Interlibrary Loan Delivery Service
Connecticar

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

<table>
<thead>
<tr>
<th>Who We Serve</th>
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<tbody>
<tr>
<td><strong>Number of residents with library cards</strong></td>
<td><strong>Number of Public and Academic Libraries Served</strong></td>
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<tr>
<td>1,691,502</td>
<td>223</td>
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**Quality of Life Result**

Connecticar 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 Connecticar each year. This is an increase from 2.2 million in 2007.**

Connecticar 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 Connecticard borrowing program.
The Connecticar 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 Connecticar 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 Connecticar 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.