

2023-2024

ANNUAL REPORT



TABLE OF CONTENTS

01 Mission & Vision

02 Highlights

**03 Circulation
At-A-Glance**

**04 Cataloging
At-A-Glance**

05 Our Team

Collaboration | Innovation | Savings



MISSION & VISION

ADDING VALUE THROUGH COLLABORATION

Our Vision: Libraries will be sustainable and relevant through the changing twenty-first century landscape

Library Connection, Inc. is a non-profit cooperative of 32 public and academic libraries that share an integrated library system and other technological innovations to improve the delivery of services and to facilitate equitable access to resources for all member library patrons.

LCI strives to increase member's efficiencies and savings through cooperative purchasing, workflow management and streamlined processes.

LCI achieves these goals by providing member libraries with a shared, integrated library system; creating automated and customizable reports; providing access to a large shared collection of downloadable e-books, e-audiobooks, and e-magazines; offering the ability to share collections quickly and easily via an efficient ILL process that can be patron or staff initiated; and through group purchasing of software, databases and equipment.

COLLABORATION | EFFICIENCIES & SAVINGS | RESPONSIVENESS | TRANSPARENCY

HIGHLIGHTS

Laura A. Horn, Executive Director

The purpose of a library consortium is to support its member libraries through the provision of a variety of programs and services. With our members serving roughly 25% of the population of the State of CT, we know that the services our member libraries provide are integral to the success of their communities and our State. As such, we continually strive to provide programs and services to our members that support them in the work they do every day; and this past fiscal year was no different.

This past year was an amazing year for LCI. Olivia Blake joined the team as the Systems and User Services Support Librarian, bringing new ideas, adding depth of coverage to the team, and giving us the opportunity to expand our training opportunities for members. Max Rowe moved into the position of Member Services Support Technician, enabling LCI to branch out and begin providing additional IT services to our members. In addition to our staffing changes, our strong financial position enabled us to provide an additional \$50,000 in funding to the OverDrive shared collection; and sign two new vendor contracts. With the new product LendingKey, the growing number of Library of Things collections now have a streamlined system for patrons to reserve items, and for library staff to check them out. The new Flipster contract enables us to offer patrons access to digital magazine titles that cannot be found elsewhere.

As a library consortium that exists to serve its membership, we will always strive to lower costs and increase efficiencies through group licensing and centralized staffing; increase impact and create equity through unified action and resource sharing; and help bring together a large group of professionals, so that they have opportunities for innovation through communities of practice. However, this does not mean that our goals will remain the same year after year. As society changes, and the needs of our libraries change, so will our goals.

In the coming year, LCI will wrap-up work on a new strategic plan that will help us set the course for the next three years. We are eager to see where the new plan will take us. Additionally, we will review proposals submitted in response to our RFP for a new ILS and Discovery Layer, with the goal of finding a product(s) that will offer the flexibility, usability, and innovation necessary to serve our libraries and their patrons well into the future.

1,701

Support Requests
Received

1,711

Support Requests
Resolved

110

OverDrive Tickets
Received

97

OverDrive Tickets
Resolved

AT-A-GLANCE



CIRCULATION

2023-2024

YEAR IN REVIEW

OverDrive Circulation

Advantage &
Shared
Collections



Books

516,110

Audiobooks

479,623

Magazines

216,907

Collection Additions

New Titles

31,728

New Items

208,110



Total Checkouts

3,493,076



Holdings Filled

527,094



New Borrowers

43,848



Fine Free Libraries

26 Libraries

81% of LCI Libraries



Total Titles

924,157



Total Items

3,449,131

Number of LCI Patrons

281,870



AT-A-GLANCE



CATALOGING

2023-2024

YEAR IN REVIEW

E-Resources Maintenance



Records Loaded

446,898

Records Deleted

527,373

Records Updated/Fixed

269

DEI Updates

9,224



Original & Copy Cataloging



Brief/Vendor Records Manually Updated

26,185

Farmington Bib Records Manually Updated

4,419

Duplicates Manually Merged

1,658



Graphic Novels & Manga

8,542

Records Manually Loaded & Updated



Missing Series Statements

1,447

Records Manually Updated



Deleted Print & AV Records

347,797

Bibs, Items, Orders



New or Updated Authority Records Loaded

111,567



MEET OUR TEAM

OLIVIA BLAKE

Systems and User Services Librarian

SAM COOK

Assistant Director for Systems and User Services

LAURA A. HORN

Executive Director

YI LIU

Cataloging and Database Support Librarian

JUDY NJOROGE

Bibliographic Services Manager

MAX ROWE

Systems and User Services Support Specialist

GENERAL CONTACT INFORMATION

Website: www.libraryconnection.info

Email: contact@libraryconnection.info

Mailing Address: PO Box 308, Windsor, CT 06095