

TBLC Benefits and Services

Tampa Bay Library Consortium
1202 Tech Blvd. Ste. 202
Tampa, FL 33615
813.622.8252
www.tbtc.org

From: Charlie Parker, Director

Benefit of TBLC Membership and Services

At the end of the 2004-05 fiscal year TBLC provided its members with individualized descriptions of the TBLC services they received during that year. The reports also identified the services that libraries were not currently using that they might consider using in the new year ahead. Presented here is a cumulative report of the use of TBLC services for the first eleven (11) months of FY 2004-05. An annual report describing the full year's activity will be provided when final statistics are available.

TBLC works hard to help member libraries serve their communities. We hope that this report shows that we are getting the job done for our members.

Group Purchase

TBLC offers group purchase opportunities for electronic resources. By joining libraries in the consortium, TBLC is able to negotiate significant discounts on electronic resources.

<u>Database</u>	<u>Libraries Paid</u>	<u>MSRP</u>	<u>Savings</u>
OverDrive	\$49,800	\$440,000	\$391,600
NetLibrary (Librare')	\$46,000	\$1,080,000	\$1,034,000
ProQuest HeritageQuest	\$6,965	\$7,140	\$175
ProQuest's Safari	\$6,411	\$6,939	\$528
Ebsco's Novelist	\$7,925	\$12,350	\$4,425
Facts.com	\$10,725	\$16,740	\$6,015
Bowker's Books in Print	\$8,035	\$8035	\$0
Totals	\$135,861	\$1,577,615	\$1,452,813

Last year, members saved \$1,452,813 through these offers. Vendors are motivated to provide these discounts because TBLC aggregates demand, handles billing, remote authentication, and other services. Through this service, members were able to offer users ebooks, downloadable audio books, genealogy databases and several other popular databases from Grove, OverDrive, ProQuest and Ebsco.

Interlibrary Loan

DLLI Statewide Ground Delivery Service - Supports resource sharing by moving library materials between Florida libraries. Two hundred twenty seven participating libraries transported over a half million items quickly and economically annually. Member libraries currently participate with 219 deliveries per week at a cost of \$109,000 sending 307,470 bags in the past year, using the post office for the same service would cost your library \$937,783.

Alleycat - allows the public to borrow library books and other materials on the web. This regional catalog and interlibrary loan system allows users of participating libraries to access

*Statistics are from the 11 month period Oct 1, 2004 – August 31, 2005; **Source – School Library Journal - <http://www.schoollibraryjournal.com/index.asp?layout=articlePrint&articleid=CA507329>. Average cost of Hardcover Adult fiction and nonfiction title is \$32.94.

collections of 45 libraries, place requests, and have items delivered to their local library. Alleycat participants include libraries that are outside of TBLC's 12 county area. Participating in this program, TBLC libraries loaned 35,832 items and was able to borrow 44,054 items to lend to their users. Based upon the average book cost of \$32.94**, the items loaned to users are estimated to be valued at \$1,370,271.

Interlibrary Loan (ILL) - TBLC supports Group Access users and trains members in using OCLC ILL. Members loan and receive over 320,000 items annually. TBLC members provide 1/3 of all Florida ILL's and 75% of TBLC requests through TBLC members. Alleycat facilitated over 3,304 OCLC Hold Requests from users.

Ask a Librarian

TBLC hosts a real-time virtual reference service statewide in partnership with the College Center for Library Automation (CCLA) and participating Florida libraries, allowing your patrons to connect virtually to a librarian. Through shared hours among 90 Florida libraries, the service is open 10-10 Sunday- Friday and 10-5 on Saturday. The service has answered approximately 15,000 questions this year.

Through a contribution of staff time, participating libraries were able to have a customized interface, local e-mail and the optional local chat service available through your web page to your patrons.

Cultural Heritage & Digitization

New in 2004/05 TBLC's Legacy project is helping Bay area libraries & their communities create digital images and records and make them available on the web through a user-friendly interface. As part of a \$50,000 grant project, participating libraries were provided software, scanners and PCs to upload historical photographs into a user-friendly web-based interface.

SunLine

TBLC provides a state of the art, \$314,804 shared library automation system serving 10 libraries. Participating libraries get the full benefit of the system and central staff at a fraction of the cost.

Continuing Education

TBLC provides innovative continuing education and training on technology, library skills, electronic information and policy issues. In the past 11 months, TBLC has taught 124 workshops for member libraries. Staff from member libraries attended 1,345 sessions, valued at \$134,500.

Bibliographic Services

TBLC assists with maintenance of member library's WorldCat holdings by batchloading bibliographic records to WorldCat for addition and deletion of holdings. 208,042 bibliographic records were batchloaded to OCLC WorldCat as additions, and 113,025 deletes were sent for member libraries.

CatExpress is an OCLC subscription service that allows libraries to download bibliographic records and add holdings in WorldCat. TBLC coordinates a group purchase of CatExpress that allows libraries to subscribe at any level of titles that they need. TBLC also handles billing and training for the service. TBLC member libraries subscribed to 36,570 titles through TBLC's group purchase of CatExpress at a cost of \$36,570.

TBLC updates the OCLC Union List of Serials for selective user libraries. The Union List provides detailed information on periodical holdings in WorldCat. 1,559 records were added, deleted or changed in the Union List of Serials in the past year for member libraries.

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Reciprocal Borrowing

Reciprocal Borrowing breaks down barriers between counties, allowing residents of one community to use library services in another without paying non-resident fees. Thirty-five participating libraries circulate over 350,000 items to non-residents annually. 204,003 users from TBLC member counties borrowed 268,126 items from the surrounding counties while serving over 212,683 users from surrounding counties. Considering the average book costs \$32.94**, users in the TBLC Reciprocal Borrowing Counties borrowed \$8,832,070.44 of materials from neighboring counties.

Web Design

Creates great websites for members and customers and assists members with web site development. TBLC also hosts pages for 20 libraries and organizations. TBLC hosted web sites had 395,768 visits last year.

RPA

TBLC manages a remote patron authentication system for several TBLC libraries allowing users to access databases and download ebooks (audio and text) purchased through TBLC or on their own to be accessible to patrons from home. Users from TBLC member libraries used this system 96,755 times.

E-Rate

TBLC manages ERate filing and discounts for itself and some member libraries. Our total ERate discount was \$16,861. With this discount, TBLC is able to reduce the cost of web-based services to TBLC members. Individual library filings through TBLC came to \$ 28,448 last year.

Special Projects

Each year, TBLC takes on additional projects ranging from staff presentations to consultations on online catalogs to web page design and cataloging for libraries. Special projects range greatly in cost from complementary to several thousand dollars. This year, some of the special projects included:

- Cataloging projects for Dunedin Public Library, Florida Metropolitan University/Brandon Campus, Juvenile Welfare Board Library.
- Staff day training sessions for Northside Christian School, Pinellas County School Board, Polk County School Board Media Services and Southeastern University.
- Reviewed database of 166,000 bibliographic records and produced reports with recommendations for cleanup.
- Designed and will host a new interactive web page for Pinellas Public Library Cooperative
- Created a shared catalog and web interface for the new West St. Petersburg Community Library.

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