2011 SALS  
Highlights, Facts, and Figures

SALS revised its Plan of Service for 2012-2016. The NY State Division of Library Development approved it in December of 2011. The plan was developed by SALS trustees, member library trustees, and staff representing all sizes of member libraries with attention to geographic location. SALS will provide the following services with a yearly evaluation to measure use, value and satisfaction:

- Polaris, computer and network support via JA and SALS staffs
- Resource sharing and delivery of items among the member libraries
- Continuing Education and consulting
- Work with the member libraries to be their strategic technology partner
- Staff will become technology subject matter experts
- Continue to be essential to your member’s missions and goals

**Polaris, computer support and the Internet:**

- 2,213,491 holdings in the SALS/MVLS Public Access Catalog **up 2.3%**
- 829 staff members have Polaris accounts
- 475,393 people have accessed the Internet at their local library **up 20.5%**

**Resource Sharing:**

- 3,483,915 items were checked out by people in our region **up 2.8%**
- 460,347 items were shared by libraries to fill people’s requests for materials not owned by their library **up 17.2%**
- 1,120 eAudiobooks circulated 29,852 times
- 1,983 eBooks circulated 32,164 times

**Delivery:**

- 7,797 stops were made to the 34 libraries and 3 State Correctional Facilities
- 950,694 items transported by the courier **up 18.3%**
Continuing Education:

- 74 programs and workshops were designed and held for member library staff and trustees up 58%
- 912 people attended continuing education opportunities up 20.5%
- 12,310 consulting and technical assistance contacts were made by SALS staff to assist member library staff and trustees up 12.1%

Library Usage in our region:

- 209,767 people residing or visiting our region have library cards
- 2,361,822 people visited our libraries
- 63,983 are the number of hours our libraries are open during the year up 6%
- 475,393 people used public computers in their library up 20.5%
- 146,416 people attended 7,354 programs held in libraries
- 10,745 people checked out at least one eContent
- 100% of our libraries have an online presence
- 100% of our libraries offer Econtent, online resources, 24/7 reference services
- In December, 882 people used SALON for the first time.

SALS staff and board:

- Continued to support eContent, Summer Reading program, technology initiatives and continuing education through grants
- Discontinued ordering and processing materials; purchased MARC records for the membership
- Reallocated funds to support member libraries technology community needs
- Improved the SALS building by replacing the air conditioning unit in the Computer Room; installed a combustible air intake to boiler
- Applied for a NYS Construction Grant to improve the use of SALS space to build a new training center

This work could not have been done without the help and guidance from the SALS Board of Trustees and the dedicated SALS and JA staffs.