In a year when getting together in person became impossible, CLC helped members connect more than ever before. Here are some highlights of a year like no other.

**Diversified Revenue**

- Membership Dues: 30.7%
- Program Income: 27.3%
- Investment Income: 2%
- Other Grants: 14%
- Management Fees: 4.4%
- State Grant: 21.5%

**By the Numbers**

- $6.45 million
  SAVED BY CLC MEMBER LIBRARIES THANKS TO CLC’S NEGOTIATED CONTRACTS AND SERVICES ON BOOKS, MEDIA, E-RESOURCES, SUPPLIES, SERVICES & MORE
- 805
  CLC MEMBER LIBRARIES:
  45 ACADEMIC, 225 PUBLIC, 511 SCHOOL & 24 SPECIAL
- $52
  ROI: FOR EVERY $1 OF STATE INVESTMENT IN CLC, CONNECTICUT LIBRARIES SAVED $52
- 23
  DISCOUNT CONTRACTS FOLLOWING STATE & FEDERAL PURCHASING REQUIREMENTS
- 4,678
  TOTAL ATTENDANCE AT 193 CLC PROFESSIONAL DEVELOPMENT EVENTS, INCLUDING ROUNDTABLES, TRAININGS, AND UNIQUE MEMBERS-ONLY OPPORTUNITIES

**Professional Development**

- Roundtables: 145 MEETINGS, 238 ATTENDEES
- DEI Roundtables: SOCIAL JUSTICE, LGBTQ, IMMIGRATION
- Advocacy Bootcamps: 4 BOOTCAMPS, 63 RECRUITS
- School Librarian PD Day: FULL DAY OF LEARNING FOR 60
- Job listing service: 357 POSTINGS, 11K PAGEVIEWS

**COVID-19 Support**

- March-June:
  103 ZOOM EVENTS
  3,909 ATTENDEES
- Curated Online Resources
- Discounts on PPE & Supplies

**Partners & Outreach**

- Best Booth at NELA
  "THE POWER OF WE" ON THE ROAD!
- J.M.W. Turner at Mystic Seaport
  EXCLUSIVE MEMBER OPPORTUNITY
- CT Storytelling Center
  STORYTELLING COURSE & SHOWCASE
RELECTION

This report was created in November 2020, but it covers the period from July 2019 to June 2020 – eight months of normalcy, four months of pandemic. From July to February, CLC staff attended and exhibited at conferences, conducted trainings, and hosted professional development events for up to sixty attendees on location in libraries, museums, restaurants, and even a brewery. We visited libraries across the state, talked to our members in person, and saw innovation in every corner of Connecticut libraryland. And then … we stopped.

When March arrived, like just about everyone else, we put all our plans on hold. We bought a Zoom license, then a second Zoom license, then a bigger Zoom license, because we had up to 200 people signing up for our online “Coffee Talks” - many of whom we’d never met before. We provided Zoom training sessions to our amazing roundtable chairs, who then seamlessly shifted their meetings online. We found discounts on PPE. We gathered and disseminated resources. We figured out how to do drive-through media swaps. Most importantly, we listened to our members and heard stories of bold innovation and extraordinary resilience from libraries of all types and sizes.

ANTICIPATION

As we send this report out into the world, we are nearly halfway through our next fiscal year, and we are still in the grip of the pandemic. Will there be any “normal” months to report on next year? We can only hope. But while so much remains unknown, we at CLC, with the support of our dedicated board of trustees, remain focused on our goals: providing value for all types of libraries, continuous improvement and innovation, and anticipating and meeting members’ needs. To that end, here is what you can expect in 2021:

- More than double the available discount contracts, including furniture, supplies, and non-print media - plus new co-op purchasing programs that save libraries time and money.
- Virtual (and hopefully, in-person) vendor expos that provide an efficient way to explore new products and services.
- A new and improved programming catalog to make finding and evaluating potential performers and presenters easier.
- Turnkey public programs that allow libraries to expand program offerings with minimal effort and reduced cost.
- An updated CLC strategic plan that connects member needs and aspirations to CLC’s strategic priorities and programs.

We look forward to unveiling these programs and initiatives, while remaining flexible and responding creatively to whatever comes our way.