

2014 SALS Highlights, Facts and Figures

SALS completed its third year of the 2012-2016 Plan of Service. In June 2015, a survey will be sent to all library staff and trustees to measure and evaluate 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 increase system-wide is e-Content (**up 31%**).
- Library staff are evaluating their collections using Collection HQ and other tools.
- People are using their mobile devices in the library and virtually.
- SALS awarded \$20,000 to the membership for new technology projects.
- SALS awarded \$20,000 to the membership for construction projects.
- Libraries have increased open hours in our region.
- The Non-Profit Revitalization Act of 2013 took effect on July 1, 2014. It required libraries to have board approved Conflict of Interest policies and, in some libraries, a Whistleblower policy.
- Libraries began filing tax-cap information with the NY State Comptroller's Office.
- The New York Library Trustees Online (NYLTO) had 100% participation of all NY Public Library Systems.

Polaris, Computer Support:

- 1,984,402 holdings in the SALS/MVLS Public Access Catalog (**down 2.5%**).
- 807 staff members have Polaris accounts (**up 2.3%**).
- The Joint Automation staff answered 2341 support calls.
- 175 computers were purchased for membership.

Resource Sharing:

- 3,415,292 items were checked out by people in our region.
- 476,773 items were shared by libraries to fill people's requests for materials not owned by their library (**up 32%**).
- 2,279 e-Audiobooks and 5148 e-Books were available.
- E-Content circulated 119,956 times (**up 31%**).

Delivery:

- 8,400 stops were made to the 34 libraries and 2 State Correctional Facilities.
- 951,010 items transported by the courier **(up 1%)**.

Continuing Education:

- 66 programs and workshops were designed and held for member library staff and trustees.
- 684 people attended continuing education opportunities.
- 12,307 consulting and technical assistance contacts were made by SALS staff to assist member library staff and trustees **(up 6%)**.

Library Usage in Our Region:

- 216,497 people residing or visiting our region have library cards.
- 2,191,986 people physically visited our libraries.
- 165,750 people attended 8,041 programs held in libraries.
- 66,805 are the number of hours our libraries are open during the year. Library information is available 24/7.
- 366,524 people accessed the Internet at their local library using library computer workstations.
- 4,311,190 virtual visits to the libraries.
- 832,997 virtual visits (wireless access) using smart phones, tablets and laptops.
- 23,497 people checked out at least one e-Content item **(up 17%)**.
- 4,542 new borrowers of e-Content.
- 100% of our libraries have an online presence.
- 100% of our libraries offer E-content, online resources and 24/7 reference services.

SALS Staff and Board:

- Continued to support e-Content, Summer Reading program, technology initiatives and continuing education through grants
- Reallocated funds to support member libraries' technology and community needs
- Began revising SALS By-laws and policies
- Assisted member libraries in community-based plans of service

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

3/19/2015