

2012 SALS Highlights, Facts, and Figures

SALS completed the first year of the 2012-2016 Plan of Service. In June 2013, a survey will be sent to all library staff and trustees to evaluate the following services. The survey will measure use, value and satisfaction pertaining to the following services:

- Polaris, computer and network support via JA and SALS staffs
- Resource sharing and delivery of items among the member libraries
- Continuing Education and consulting
- Helping libraries use technology more effectively and efficiently
- Staff will become technology subject matter experts
- Continue to be essential to the member libraries missions and goals

Observations:

- Highest circulation increases system-wide are eBooks. The Kindle is the most popular e-reader. The traditional circulation of print material increased slightly.
- eContent use “exploded” seeing an 88% increase.
- The greatest number of new users of eContent occurs just after the December holiday season.
- More people are using their own devices to access the internet.
- Library hours open have increased.
- Almost 3 million people virtually visit us via the system and member libraries websites.

Polaris, computer support and the Internet:

- 2,209,508 holdings in the SALS/MVLS Public Access Catalog **(remained the same as last year)**
- 829 staff members have Polaris accounts
- 413,490 people accessed the Internet at their local library using library computer workstations **down 13%**. More people are using their smart phones, tablets and laptops.

Resource Sharing:

- 3,653,859 items were checked out by people in our region **remained the same**
- 457,919 items were shared by libraries to fill people’s requests for materials not owned by their library **remained the same**
- 1,700 eAudiobooks circulated 22,470 times
- 1,446 eBooks circulated 50,197 times **up 56%**

Delivery:

- 8,411 stops were made to the 34 libraries and 3 State Correctional Facilities
- 915,919 items transported by the courier **down 3%**

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Continuing Education:

- 55 programs and workshops were designed and held for member library staff and trustees
- 698 people attended continuing education opportunities
- 11,375 consulting and technical assistance contacts were made by SALS staff to assist member library staff and trustees

Library Usage in our region:

- 214,662 people residing or visiting our region have library cards
- 2,458,651 people physically visited our libraries
- 2,932,839 people visit the libraries virtually
- 66,036 are the number of hours our libraries are open during the year
- 413,490 people used public computers in their library
- 152,847 people attended 7,700 programs held in libraries
- 20,150 people checked out at least one eContent **up 88%**
- 100% of our libraries have an online presence
- 100% of our libraries offer Econtent, online resources, 24/7 reference services
- After the holiday season, 659 people used SALON for the first time.
- 4,885 new people borrowed e-Content

SALS staff and board:

- Continued to support eContent, Summer Reading program, technology initiatives and continuing education through grants
- Reallocated funds to support member libraries technology community needs
- Completed building a training center in the SALS building.
- Through LSTA funds, the New York Library Trustee Online website was developed. The site assisted library staff and board to review or develop library policies.
- Will work to develop a means to capture the number of people using the wireless networks available in the member libraries.
- More libraries have pursued self-sustaining funding as a result of the work done by Libby Post and Communication Services.

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.