

## SALS Service Priorities

During the past two years, member library staff, trustees, and volunteers worked with the SALS Board of Trustees and consultants Sandra Nelson, June Garcia and Diane Mayo to develop a new Plan of Service. We learned that all libraries regardless of size, budget, or staffing, have the same basic need—to provide the best possible library service to all of their community members.

The Service priorities determined by the membership were: Polaris/Automation, Interlibrary Loan and Delivery, Acquisitions, Cataloging and Processing, Continuing Education and Consulting, Administration and Outreach (state mandated services), and Central Library Services.

The following list of SALS service priorities includes a list of services, the provider of the service (SALS or JA or Crandall Public Library) and the source of funding (SALS or member fees).

Please note the chart and spread sheet that illustrates the 2007 budget distribution of SALS Services based upon the member library service priorities.

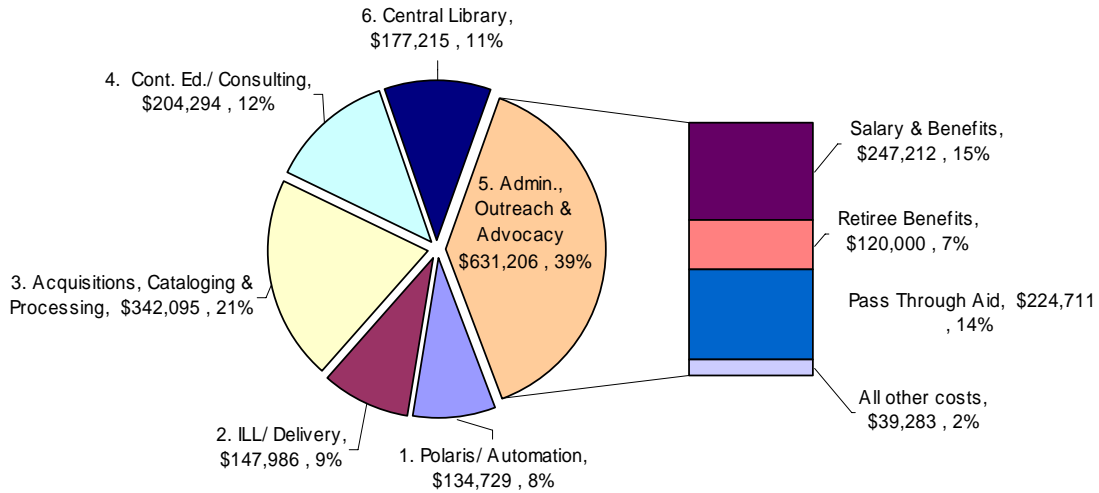
SALS is currently working with the Acquisitions, Cataloging and Processing department to evaluate the work flow to make sure library materials are on the shelf at each library as quickly as possible.

Each year, member library staff and trustees will be asked to complete an annual system use and satisfaction survey. This will allow us to measure, evaluate, adjust and allocate resources for our services as needed.

SALS will be most effective when it focuses its resources on meeting our library communities' most important needs.

Sara Dallas, Director  
11/2006

**2007 Budget Distribution of SALS Services  
Based upon Member Priorities**



	1. Polaris/ Automation	2. ILL/ Delivery	3. Acquisitions, Cataloging & Processing	4. Cont. Ed./ Consulting	5. Admin., Outreach & Advocacy	6. Central Library	Total 2007 Budget
Salary & Benefits	50,435	28,310	275,093	181,951	247,212		
Retiree Benefits					120,000		
Automation Aid	76,500						
Delivery Service		114,000					
CLD Aid						177,215	
Supplies		1,000	6,000				
Pass Through Grants					224,711		
All other adm.costs	7,794	4,677	61,003	22,343	39,283		
<b>Total Budget By Dept.</b>	<b>134,729</b>	<b>147,986</b>	<b>342,095</b>	<b>204,294</b>	<b>631,206</b>	<b>177,215</b>	<b>1,637,526</b>
<b>% of Budget</b>	<b>8.23%</b>	<b>9.04%</b>	<b>20.89%</b>	<b>12.48%</b>	<b>38.55%</b>	<b>10.82%</b>	
<b>Staff FTE</b>	<b>0.75</b>	<b>0.45</b>	<b>5.87</b>	<b>2.15</b>	<b>3.78</b>		<b>13.00</b>
<b>Staff FTE %</b>	<b>6%</b>	<b>3%</b>	<b>45%</b>	<b>17%</b>	<b>29%</b>		

### Service Priority 1: POLARIS/Automation

% of Budget: 8.23%  
 Staff FTE: .75  
 Staff FTE %: 6%

The Joint Automation (JA) Project provides member libraries of SALS and MVLS with access to an integrated automated library system. SALS staff provides training in using POLARIS modules. The JA Project staff assists member libraries with technical support, training, and resources, utilizing current and emerging technologies.

Funding for this service priority comes from member fees and system contributions which is approximately \$368,080. SALS contributes \$76,500.

Member fees are calculated \$.07 per item/\$.08 per circulation.

	Provider		Funder	
	SALS	JA	SALS	Member Fee
<b>POLARIS Integrated Automated Library System</b>		X	X	X
Polaris Modules: Online catalog, Circulation System, Acquisitions, Cataloging		X	X	X
User Accounts on the POLARIS system		X	X	X
Patron Database		X	X	X
Bibliographic Database		X	X	X
Online Reserves/interlibrary loan among SALS/MVLS libraries		X	X	X
Statistical record keeping		X	X	X
New York State Annual Report statistics		X	X	X
Patron Notices		X	X	X
Automated Reports		X	X	X
Offline Circulation		X	X	X
Inventory		X	X	X
Item records		X	X	X
Maintenance of appropriate files, reports and other POLARIS software applications responsive to member library needs		X	X	X

	Provider		Funder	
	SALS	JA	SALS	Member Fee
<b>Support Services</b>				
Wide area network connecting all libraries: Security measures and appropriate firewalls, payment of telecommunications fees to connect libraries, full technical support of the network		X	X	X
Support of member library automation needs during library hours and emergency support as needed		X	X	X
Support of member library computers, including troubleshooting problems		X	X	X
Loan of equipment for staff computers		X	X	X
Hardware support for member library computer equipment, including peripherals such as keyboards, barcode readers, and printers		X	X	X
Hardware support for library local area networks		X	X	X
A Joint Automation Intranet providing information and support documentation about the automation system and JA services		X	X	X
Coordinated purchase of computer equipment, peripherals, bar codes and other associated items for member libraries		X	X	X
Access to databases available through NOVEL		X	X	X
Consultation services on member library technology needs, including wireless initiatives, local area networks, etc.		X	X	X
Software and/or Operating System Consultation		X	X	X
Graphical email accounts for library staff		X	X	X
<b>Training</b>				
Polaris/Automation training	X	X	X	X
Software and or operation system training		X	X	X
Printers/peripherals training		X	X	X
Network training		X	X	X

## Service Priority 2: Delivery & Interlibrary Loan

% of Budget: 9.04%

Staff FTE: 0.45

Staff FTE % 3%

Member library staff, trustees and the public have access to materials in all formats to support their informational and recreational needs.

	Provider			Funder	
	SALS	Central Library	JA	SALS	Member Fee
<b>Delivery System</b>					
Contract with outside vendor to provide delivery (currently Velocity). Libraries are offered daily delivery.	X			X	
Set delivery schedule with contractor (Each library is eligible for daily delivery)	X			X	
Provide centralized communication and problem solving with the contractor	X			X	
Facilitate problem solving among participating libraries	X			X	
Reconcile and pay invoices from contractor	X			X	
Update and maintain the delivery website (delivery codes, delivery schedule, contacts)	X		X	X	
<b>Interlibrary Loan</b>					
Library staff and patrons place requests using SALS/MVLS POLARIS			X		X
Library staff place regional requests outside SALS/MVLS Libraries. Training and support is provided by the Central Library.		X		X	
Outside the region, Central Library assists library staff with OCLC locations and requests.		X		X	

### Service Priority 3: Acquisitions, Cataloging and Processing

% of Budget: 20.89%

FTE staff: 5.87

Staff FTE %: 45.00%

Member libraries have access to acquisitions, cataloging and processing to get their materials on the shelf for the public.

Member fees for processing: \$2.00 for media; \$0.75 for print

	Provider		Funder	
	SALS	JA	SALS	Member Fee
<b>Acquisitions: Library orders/SALS receives or Library orders/ library receives</b>				
Creation of bibliographic records for ordering	x		x	
Create purchase orders through imports from vendors	x		x	
Expending and crediting member funds during receiving and invoicing through POLARIS	x		x	
Return damaged or wrong materials to vendor	x		x	
Cancel orders in POLARIS and provide reports	x		x	
Fiscal year roll over	x	x	x	
<b>Cataloging and Processing</b>				
Creation of bibliographic records for inclusion in database	x		x	
Process materials: property stamp, security tape, mylar cover and labels, repackage AV if needed	x		x	x
Provide a standardized bibliographic record with call number and subject access using DDC & ANSCR classifying and LC subject headings and authority control	x		x	
Modify and create item records for spine labels	x		x	

## Service Priority 4: Continuing Education & Consulting

% of Budget: 12.48%

Staff FTE: 2.15

Staff FTE%: 17%

Member library staff and member library trustees will have the skills and knowledge they need in order to manage their library and provide services to their communities.

	Provider			Funder	
	SALS	Central Library	JA	SALS	Member Fee
<b>Continuing Education</b>					
Plan, schedule and deliver continuing education workshops and training that address member needs (see also Central Library Services and Polaris/Automation Services)	X	X	X	X	
Facilitate member access to continuing education workshops and trainings provided by other agencies, state and national conferences	X	X	X	X	
Communicate about continuing education opportunities and gather information about member needs through the SALS blog	X	X	X	X	
<b>Consulting</b>					
Answer questions from member library directors, trustees and staff, providing information they need when they need it.	X			X	
Problem solving and skill building with member libraries: Help members develop plans for effective library operations and/or to develop plans to meet specific community needs	X		X	X	
Assistance completing State Annual Report	X			X	
Assistance completing grant applications for State funds: construction, adult literacy, family literacy, etc.	X			X	
Assistance updating and maintaining library websites and blogs	X		X	X	

**Administration, Advocacy and Outreach Services**

% of Budget: 38.55%  
 Staff FTE: 3.78  
 Staff FTE %: 29%

Member library staff will get the education and support they need in order to provide equal access to library services and materials to all members of their community (youth, adult, and special populations as defined by state law).

SALS staff and trustees work with state and local groups to provide leadership to educate local, county and state officials and their staffs about the value of public libraries.

SALS receives aid (\$224,711) that is passed through to member libraries and to correctional facilities.

	Provider		Funder	
	SALS	JA	SALS	Member Fee
<b>Distribution of designated state, county and federal funds</b>				
Local Library Support aid	x		x	
County aid	x		x	
Recommend Construction aid disbursement	x		x	
County Youth Grant funds	x		x	
LSTA (Federal) grant funds	x		x	
State grant funds	x		x	
Summer reading grant funds	x		x	
<b>Distribution of undesignated state aid</b>				
Continuing Education and Travel \$325 per year per library for attendance at professional meetings and workshops and mileage to attend them.	x		x	
Public Votes A total of \$4,000 per year is available to assist member libraries wishing to go to the voters for increases in operating budgets.	x		x	

	Provider		Funder	
	SALS	JA	SALS	Member Fee
<b>Publications</b>				
Statistical Summary of member library annual reports	x		x	
An online up-to-date member library directory	x		x	
Maintain the Capital District section of the Performers and Programs database	x		x	
<b>Outreach</b>				
Services to County and State Correctional Facilities	x		x	
Provide support and education to member library staff so that they can provide library services and materials to adult new learners.	x		x	
Provide support and education to member library staff to help them form partnerships with community groups and organizations in order to provide equal access to library services and materials for all members of their communities.	x		x	
Provide support and education to member library staff so that they can provide services to the youth in their communities.	x		x	
Support the statewide Summer Reading Program in member libraries	x		x	
<b>Advocacy</b>				
Educate local, county and state elected officials and their staffs about the value of public library services	x		x	
Interface with government agencies (county, state, federal)	x		x	
SALS staff will have a voice in the development of library services and policies by serving on various statewide groups	x		x	

	Provider		Funder	
	SALS	JA	SALS	Member Fee
<b>Other Administrative Services</b>				
Maintain the System building to provide space for meetings and for housing system services * These costs are allocated across all service categories by FTE	X		X	
Bill libraries for items ordered via Acquisitions	X		X	
Financial services for SALS operations	X		X	

## Central Library Services

% of SALS Budget: 10.82%

The Crandall Public Library provides access to adult non-fiction materials, resources and information in all formats for SALS member libraries to fulfill the role of the Central Library as per the requirements of NYS Education Law.

	Provider			Funder	
	SALS	Central Library	JA	SALS	Member Fee
Reference services for member libraries and the public		x		x	
Availability of collections		x		x	
Purchase of system-wide online databases and training in their use		x	x	x	
Interlibrary loan assistance (see Delivery & Interlibrary Loan for more detail)		x		x	
Publish and distribute Central Library guide		x		x	
Provide continuing education (see Continuing Education and Consulting for more detail)		x		x	