

2013 SALS Highlights, Facts, and Figures

SALS completed the second year of the 2012-2016 Plan of Service. In June 2014, 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
- SALS services continue to be essential to the member libraries missions and goals

Observations:

- Highest circulation increases system-wide is eContent. It was **up 81%**.
- Library staff are evaluating their collections. As a result, the holdings in the libraries decreased slightly.
- Meraki wireless routers allow libraries to collect virtual use data.
- Almost 4 million virtual visits to SALS and member libraries websites.
- More people are visiting their library virtually. Virtual use is **up 33%**.
- More people are using their own devices to access the internet.
- Library hours open have increased.
- There has been a **24%** turnover in library directors in the member libraries.

Polaris, computer support:

- 2,038,259 holdings in the SALS/MVLS Public Access Catalog (**down 9%**)
- 798 staff members have Polaris accounts (**down 4%**).
- The Joint Automation staff answered 2707 support calls (began collecting March 2013).
- 194 computers purchased for membership.

Resource Sharing:

- 3,482,641 items were checked out by people in our region.
- 360,719 items were shared by libraries to fill people's requests for materials not owned by their library **remained the same**.
- 1,864 eAudiobooks and 3,519 eBooks were available.
- eContent circulated 91579 times **up 81%**.

Delivery:

- 8,411 stops were made to the 34 libraries and 3 State Correctional Facilities.
- 941,594 items transported by the courier **up 3%**.

Continuing Education:

- 55 programs and workshops were designed and held for member library staff and trustees.
- 731 people attended continuing education opportunities **up 5%**.
- 11,580 consulting and technical assistance contacts were made by SALS staff to assist member library staff and trustees **up 2%**.

Library Usage in our region:

- 215,828 people residing or visiting our region have library cards.
- 2,434,301 people physically visited our libraries.
- 149,771 people attended 7,972 programs held in libraries.
- 66,338 are the number of hours our libraries are open during the year. Library information is available 24/7.
- 415,158 people accessed the Internet at their local library using library computer workstations (remained the same).
- 3,215,340 virtual visits to the libraries **up 10%**.
- 725,471 virtual visits (wireless access) using smart phones, tablets and laptops.
- 23,497 people checked out at least one eContent **up 17%**.
- 4,542 new borrowers of e-Content.
- 100% of our libraries have an online presence.
- 100% of our libraries offer Econtent, online resources, 24/7 reference services.

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.
- Purchased commercial grade wireless routers.
- New York Library Trustee Online website became state-wide with support from PULISDO and the Library Trustee Association. NYLTO continues to assist library staff and boards.
- Library boards continue to pursue 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.