

2015 SALS Highlights, Facts, and Figures

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

- Polaris, computer and network support via JA and SALS staff
- Resource sharing and delivery of items among member libraries
- Continuing Education and consulting
- Helping libraries use technology more effectively and efficiently
- Whether SALS services continue to be essential to member libraries' missions and goals

Observations:

- People are using their mobile devices in the library and virtually.
- E-Content circulation is increasing and is at its highest circulation to date **(up 26%)**.
- SALS awarded \$23,632 to the membership for new technology challenge projects.
- SALS awarded \$20,973 to the membership for construction challenge projects.
- Five public libraries, working with SALS, submitted a NYS-approved Tax Freeze Efficiency Plan.
- SALS was invited to participate in the Aspen Institute's Pilot Project.
- SALS and MVLS are working with Zepheira, a product that will allow our libraries' information to be viewed on the Web.

Polaris, Computer Support:

- 1,943,002 holdings in the SALS/MVLS Public Access Catalog **(down 2.1%)**.
- 820 staff members have Polaris accounts **(up 1.6%)**.
- The Joint Automation staff answered 2101 support calls.
- 175 computers were purchased for membership.

Resource Sharing:

- 3,229,059 items were checked out by people in our region.
- 461,027 items were shared by libraries to fill people's requests for materials not owned by their library.
- 3,240 e-Audiobooks and 8,237 e-Books were available.
- E-Content circulated 151,727 times **(up 26%)**.

Delivery:

- 8,400 stops were made to the 34 libraries and 2 State Correctional Facilities.
- 927,054 items were transported by the courier.

Continuing Education:

- 58 programs and workshops were designed and held for member library staff and trustees.
- 775 people attended Continuing Education opportunities.
- 8,840 consulting and technical assistance contacts were made by SALS staff to assist member library staff and trustees.

Library Usage in Our Region:

- 217,324 people residing in or visiting our region have library cards.
- 2,146,905 people physically visited our libraries.
- 170,371 people attended **(up 2.8%)** 8,586 programs held in member libraries **(up 6.8%)**.
- 66,633 are the number of hours our libraries are open during the year. Library databases and E-Content is available 24/7.
- 306,376 people accessed the Internet at their local library using library computer workstations.
- 2,954,258 virtual visits to the libraries.
- 172,032 virtual visits (wireless access) using smart phones, tablets and laptops.
- 100% of our libraries have an online presence.
- 100% of our libraries offer E-Content, online resources,

SALS Staff and Board:

- Continued to support E-Content, Summer Reading program, technology initiatives and Continuing Education through grants.
- Hired Laurie Buckley as Outreach and Marketing Consultant.
- Worked with Zepheira to allow library information to be viewed on the Web.
- Assisted member libraries in community-based plans of service and going out for successful budget votes.
- Worked with member library staff and trustees on successful building expansions or renovations.

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

5/10/2016