 4.

From Linda Williams via Conntech on February 1, 2017

To update you on Harold:

Your copies of Harold are making their way to you. If you do not have your copies yet, chances are they will not make it to you in time for Take Your Child to the Library Day on Saturday. We hope that you will still be able to do programming around these books when you do receive them!

Thanks for your patience!

Several months later, a number of public libraries are still waiting for their copies of Harold and the Purple Crayon.

Another example:

Just this past week, Conntech featured two postings from staff at the Middletown Library Service Center, touting new collections which could be borrowed by public libraries to temporarily expand their collections:

We have just added 2 new multi-copy sets: "Pay it forward : a novel" (14 copies) and "Pay it forward : young readers edition" (8 copies). These fit the "Build a Better World" summer reading theme, and are on Linda William's lists of recommended summer reading books. Each set can be booked from the first of one month to the beginning of the next.

I did respond to this posting on the listserv, asking that if we've got no delivery until mid-July, and are limited to 3 bins thereafter, how and when are we ever to get those items. My library is in Mansfield, it takes an hour to get to the service center, meaning a trip there and back requires 3 hours of staff time at the least. Mansfield Library, like many others, is minimally staffed. It is very difficult to send staff off site, not to mention the cost of the time and transportation.

I did ask for an explanation of how the MLSC will operate these sorts of services under the new delivery guidelines. To date, I have received no answer, but the next day, another post popped up on the listserv:

Hot days, cool stuff!

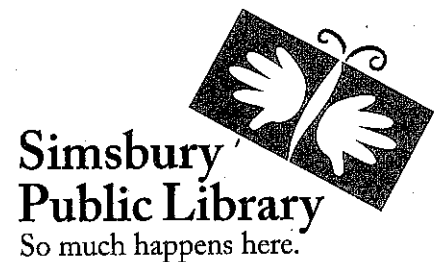
Borrow some resources from the Middletown Library Service Center to expand your collections for the next few months.

Do you want some large print titles for customers to borrow this summer? I can send you up to 10 summer-themed large print books, or a red canvas bag (about 20 books) of summer and other large print titles.

And I am still waiting for an answer. Of what value are the resources located at the service center, if there is no viable mechanism for their distribution?

Under the proposed guidelines, other CT public library resources will be unavailable to the people who depend on our services. Think of the specialty collections, such as foreign language materials (Mansfield has a large Chinese collection to share) or large print. A three bin limit will decimate the hundreds of book groups which depend on the free flow of materials among libraries. Thousands of dollars have gone into the design of a new resource sharing catalog, findIT CT. Under the proposed scenario, you will be able to find it, but you will not be able to get it.

We find that this plan was not designed to support the needs of our varied libraries and will create immediate problems for the residents of our state. Please do not vote to implement this plan.



My name is Lisa Karim and I am the Director of the Simsbury Public Library.

At a time when resources are eroding and regionalism is urged, DeliverIT is a tangible example of regional resource sharing which impacts all CT residents. DeliverIT allows libraries throughout the state to leverage their collections with those of more than 160 others, giving residents access to millions of items while saving many more millions of taxpayer dollars.

It is essential that we look forward in a positive, collaborative manner to address the DeliverIT situation and find a solution that provides adequate service to all the libraries and residents of CT. I truly appreciate the time and effort members of the Task Forces have dedicated to their work on this matter, however, find disconcerting the lack of leadership and thoughtful consideration and planning the State Library, especially the Division of Library Development, has shown regarding Connecticut, now DeliverIT.

A recent email indicated that there has been flat funding for this service for 27 years, however, it is one of the services which is of the highest priority to libraries and directly impacts the users we serve. A Commission to Study the Management of State Government Report conducted by KPMG Peat Marwick from November 8, 1990 recommended the State Library take action to evaluate and address the unsustainable nature of the service. Yet, Connecticut continued operating as it had since the 70s. Much has changed in the manner in which library services are provided and delivered in 40 years. Mentioning, as the Task Force FAQ does, that over 5 short months the CT State Library developed a new delivery service that meets the needs of CT's libraries speaks to inadequate planning in response to a crisis. As Library Directors we continually evaluate services we provide our communities to ensure they're meeting needs, are efficient, sustainable and fiscally sound. When necessary, we revise our strategies to support priority services. It is irresponsible not to evaluate services on a regular basis, forego planning and expect that there will not at some point be a crisis.

The most recent study of DeliverIT performed at the end of 2016, recommended a number of items, including that volume should drive the development of the service. The DeliverIT proposal presented disregards this and many of the other recommendations in favor of a "the volume of 3 bins/5 days a week delivery is what the state Library is able to provide", yet as stated in the FAQ, the routes and libraries requiring more or less than the 3 bins/5 days a week will be evaluated once the new service has begun. Effective planning would mean having a logistics expert evaluate volume and routes prior to the

beginning of a new service to determine where and how resources could be used most judiciously, not deciding once it's begun which libraries do not require even the basic level of service potentially making possible increased delivery to the higher volume libraries from the outset.

Finally, opting to begin the transition to this new service during the summer, after having heard directly from Library Directors at the May State Library Board meeting that this is the busiest time for public libraries when we engage with the largest number of users, again, shows a complete lack of leadership and thoughtful consideration for the impact the transition will have on libraries and their users.

Library Directors and staff have been sending concerns and comments since the first iteration of the Task Force report was made public in March. We have seen little or no consideration given to these concerns, except to maintain that resources are limited and 3 bins/5 days a week is all that is possible. We continue to attend meetings and speak of our concerns, it would seem to no avail. We understand that resources are limited. It's a fact we manage each day serving our communities in our own libraries. Working collaboratively with open minds, and planning which addresses real concerns is the key to success. I would like to be hopeful that we can work together and find a sustainable solution that uses dollars wisely and provides adequate service to all the libraries and residents of CT.

This plan was not designed to support the needs of our varied libraries and will create immediate problems for the residents of our state. Please do not vote to implement this plan.

Good afternoon, I am Glenn Grube, director of the Avon Free Public Library. For the last year reported, 19% of Avon's loans have been to non-residents so we have a vested interest in deliverIT so we can get those books back if they are returned to a neighboring library.

Currently, Avon gets delivery 2 or 3 days a week and our driver picks up all our materials, regardless of how many bins we have (usually 6-12). When I saw the deliverIT CT Sustainability Task Force's proposal for capping volume at three bins per day, I was shocked. I realized that even a small library like Avon, with a service population of 18,000, would not be well served by a system that could only transport up to 15 bins of materials per week, so I knew that some of my neighboring libraries, with much larger populations, would face huge backlogs almost immediately if this proposal were adopted.

This proposal was released less than three months ago, and while I know that the major consortia have begun formulating an RFP for a supplemental delivery service, no such service will be a reality for many more months, if ever. And so, a system that was teetering is guaranteed to collapse under this model.

I urge you not to implement this plan and instead to direct the State Librarian to work with the three major consortia, with CLC and CLA, and with a logistics expert to examine the successful state-run delivery systems in Massachusetts and Rhode Island and find an alternative solution that provides adequate, scalable and affordable delivery for libraries of all sizes and their users.



Alan Hagyard <aehlion@gmail.com>

CSL Board vote

Alan Hagyard <ahagyard@lioninc.org>

Fri, Jun 16, 2017 at 11:32 AM

To: john.n.barry@cga.ct.gov, "Mary J. Etter" <metter@libraryconnection.info>, rdharrisjr@live.com, allenhoffman.366@gmail.com, Matt Poland <mpoland@russelllibrary.org>, Sandra Ruoff <sruoff@guilfordfreelibrary.org>, michael.sheldon@connapp.jud.ct.gov, dianna.wentzell@ct.gov

To: STATE LIBRARY BOARD MEMBERS

Regarding the agenda item "Approval of deliverIT CT Sustainability Task Force Implementation Plan (Action Required) SLB DOC 17-8 (Tabled May 22, 2017)" for the meeting Monday, June 19, 2017.

As the Executive Director of Libraries Online, I object to the following item:

Libraries that opt to participate in an independent delivery service shall receive direct state service for Inter Library Loans (ILLs) and borrowIT CT returns to and from libraries that are not served by an independent delivery service.

I read this as saying, "We will provide a service to all libraries. If this service does not meet your library's needs, and your library pays for additional delivery service, we will cut the service to your library to the bare minimum."

Besides the patent unfairness of this provision, the implementation would be onerous. Library staff would have to differentiate items from IDS participants versus IDS non-participants. And what would the CSL drivers and sorters do with "mis-directed" items?

I ask you to strike this provision from the document before voting on this plan.

If I am misinterpreting the intent of this section, and it is meant to say that IDS participants will continue to receive the full benefits of the deliverIT program, I would prefer that it say that directly.

Thank you for your consideration of this request.

Sincerely,

Alan Hagyard

Executive Director
Libraries Online, Inc.
100 Riverview Center, Suite 252
Middletown, CT 06457

I am speaking on behalf of Darien Library, of which I am the Director.

Darien Library is one of the 64 stand-alone libraries that participate in deliverIT CT.

In one way, we are average – the population of the community we serve is almost exactly at the median of all Connecticut libraries, and in another, we are far from average – we have been the largest net lender in the borrowIT CT program for the last three years.

I would prefer, however, to emphasize our commonality with all libraries – stand-alone or members of a consortium. Each of us faces the same overwhelming issue – the catastrophic state financial situation.

There truly is no out to this situation. It will not go away. No magic bullet, no putting it off for another year, no shifting responsibility to someone else. There is no chance to turn this into a zero-sum game. We are each the loser, and we will be for a number of years.

It is for this reason that I support the recommendations of the deliverIT Task Force to transition to a delivery service model that provides a 5 day per week/3 bin per day capacity to each participating library in the state.

The Task Force retained a consultant, held hearings, solicited suggestions and feedback, deliberated, and recommended what was clearly the least worst of the options it faced. That recommendation – the one before you – is far from ideal, but in my opinion, it represents an acceptable compromise and maintains a minimum level of the statewide service to all.

Other options are worse.

Within deliverIT, given any level of funding, funds could be shifted from servicing the stand-alone libraries to the consortium libraries, whose business model leads them to utilize the deliverIT service at a level about 10 times that of the stand-alone libraries. That puts a thumb on the scale, I believe, by rewarding one model over another.

Here we are, in difficult times, and we face a choice of how to respond. I support the recommendations of the Task Force as a way of focusing all our efforts in working together, supporting the State Library's staff, and demonstrating our commitment to the central, unifying role of libraries, whether that be within our own towns and cities, or within the larger community of our state. Let us all work together, not apart, towards better days.

Thank you.

Alan Kirk Gray

I am Susan Phillips, the Director of the Hall Memorial Library in Ellington. I am also a member of the DeliverIt Task Force.

We all have the experience of serving on committees and Boards that require us to remember which "hat" we are wearing and know sometimes it is difficult, but still very important. The individuals on this Task Force have worked very hard at this.

Putting aside our differences and working for the greatest library *Committee*
I would like to wear my "Librarian in Eastern CT" hat first. From this point of view, coming from an area that has experienced inconsistent and sporadic delivery service over the past months, with deliveries ranging from twice per week to twice per month, ^{guess} this new plan is wonderful. Once again we will be able provide our patrons with consistent service that we can have confidence in.

Switching to my Task Force hat, I believe this plan to be a good basic service model.

The Task Force looked at and talked about many different permutations—even beyond our charge, because we are librarians and problem-solvers and we want to fix this difficult situation. We looked at the realities here in CT, researched what other states do, considered the consultant's findings and talked to our colleagues all over the state.

We know that everyone doesn't agree with this plan right now, but given the facts—the funding and budget limitations of the State Library vs. the increased demand on the service, I feel that this plan lays a good base for gathering the experiences and data we will need to develop the ^{independent} supplemental service that we all know needs to come, while providing more consistent ^{and} equitable service for our patrons now.

and sustainable

11-30-15