NORTH BRANFORD LIBRARY SYSTEM

July 2, 1979

Mr. Thomas J. Wontorek
Town Manager
Administration Building
Route 80
North Branford, Connecticut 06471

RE: AUTOMATION OF TOWN LIBRARIES

Dear Mr. Wontorek,

During the past six (6) months the North Branford Library Board of Directors has been investigating the possibility of the automation of the Edward Smith and Charles Atwater Libraries. This would be in conjunction with joining Hamden, North Haven, Cheshire, and West Haven in the LEAP (Library Exchange Aids Patrons) program.

After personally viewing the automated operation of the Hamden Library and speaking to a representative of CL Systems, the Library Board of Directors on June 26, 1979 voted to sign a contract with CL Systems to automate our libraries and to join the LEAP Interlibrary Compact. This is, of course, with the approval of the town council.

The two motions made at our June 25th Library Board meeting are as follows:

Mr. McCluskey moved. Mrs. Courcey seconded.

MOTION: "That the Board contract with CL Systems, Inc. for the purchase of two (2) Remote composite terminals (Model #121) at the cost of $3,500.00 each and one (1) Remote Keyboard display terminal (Model 101) at the cost of $5,500.00, the maintenace of those three terminals, and supplies, using funds from the 1975 Atwater Trust."

VOTE: Unanimously in favor.

Mr. McCluskey moved. Mrs. Courcey seconded.

MOTION: "That the Board recommend to the Town Manager and Town Council that North Branford Join Library Exchange Aids Patrons (LEAP) using funds from the 1975 Atwater Trust to cover the one-time fee for North Branford's share of the Central Library Exchange Aids Patrons (LEAP) Console."

VOTE: Unanimously in favor.

We are asking you to place our request to join the LEAP program and contract with CL Systems, Inc. on the July 17th agenda of the town council.

A copy of this letter and the same materials send to you are being mailed to the members of the town council for their perusal. We are also forwarding a copy of the contract with CLSI and LEAP compact to Mr. Esposito for his review.

Thanking you in advance for your consideration in this matter.

Very truly yours,

Leann Latham

Leann Latham,
Chairman, North Branford Library
Board of Directors

LL:tcg
CC: Town Council members
John Esposito, Town Attorney

WHAT CAN LEAP DO FOR NORTH BRANFORD?

OFFER NORTH BRANFORD CITIZENS TEN TIMES AS MANY BOOKS, THROUGH QUICK ACCESS TO THE COLLECTIONS OF HAMDEN, NORTH HAVEN, CHESHIRE, AND WEST HAVEN.

Through CLSI computer terminals in our libraries, we will be able to instantly find out if any of these towns (and others - see #2) owns a book, if that book is in or out, and when it's due; we can then use the terminal to order or reserve the book. The book will be sent to us, unless the patron wishes to drive to the other library and get it immediately.

PROVIDE ACCESS TO EVEN LARGER COLLECTIONS IN TOWNS OUTSIDE OF LEAP.

LEAP is presently setting up a direct connection with the Groton-Waterford CLSI system. There will soon be the same link with Greenwich, and perhaps Stamford. New Haven, Wallingford, Waterbury, Norwich, New London, and Meriden are other prospective CLSI public libraries. Within a short time, there will be very few books that cannot be supplied by our own small libraries - if we join LEAP.

SAVE 45% OF THE TIME SPENT ON CIRCULATION DUTIES.

These repetitive routines take up much of the time of our trained public service staff, as well as our student workers. Automatic printing of overdues, reserving of books, tabulation of statistics, and other services, along with much quicker check-in, will save hours of time every day. After our collection is fully on-line, we should be able to save at least 35 hours of staff time per week. Present staff will be used more effectively. Increases in population and circulation will be handled without any need for additional staff.

SAVE MONEY, AND BOOKS, BY PROVIDING TIGHTER COLLECTION CONTROL.

The library will know where each book is at all times. The computer automatically prints overdue notices, records fines, and informs the librarian when a person at the desk has overdue materials. Through experience with CLSI, other libraries have found that books are returned quicker, there are fewer books lost in circulation, and the amount of fines collected increases (as much as 100%).

SAVE MONEY THROUGH COOPERATIVE ACQUISITIONS.

Book money will be spent more efficiently if several libraries cooperate in building their collections. Duplication will be decreased, automated ordering can be used, and book jobbers may give greater discounts. The same amount of money spent on books will go further, helping to ease the effects of inflation.

GIVE NORTH BRANFORD AN EQUAL VOTE WITH MUCH LARGER TOWNS IN A DYNAMIC, GROWING COOPERATIVE SYSTEM.

Each town has one vote in determining LEAP policies; our smaller population and circulation will not be a handicap.

1. WHY SHOULD A LIBRARY AUTOMATE?

Libraries are automating in order to give better service to their patrons and to contain rising costs. Library administrators, as they forecast their future costs, are searching for ways to reduce the rate of increase in their operating budgets. Caught in an inflationary spiral, they see that they will not be able to maintain their library's level of service if they cannot cope with rising costs.

Now, 70% of a typical library's budget goes into payroll. Two-thirds of this payroll budget pays for performing repetitive mechanical tasks. These tasks are the focus of library automation. Automation of these tasks allows displaced staff time and skills to be applied to other tasks which give better service to library patrons.

The North Branford Library System, like all libraries, is constantly looking for better ways to serve its patrons and is cognizant of the many benefits that automation can bring to your library. CLSI's product, the LIBS 100, will dramatically expand the services of your library, as well as assist in effective control and development of the Library's valuable resources.

2. WHAT IS CLSI?

CLSI (C L SYSTEMS, INC.) is an employee-owned company devoted exclusively to serving the automation requirements of public, academic and special libraries. In working with some 280 library customers over the past several years, CLSI has developed one basic philosophy of problem solving--that workable solutions to the information management needs of libraries must combine a knowledge of the complexities of the library environment, as understood by librarians, with an expert application by computer professionals of data processing technology designed exclusively for the library.

3. WHY DOES THE LIBRARY NEED <u>THIS</u> CIRCULATION CONTROL SYSTEM--THE LIBS 100?

CLSI is the leader is library automation. The LIBS 100 has been installed in over 280 libraries throughout the United States, Canada and in Australia. CLSI is noted for its innovation in library technology (e.g., introduction of barcode labels, a laser scanner barcode reader, portable terminals, etc.). A thorough analysis of the library's needs and the provisions of CLSI show that the LIBS 100 is the most suitable automated circulation system which provides a cost-effective, proven product.

4. HOW WILL CLSI PROVIDE MAINTENANCE FOR SOFTWARE AND HARDWARE?

CLSI is the sole source for maintenance of the LIBS 100. A toll-free number to the Systems Support Group in Newtonville, Massachusetts, is available at all hours the library is open. Experience has shown that 85 percent of the calls made to this desk are resolved over the phone. If the problem cannot be handled by the System Support Group, it is immediately referred to the field service engineers in this area. Parts are replaced in order to speed recovery. The software is maintained through a Release process in which periodic enhancements to the System is made available free of charge to LIBS 100 users. Both hardware and software personnel are specifically trained to service the LIBS 100 and have a thorough understanding of library needs.

5. HOW WILL THE LIBRARY STAFF BE TRAINED?

CLSI provides seven days of training for key members of the library staff. A representative of CLSI will arrange periodic appointments and keep the staff informed through each phase of the automation process (i.e., pre-installation, data entry, and online training, as well as console operations). There is no extra charge for this service. Also, much of the training is done automatically between the System and the operator: The System itself instructs the operator on procedures, detects many operator errors, and gives instructions for corrections of these errors.

6. WILL THE LIBRARY LAY OFF ANY PERSONNEL AS A RESULT OF AUTOMATING THE CIRCULATION SYSTEM?

No layoffs will occur as a result of automating the circulation system. During the first year, the current staff will be needed to enter the library's collection into the computer. As the computer takes more responsibility for current manual tasks, the staff will be free to perform the growing public service activities at no extra cost to the city. Evaluation by the LEAP Consortium (Hamden, Cheshire, North Haven, West Haven) showed a 45% reduction in staff time devoted to manual circulation activities.

7. ARE THERE OTHER LIBRARIES IN CONNECTICUT WHICH USE THE LIBS 100?

Connecticut is one of the fastest-growing CLSI customer areas with four LIBS 100 systems installed serving ten individual libraries. Ferguson Library (Stamford) and Greenwich Public Library are two early customers. They were joined during the past two years by the LEAP Consortium and by the Waterford-Groton LIBS 100 installation which also serves Norwich and New London with interlibrary loan information. The Connecticut LIBS 100 customer base offers networking possibilities to the North Branford Library System, as well as the potential for increased resource sharing and coordinated acquisitions. A complete LIBS 100 Customer List is available from the North Branford Library.

8. WHY SHOULD NORTH BRANFORD JOIN THE LEAP CONSORTIUM?

The LEAP Consortium began its automated circulation system operations on April 1, 1978. Joining an established system offers North Branford many attractive advantages: an already constructed data base, experienced colleagues to assist in planning and implementation, and the demonstrated success of the LEAP project. Patrons in the LEAP libraries also realize many advantages: They are getting the material they want, faster than they could before, where they want it (either by interlibrary loan or where they go to borrow it.) A copy of the LEAP evaluation is also available at the North Branford Library.

9. HOW LONG WILL THE SYSTEM FUNCTION BEFORE IT IS OBSOLETE?

Because of the unique release process that CLSI offers, the software is continually in a state-of-the-art level. More effective and efficient hardware is being developed in CLSI, also. When a new development has been planned and tested, LIBS 100 users will receive the improved model through parts replacement. For example, there have been seven revisions to the barcode lightpen. Each one is an improvement over the other. Each time a lightpen is returned to CLSI for repairs, the newest revision to the lightpen has been installed, free of charge. Also, CLSI offers new technology to libraries by allowing substantial trade-in value on used hardware and terminals. Because of continual product development, the LIBS 100 may never become obsolete.

10. WHAT OTHER FACTORS CONTRIBUTE TO THE SUCCESS OF CLSI?

CLSI has only one constituency, THE LIBRARY. CLSI operates entirely off of the sales of its products. It has no outside financing. The company is owned by the employees. Therefore, each dollar of profit is reinvested in the development of an even better automation system for libraries. The over 280 libraries throughout the United States, Canada, and Australia have made CLSI the leader in library automation. In fiscal year 1976-77, CLSI sold $4.3 million worth of products. In fiscal year 1977-78, CLSI revenue increased to $7.7 million. In fiscal year 1978-79, CLSI projects revenue of $9.3 million. What this means to the library is that CLSI will be reinvesting its profits into the development of its software, training of its customer base, and new and innovative technology specifically designed to solve the problems of the library market place. CLSI has 150 employees stationed throughout the United States, Canada, and Australia. CLSI provides a team approach to the solution of the library's problems. The team is headed up by library professional personnel with data processing technicians and management personnel supplementing the team. The sole business of CLSI is library automation. No other library automation system can make the statement listed above.

LEAP (Library Exchange Aids Patrons) is an automated resource sharing project among four town libraries in Connecticut – Cheshire, Hamden, North Haven and West Haven. The project was officially established in November, 1977, when the LEAP Interlibrary Compact, authorized under *Connecticut General Statutes* Sect. 7-339a-i, was signed by the chief administrators of the three towns which began the project – Cheshire, Hamden and North Haven. The Compact established LEAP as a public body in the State of Connecticut, similar to regional water and health districts, with powers to enter into contracts, establish by-laws and policies, hire and fire employees, secure grants, gifts and bequests, and have "all the powers and duties necessary or appropriate for the administration of the affairs of LEAP and may do all such acts and things as are permitted by law".

Prior to the signing of the LEAP Compact, town librarians from Cheshire, North Haven and Hamden had applied and obtained LSCA funding to initiate the project. The grant proposal demonstrated that library directors in this Connecticut region had focused on the necessity of timely access to the variety and volume of library materials available in Connecticut. The stated purpose of LEAP was to improve information service to the public by combining availability of library resources in various decentralized locations in the State. This would be accomplished by acquiring an automated circulation control system, establishing a common data base, and automating access to it so that library users could have instant access to the shared collection. The shared collection would insure greater variety and volume than the individual collections.

The participating libraries decided to share equally in the cost and maintenance of the central processing equipment and shoulder individually the cost of terminals at each individual library.

West Haven Public Library is the newest member of LEAP, having joined the project in September, 1978. When the data base is complete, LEAP will boast one of the largest public collections in the State: 370,000 volumes (approximately 150,000 unique titles) serving 148,800 people in 97 square miles. The project is unique because it is the first example of "non-system" libraries cooperating in automated resource sharing.

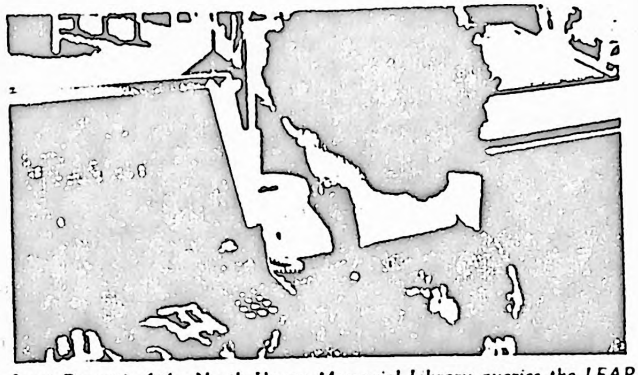
Project LEAP: Maximizing Interlibrary Resources With The LIBS 100

Four LIBS 100 libraries in Connecticut: Cheshire, Hamden, North Haven and West Haven have met head-on the challenge of modern technology, with particular success in making information more widely accessible and in improving the speed and accuracy with which materials can be supplied. (See CLSI Newsletter number 7).

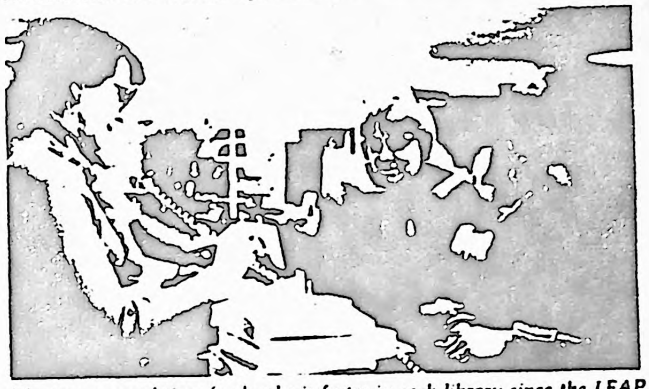
By means of an automated resource sharing project called LEAP (LIBRARY EXCHANGE AIDS PATRONS), the four libraries are establishing a common database and automating access to it so that library patrons have instant availability to the shared collection of greater variety and volume.

LEAP is of unique origin as it is a network created specifically to increase service through automated resource sharing.

The LEAP Board of Directors: Beth Long, Director, Hamden Public Library; Susan Bullock, Director, Cheshire Public Library; Connie Sacco, Director, West Haven Public Library and Mary Faust, Director, North Haven Public Library, have released an evaluation based on data collected and experiences gained during the network's first five months of online operation.



Janet Perrotti of the North Haven Memorial Library queries the LEAP database for a reserve request.



The turn around time for books is faster in each library since the LEAP network deals so rapidly with checkins and reserves. Returned books are replaced on the shelves faster and are available more often for patron use.

Criteria for the evaluation were established by LEAP in its grant request to LSCA from which funding was obtained to initiate the network in 1977. Evaluation criteria were based on: demonstrable improvement in the variety and volume of the network's combined collection and patron access to it; the ability of library staff to spend more time directly helping people; and, a demonstrable increase in networking and interlibrary loans.

The following highlights of the evaluation are reprinted with permission of the LEAP Board of Directors.

"The challenge confronting those who provide information services to the public is one of harnessing modern technology. Telecommunications, computers, and micrographics must be further employed to reduce the costs of making information more widely accessible and improving the speed and accuracy with which source materials can be supplied. The librarian of today's space age serves a profession and a public more demanding and exacting than ever before."

Statement by President Gerald Ford announcing his intention to convene the White House Conference on Libraries.

July 19, 1976

OBJECTIVE: ACCESS

As of the report date, LEAP has achieved a 10% circulation increase with 58% of three member libraries' combined collection entered into the database.

LEAP's circulation increase was achieved with no changes in the library environment. Library hours have not been extended, nor have new buildings or branches opened. There has been no sharp influx of new population over the past year. The 10% circulation increase must therefore be attributable solely to the introduction of cooperative automated circulation. LEAP expects that circulation will rise in proportion to the size of the database since patrons will be increasingly finding what they want, when they want it, through the cooperative system.

Circulation	*Cheshire*	*Hamden*	*North Haven*	*LEAP*
Before LEAP, 1977	22,384	35,394	15,582	(73,360)
After LEAP, 1978	23,807	39,277	17,718	80,802
% change	6%	11%	14%	10%

OBJECTIVE: VARIETY & VOLUME OF MATERIALS PROVIDED TO PATRONS

LEAP has achieved a 21% increase in fill rate for patron-required interlibrary loans.

In 1977, those requests not filled at the local library were routed to the State Inter-Library Loan Center. Based on past experience, it is doubtful if the majority of materials, or a report of their availability, would have reached the patron within six weeks of his request.

LEAP expects that the satisfaction quotient on patron requests will increase as the data bank is expanded to encompass the total holdings of LEAP libraries; and, as staff become more familiar with the System's inquiry and reserve placing process. In the meantime, the 21% increase in requests satisfied through LEAP libraries represents a sizeable number of requests which are filled within one week. Service this rapid has never been achieved before, even on a limited scale, in the LEAP region.

Patron Requests	*Cheshire*	*Hamden*	*North Haven*	*LEAP*
Average # filled at local library	570	2,400	390	(3,360)
Average # filled through LEAP data base	150	360	180	690
% change	+ 26%	+ 15%	+ 46%	+ 21%

OBJECTIVE: HUMAN HELP

The goal was a 26% decrease in staff hours devoted to circulation tasks, to leave staff available for providing personal service to patrons. LEAP has achieved a 45% decrease in staff hours devoted to circulation.

Each LEAP library has increased the amount of time staff spends helping patrons on a one-to-one basis. At the present time, LEAP libraries use most of the "free" hours of circulation staff to input title information into the database. When this process is completed, patrons will begin to feel the full benefit of the 234 hours available for other library tasks.

Hours of Staff Time Spent on Circulation Tasks (Weekly Average)

	Cheshire		*Hamden*		*North Haven*		*LEAP*	
	77	*78*	*77*	*78*	*77*	*78*	*77*	*78*
Registering patrons	8.3	1.7	27.0	11.5	9.8	16.0	45.1	29.2
Check out	70.0	58.0	29.0	45.3	10.4	15.2	109.4	118.5
Check in	42.0	25.0	118.7	43.2	14.2	6.6	175.0	74.8
Set up circ. desk	7.0	0.0	29.8	2.8	.8	.8	37.6	3.6
Overdues & bills	43.5	7.0	56.0	24.5	11.7	6.6	111.2	38.1
Circ. statistics	3.5	.5	26.1	1.3	13.5	1.0	43.1	2.8
Console operator	0.0	0.0	0.0	20.0	0.0	0.0	0.0	20.0
Total	**174.3**	**92.2**	**286.6**	**148.6**	**60.4**	**46.2**	**521.3**	**287.0**
% change in staff hours spent on circulation	− 47%		− 48%		− 24%		− 45%	

OBJECTIVE: INTERLIBRARY LOAN AND NETWORKING

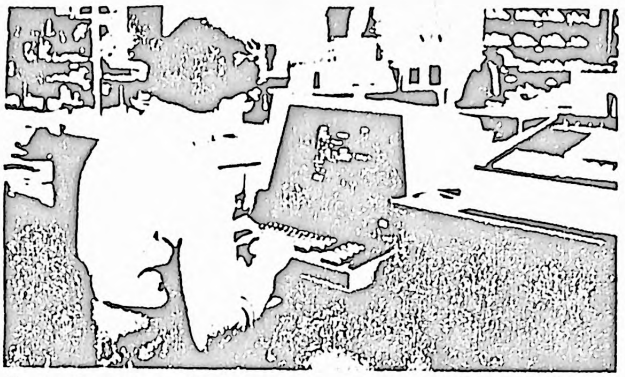
In its first five months of online operations, LEAP has achieved a 75% increase in loans among LEAP libraries, significantly surpassing its goal of a 50% increase in interloan activity.

Patrons are beginning to use the LEAP libraries as a system. If patrons do not find what they want in their home town library, they will ask that an inquiry be made so that they can pick up materials in another library, if

Loans Among LEAP Libraries: July 1—Aug. 15, 1978

	Cheshire	*Hamden*	*No. Haven*	*Total*	*% Change*	*LEAP*
Hamden to:						
1977	54		1067	1121		
1978	89		1618	1707	+ 52%	
Cheshire to:						
1977		147	4	151		
1978		327	74	401	+ 166%	
No. Haven to:						
1977	7	169		176		
1978	84	346		430	+ 144%	
Total number of materials loaned, 1977						1448
Total number of materials loaned, 1978						2538
% increase in interlibrary loan and reciprocal borrowing among LEAP libraries:						75%

available. As patrons and staff become more familiar with automated cooperative circulation, more reserves are being placed through the system to be delivered where needed by Connecticar state library delivery service. Connecticar use by LEAP libraries has jumped 38% during this report period. One of the main concerns of LEAP Directors is to obtain daily, direct Connecticar service among LEAP libraries.



Ronnie Beauchamp of the North Haven Memorial Library processes one of the many interlibrary loan requests facilitated through the LEAP System's automated resource sharing network.

A 75% increase in LEAP net loans represents over a thousand books that were made available to patrons through the LEAP system in a six week period. Without a cooperative system these materials are available but not readily accessible. If each LEAP library had to purchase these books, the cost might well have been $18,000. Not only are LEAP libraries providing at least twice as many titles to their patrons through LEAP, they are also beginning to purchase cooperatively to eliminate duplication of necessary, but low-circulating, materials. LEAP hopes to initiate full-scale cooperative automated acquisitions in the next fiscal year.

SUMMARY

More than two years have passed since the inception of Project LEAP, and five months have passed since LEAP libraries began online operation. From experience gained and data collected during this period, the following conclusions may be drawn about the project:

1. Interlibrary loans and reserves which used to be separate procedures in the libraries have merged into one operation since *all* patron requests are first queried on the database.
2. The definition of interlibrary loan and reciprocal borrowing have blurred into a single concept of systemwide loans as patrons and staff utilize LEAP libraries as a system rather than as individual libraries with individual collections.
3. There is much higher percentage of unique titles in the system than had been expected, currently 50%.
4. Patrons who used to abuse reciprocal borrowing privileges are now identified systemwide so that the number of problem borrowers has decreased dramatically.
5. The turn-around time for books is faster in each library since the system deals so rapidly with checkins and reserves. There are almost no snags so the books get put back on the shelves faster and are available more often for patron use.
6. There is much better control over materials. Very few books are lost in the reciprocal borrowing process.

Libraries may obtain copies of the LEAP evaluation by writing to:

Susan Bullock
Secretary, LEAP
Library Exchange Aids Patrons
2914 Dixwell Avenue
Hamden, CT 06518

Literature Available From CLSI

The following literature on library automation is available from CLSI upon request, without charge:

Reprints

"Networking: a Reality in Illinois". Reprinted from the March, 1978 issue of *Illinois Libraries*. (Presentation prepared by Joanne Klene, Chief Consultant of the Suburban Library System for a workshop at the Utah Library Association, April 6, 1977.)

"The Illinet CLSI Interconnect Project". Reprinted from the April, 1978 issue of *Illinois Libraries*. A discussion of use of the LIBS 100 as an automated aspect of interlibrary loan procedures within ILLINET, the Illinois Library and Information Network.

"LEAP—a Library Program Worth Knowing About—How They Did It." Reprinted from the April, 1978 issue of *Connecticut Libraries*. A discussion of how the LEAP System was established and suggestions for interested libraries.

"A Desirable Alternative: Turnkey Way Lets Libraries Focus on Books, Not Bits." Reprinted from *Computer World*, January 31, 1977. A discussion of how the Boise Public Library determined the best automation approach to satisfy their requirements, and the library's experience with the LIBS 100 System.

"The LIBS 100 Circulation System". Reprinted from *Highroller: The Nevada Library Association Journal*, April, 1976. A description of the cooperative efforts of the University of Nevada, Las Vegas, Library, the Clark County, Nevada, Community College Library and the Clark County Library in sharing the use of a LIBS 100 System.

"The LIBS 100 Circulation System". Reprinted from *Highroller: The Nevada Library Association Journal*, April, 1976. A discussion of how the LIBS 100 System helps the Clark County, Nevada, Library improve service to its patrons.

"Survey of LIBS 100 Users". Reprinted from *The Journal of Library Automation*, June, 1978. A report on the results of a survey of LIBS 100 libraries performed by a public library while it was considering the installation of the LIBS 100 System.

"Physical Planning for Automated Circulation Systems", L.J. Special Report #4, "Buying New Technology," 1978. A discussion of the space, power and environmental requirements for an automated system.

"A Funny Thing is Happening to the Library on its Way to the Future". Reprinted from the *Futurist*, April 1978. A discussion of the changing role of libraries in the context of modern technology.

Reprints of articles appearing in the *Boston Globe* and *Chicago Daily News* (*Globe* interview with Bela Hatvany, Founder and President, and currently Director of Product Development appeared as the lead story in the *Globe*'s Economy section. The *Daily News* article describes the introduction of the LIBS 100 Public Access Catalog.