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September 1, 2016

Dear Library Patron,

As you may be aware, since December, 2015, the Connecticut State Library has been restructuring its state-wide delivery service. Unfortunately, these changes are the result of nine years of budget cuts to the CSL that total a 30% decrease in their funding over that time period. Until recently, there has been little impact on library services on the local level, but now we are experiencing the result of these cuts in the inability of the CSL to deliver the amount of materials we have become accustomed to.

Bottom line: Too many books, not enough drivers!

The CSL is investigating different ways to manage the volume to try to improve the service. Starting July 1st, they required all libraries to abide by the following rules:

- Patrons will now be limited to five hold requests from other libraries.
- New materials that have been owned for less than six months will not be sent between libraries.

Libraries who do not implement these rules are at risk of being removed from the delivery service.

What we can do:

- Staff can place additional holds for you on Acton Library materials. We can do this in person or over the phone.
- Book clubs may still place holds for multiple copies of a title. Please contact Ellen O'Herlihy at eoherlihy@actonlibrary.org for assistance.
- Patrons may continue to borrow in-person from other public libraries. Most materials may be returned to any public library for delivery back to the lending library.
- Share your comments with the Connecticut State Library. These policies and guidelines apply to any library that chooses to use the delivery service. The guidelines are intended to address the sustainability of this important service within the State Library's limited financial resources and will be reviewed by the State Library Board at their regular meeting, Monday, September 26 at 1 pm (Location TBD). You are encouraged to direct any questions, concerns or comments about these new regulations to the State Librarian Kendall Wiggin 860-757-6500 or Kendall.Wiggin@ct.gov or the State Library Board Chair John N. Barry (860) 621-9802 JBarry@southington.org.

I apologize for any inconvenience this situation may be causing and I am happy to discuss the changes further with you. I can be reached by phone at (860) 388-8924 or email: mvanepps@actonlibrary.org or simply drop in and ask to speak to me.

Sincerely,

Michele Van Epps
Library Director