

LIBRARY CONNECTION, INC.



ANNUAL REPORT 2024-2025



CONNECTED COMMUNITIES THROUGH CONNECTED LIBRARIES

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MISSION, VISION, & VALUES

CONNECTED COMMUNITIES THROUGH CONNECTED LIBRARIES

Our Mission: To add value and support communities of practice to create better libraries.

Our Values

Our values guide our daily work and commit us to serve.

- Integrity
- Transparency
- Efficiency
- Accessibility
- Partnership
- Customization | Tailored Solutions
- Experimentation
- Commitment to the profession
- Organizational sustainability

What We Do

Our areas of focus provide us with a framework for setting our goals, making decisions, and planning for the future.

- The team at LCI actively looks to and plans for the future of the organization to ensure its sustainability and to support a culture of research and exploration.
- We provide our members with equitable access to resources, and support them as responsible fiscal stewards of their communities.
- We create a place for our members to build a model library community founded in relationships and community learning.

LETTER TO MEMBERS

Dear Members,

Each year the team at LCI strives to find ways to improve on and add to the programs and services we provide to our members. We pay careful attention to the tickets we receive in the helpdesk, looking for themes and areas where we can provide additional support. We listen to what our libraries are, and aren't, saying during meetings. And we actively engage in the Connecticut library community to keep abreast of broader changes and trends that may impact our libraries. However, this past year we went a little deeper, working closely with the board we looked at the mission that drives us to do the work we do, and we evaluated the core products and services we provide. Our goal was to find ways to provide our libraries, and their patrons, with improved experiences and new opportunities to build relationships and grow their communities.

With the help of our board, LCI developed a new strategic plan that is reflective of the changing needs of our members and their communities. Through the strategic planning process, we learned that while our libraries still need us to provide opportunities for savings and collaboration, they also wanted us to support communities of practice that would enable them to create better libraries and through them, better communities. With that in mind, we pinpointed three strategic areas of focus to guide our efforts in the coming years: Innovation and Future Planning, Resource Sharing and Efficiencies, and Education and Advocacy. With our new mission, strategic areas of focus, and a vision for a future with connected communities through connected libraries, LCI is well-positioned to provide our libraries with the support necessary to navigate these ever-evolving times.

In addition to developing a new strategic plan, LCI and the members of the RFP Task Force spent the better part of this year reviewing vendor proposals received in response to our RFP for a new ILS and public catalog. Through careful review, product demonstrations, and extensive conversations with the responding vendors, a new ILS and public catalog were selected. The new products will provide streamlined, flexible, and cohesive solutions that will improve both the staff and patron experiences for years to come.

The team at LCI is excited about the opportunities before us and we are looking forward to an amazing year ahead!

With Gratitude,

Laura A. Horn
Executive Director

2,110

Support Requests
Received

2,110

Support Requests
Resolved

442

OverDrive Tickets
Received

405

OverDrive Tickets
Resolved



AT-A-GLANCE



CIRCULATION

2024-2025

YEAR IN REVIEW

OverDrive Circulation

Advantage &
Shared
Collections



Books

515,659

Audiobooks

533,552

Magazines

262,933

Collection Additions

New Titles

31,483

New Items

193,523



Total Checkouts

3,467,807



Holdings Filled

537,539



New Borrowers

42,452



Fine Free Libraries

27 Libraries

84% of LCI Libraries



Total Titles

884,804



Total Items

3,338,637

Number of LCI Patrons

303,779



AT-A-GLANCE



CATALOGING

2024-2025

YEAR IN REVIEW

E-Resources Maintenance



Records Loaded
587,998

Records Deleted
657,874

Records Updated/Fixed
77,457

DEI Updates

8,048



Original & Copy Cataloging



Brief/Vendor Records Manually Updated

25,289

Duplicates Manually Merged

1,421



Graphic Novels & Manga

5,645

Records Manually Loaded & Updated



Migration Prep Cleanup

3,441

Records Manually Updated



Deleted Print & AV Records

438,787

Bibs, Items, Orders



New or Updated Authority Records Loaded

32,236



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

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