



STATE OF CONNECTICUT

CONNECTICUT STATE LIBRARY



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Testimony of Kendall F. Wiggin State Librarian

Good morning Senator Harp, Representative Walker, and members of the Appropriations Committee. For the record my name is Kendall Wiggin and I am the State Librarian. A lot has changed at the State Library since I first came before this committee 12 years ago. A lot has changed in the way libraries provide services and in the world of information and communications. The State Library has not stood still in this time. Today as a result of years of reduced budgets and employee retirements, we are a smaller, flatter and I think more responsive agency. In FY08 we had 72 authorized full time employees and when you include all sources of funding we had a total staff of 128. Today we have 61 authorized full time employees and a total staff of 104. Under the Governor's proposed budget that total of full time employees would drop to 55. Fortunately in the Governor's budget we continue our 156 year legacy as a standalone agency serving all three branches of state government, the municipalities of this state and the citizens of Connecticut. We are doing less with less, but what we do is being done more smartly. We are closed to the public one day a week as a result of a 19% loss of staff in 2009. We are responding by building a greater web presence. We are moving forward with the digitization of important segments of our collection through creative low and no cost partnerships. We are working with the legislature and the executive branch as our state government tries to move into e-government. As the custodian of the historical record of state government we are concerned about our ability to preserve and make accessible for future generations this record as we move into the digital age. But paper is not going away anytime soon. The State Library, in partnership with the Office of the Probate Court Administrator, has taken responsibility for probate court records and files as a result of the merger of the Probate Court System. We have expanded our capacity at our archival storage facility to accommodate these important records. We are also going to need to add additional compact storage there over the next several years. The State Library's Office of Public Records will be issuing regulations later this year for the implementation of electronic land recording. This will be a major advancement in the way land recording is transacted in Connecticut. The State Library, through a variety of federal grants is providing leadership in the conservation of the historical objects in the custody of the state's museums, libraries and archives. We are working hard to insure that these institutions have Emergency preparedness plans. The Tornado that badly damaged the Barnum Museum is just one of several examples this past year of a natural disaster's impact on the heritage of our state. The Museum of Connecticut History continues to be well visited and has started a monthly series of public programs. They are working with scant resources to open a major exhibit on Connecticut and the Civil War as Connecticut commemorates the 150th anniversary of that war. The State Library's ability to purchase books, journals, serials and databases was severely affected during the past biennium due to the budget holdbacks. The Governor's proposed budget partially restores these funds for Library Materials.

The Division of Library Development has continued to meet the training needs of the library staff, trustees and friends of libraries throughout our state. They have continued to make databases and other online resources available to every school, library and academic institution in the state as well as individuals. Over the past 2 years these services have been adversely affected by the budget holdbacks, reducing iCONN, for example by over 23%. The Governor's budget proposes funding for these important programs at the FY2011 appropriated levels. However, the Governor's proposed budget will have a major affect on two of our important resource sharing programs.

Under the Governor's proposed budget the total permanent full time employees would drop from 61 to 55. These 6 positions equate to six individuals who drive to the far corners of this state every day making sure that resource sharing – the hallmark of library service in Connecticut - happens. The interlibrary loan delivery service – know widely as CCAR – has, for the past 40 years, made it possible for the citizens of our state to have books sent from any library in the state to their local library. CCAR is the underpinning of resource sharing in our state.

This legislature has for some time looked at ways for communities to do more regionally. Connecticut's library community has been doing this for 40 years. Without any county government and its related overhead, the public libraries in this state have opened their doors to any resident of Connecticut and let them borrow books and other materials as long as they had a library card from another library in Connecticut. Libraries keep track of the loans – now numbering over 4.9 million annually, and the State Library provides a very modest reimbursement to the library for each non-resident loan. We call this Connecticard and all public libraries participate. Because every library participates every library receives funding. This program makes 16 million items in 175 libraries statewide available to anyone with a library card. This program has continued to grow in volume, but the amount available for reimbursement has not. Thus libraries receive less each year per loan. This became an issue in 2007 and the legislature increased the appropriation based on a study that we had done which showed the cost of a loan to be much higher than was the case at the time. The goal back then was to get to \$1.05 over a period of 5 or so years. However, as the state's budget situation worsened, the library community held back and the funding has remained the same. Now, the Governor's proposed budget would substantially reduce funding for Connecticard. Connecticard payments are the glue that has kept this system together all these years.

The State Library and the library community recognize the severe budget situation the state is facing and we are very willing to work with you and the administration to come up with alternative savings within the State Library's budget to insure that these two critical programs remain in place.

RESULTS

Connecticard Payments Statewide Reciprocal Borrowing

Since 1974 a cooperative program among public libraries in Connecticut that allows a resident of any town in the state to use their hometown library card to borrow materials from any of the states' 192 public libraries. C.G.S 11-31 (b).

Who We Serve

Number of residents with library cards
1,691,502

Number of Towns Served
169

Number of Participating Libraries
192

Approximate number of residents using Connecticard
Over 300,000

Quality of Life Result

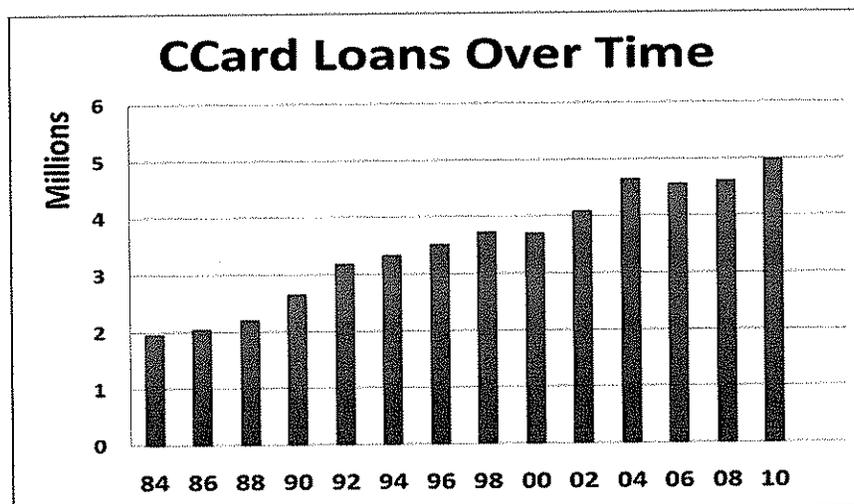
A model of resource sharing, Connecticard supports the education, enrichment and quality of life for every resident of Connecticut. Connecticut residents have direct access to the collections in every public library in the state.

Measurements

Use

4,990,468 items were borrowed through the program in FY 2010.

Over 300,000 residents use this program.



Municipal Resource Sharing

The 4.9 million items loaned to residents of other towns represents a value of over \$73 million.

Municipalities bare the majority of costs for this program. Local libraries receive 89% of their funding from local taxpayers. A study conducted in 2004 demonstrated that it costs local libraries an average of \$1.05 per transaction to lend to non-residents – not including the cost of the item. They are currently reimbursed an average of 25 cents per transaction. This grant is at the minimum level necessary to keep participation from those libraries that bear most of the burden of this program.

Equity of Access

Any resident of the state has access to the 16 million items in Connecticut libraries, 88% of which are books.

Stories behind the service

- A businessman who lives in one town and works in another is able to use the library *where* he works.
- A woman interested in reading a book that is not available in her local library is able to drive to a neighboring library and get it immediately.
- An entire class is given the same assignment, quickly depleting the resources at their local library. Students are able to visit neighboring libraries to find the materials needed to complete their homework.
- A family's first language is Polish. Their local library doesn't have the resources to buy Polish books but they are able to use a neighboring library with a strong Polish collection.

Impact of reductions

Connecticard is at its heart a resource sharing program. If the hometown libraries had to purchase books borrowed through Connecticard it would cost them over \$78 million dollars. A study was initiated in 2004 when several libraries were being pressured by their municipalities to pull out of the program. The legislature generously increased the reimbursement amount to more closely match the true cost of the service and we were able to keep 100% participation. This level of participation may not be possible with reduced funding. Some libraries would continue to participate, others would not, causing some confusion as some libraries would allow out of town borrowers and other would not. If a library withdrew from the program, that town's residents would not be able to borrow from other libraries.

Cost of program

This program is a reimbursement of service provided to non-residents. All funding goes directly to the local library. There is virtually no administrative overhead to this program. We have an online data collection for and a small portion of one position is responsible for administering the program.

RESULTS

Interlibrary Loan Delivery Service Connecticut

Connecticut provides delivery to **223 public and academic libraries** in the state, providing the backbone to resource sharing among libraries.

Who We Serve

Number of residents with library cards
1,691,502

Number of Public and Academic Libraries Served
223

Quality of Life Result

Connecticut supports the education, enrichment and quality of life for every resident of Connecticut. Connecticut residents are able to obtain materials from any public and academic library.

Measurements

Use

In 2009 it is estimated that over 2.7 million items are transported through the Connecticut each year. This is an increase from 2.2 million in 2007.

Connecticut makes 175 stops per day across the state.

Supports statewide interlibrary loan.

565,000 loans were made last year.

A patron requests an item not owned by their library and it is delivered to their home library.

Supports the Connecticut borrowing program.

The Connecticut delivery service supports resource sharing among libraries. If a patron borrows an item from any public or academic library it may be dropped off at any library and Connecticut will return it to the owning library.

Resource Sharing

Cost savings: Over \$5 million

Average cost of mailing items = \$2 - \$3 per book
Over 2.7 million items are shipped = \$6 million

Cost through Connecticut program:

\$262,578 state funding plus \$306,000 in federal funding = \$569,700

Satisfaction

Average Turnaround time for delivery

Average of 1.66 days based on 2010 study.

Stories behind the service

- A high school student needs material for a research project from the University of Connecticut. This material is delivered to her home town library through Connecticar.
- An avid reader finds a favorite author and locates other titles from various libraries across the state. These materials are sent to his hometown library through Connecticar.
- A library book group needs multiple copies of one title and is able to have them delivered by Connecticar, saving them the cost of purchasing these items for short term use.

Impact of reductions

Delivery is the backbone of resource sharing in Connecticut. Without a cost effective and efficient delivery system it would be difficult and costly for libraries to share materials. Residents could still borrow from other public libraries through Connecticard but would be unable to return the books to any library. Academic libraries would be unwilling to absorb the cost of shipments and less willing to share their resources.

Alternatives if state funding was eliminated

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

Federal funds support part of this service. These funds could be utilized to continue some service to libraries but at a greatly reduced level.

Local libraries could be charged for the cost of the service. The total annual cost for a library would depend on the number of stops per week. 5 day a week service would cost a library \$2,300 per year.