

Benefits to SAILS Members in FY '22



86% Savings

For every \$ spent, on average, our libraries receive **\$14 in service.**

696 patrons received **online assistance** from SAILS staff

204 supply orders were filled by SAILS requests to **update and run/stop notices**

132 people trained to use network services

286 meeting attendants, both in person & through the SAILS **Zoom** account

6,801 help desk calls were closed by SAILS staff

What is the Value of a SAILS Membership?

	Count	Usage Based Value
Network Line	1	\$ 1,754.58
Support Tickets	117	\$ 2,559.32
Visits / Training / Self-Paced Webinars		\$ 1,001.96
ILS (annual costs)	1	\$ 6,242.00
Cataloging Services	1,211	\$ 8,478.65
Titles Borrowed	6,754	\$ 87,808.00
Ebooks Borrowed	12,613	\$ 189,193.53
Online Resources		\$ 1,698.27
Cooperative Purchasing		\$ 1,265.47
Total Value		\$ 300,001.79
subtract Assessment		for every \$ spent, you get \$14 in services - \$ 20,802.25
Value of Membership		(Based on Network Average) \$ 279,199.53

Top Books of 2022



Goal 1: TECHNOLOGY

SAILS will serve as a leader in technology for its member libraries.

- The newly formed **Privacy Audit Task Force** worked hard to present the network with policy changes and recommendations to improve patrons confidence that we are taking their privacy seriously and are treating their data carefully.

Steps enacted this year include:
 - Discontinuing the emailing of reports containing PII (**Personal Identifiable Information**)
 - No longer sending patron pins through email and enabling the **self-serve "forgot my pin"** reset request.
 - Giving library managers access to the **last two checkouts** on an item, removing the need to send the information through email.
- SAILS organized an in-person Library Showcase after our annual meeting, where **8 presentations, shared** ideas ranging from game play to bibliographic services, **with 42 attendees.**
- Four SAILS staff members attended the virtual **SirsiDynix users group** conference and **presented two sessions.**
- The PC Support program purchased and installed software on **114 machines**, to remotely update and patch staff PCs under the service.
- SAILS actively participated in the planning of the **statewide library card registration project.**
- SAILS continued to keep Symphony and Enterprise updated, so SAILS is never further than one release behind the most current.

Goal 2: USER EXPERIENCE

SAILS will provide an intuitive experience to end users for SAILS-supported products

- Working with the PubPac Committee and SirsiDynix consulting, SAILS updated the following features in Enterprise
 - added availability & hold count to search results page
 - updated readers' advisory service to use Syndetics Unbound, which is free for the network to use, and available on the search results page.
 - modified the title search to give more succinct results
 - added a "place hold" button on the combined format result
 - released a tabbed display of search results, grouped by format
- The Overdrive Committee worked closely with Overdrive to advocate for continued mobile app improvements to meet the needs of SAILS libraries.
- Yet again, SAILS was unable to meet the objective to implement new search-relevancy options in Enterprise due to a delay in the release of those improvements.
- SAILS assisted 17 libraries to go fine-free, removing equity barriers for their patrons
- **Over 67,000 SAILS patrons authenticated for use of online resources.**
- **23,800 patrons from non-SAILS libraries, checked out almost 192,000 Overdrive items**

Goal 3: MEMBER SERVICES

SAILS will provide support and training to staff, making it easier for staff to better serve their patrons.

- Most of SAILS' classes remained online, since we found it allowed for the most flexibility for libraries.
 - **21 library staff members were registered for Mentor training**
 - **68 SirsiDynix Mentor classes were completed.**
 - **36 staff trained in cataloging**
- The SAILS circ policy committee took the discoveries from last year's circulation focus groups and begin addressing the areas where inconsistency may cause problems for the public or for staff workflow.
- SAILS hired a library student intern to **create video tutorials** for three areas that cause repeated confusion; handling damaged items, managing the missing in transit process, and pulling holds from the shelf
- SAILS staff continued to provide immediate responses to members when they submitted requests for support and **responded to 6,801 service requests.**
- SAILS continues to support a network subscription to **Google Workspace for Non-Profits.** Libraries rely on the use of email, shared mailing lists and calendars, shared drive space, collaboration with documents, and all other Google apps.

Google Apps Usage:

- 21.21 TB Storage available
- 1.84 TB Storage used
- 707 - active accounts
- 11,750 - avg # emails received daily, system-wide
- 900 - avg. # emails sent daily, system-wide



Goal 4: COLLABORATION

SAILS will support collaboration and resource-sharing among member libraries

- SAILS implemented two new collaborative purchasing programs: the WhoFi wireless analytics program and Kanopy video streaming service.
- The network started scheduling quarterly check-ins for K-12 school librarians held within 1-2 weeks after Membership meetings. The check-ins gave SAILS an opportunity to update K-12 librarians on what’s happening in the network and gave participants an opportunity to share ideas and questions with each other.
- At a time when so many new directors are moving to the network, SAILS scheduled a new director meetup to provide an opportunity for directors to meet each other and learn what services are available through SAILS.
- The network also continued to hold circulation and cataloging roundtables in the fall and annual meetings in the spring so that these groups continue to stay up to date on network news and collaborate with one another. These meetings continued to be held over Zoom.

Goal 5: STAFFING

SAILS will support staff to best meet the needs of member libraries and their users

- We began the process of evaluating SAILS office space needs so that we can a good balance between supporting the needs of member libraries while also allowing staff to work remotely more often. We hope to be able to save money on office space when our lease is up in the fall of 2023.
- SAILS staff provided training on Google apps, Overdrive Marketplace, the SAILS Digital History collection, and Beginning Cataloging. The network started visiting libraries to provide customized training on maintaining their Overdrive collection through Marketplace.

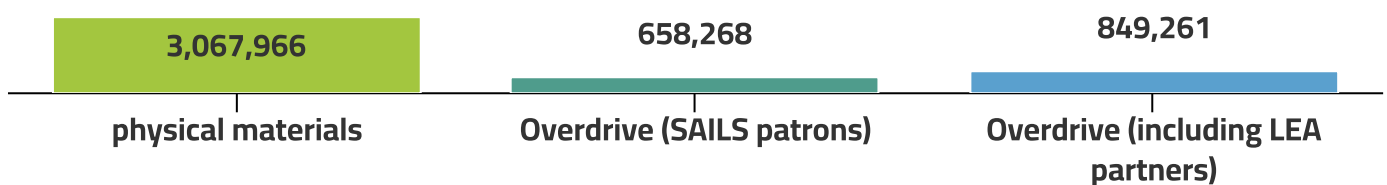
Goal 6: COST EFFICIENCY

Recognizing the financial constraints of its member libraries, SAILS will keep fees affordable for members

- SAILS not only maintained a 2% cap on assessment increases, but, through a surplus in the FY21 fiscal year, was able to reduce the overall assessments to be collected under the FY23 budget.
- Our libraries **saved** a total of **\$64,539** through our cooperative purchasing opportunities.

Libraries	Public	School	Academic	Special		
	38 members	23 members	1 member	1 member		
	45 locations	12 districts				
Patrons	Total	New Registrations	New Online Registrations			
	319,008	28,778	8,129 (36%)			
Collection	Unique Titles Added	Physical Items	Overdrive Ebooks	Overdrive eAudiobooks	Overdrive Videos	Magazines
	36,979	3,130,387	75,236	20,186	1,097	3,515

Circulation



- **Physical materials** - 3,067,966 (64% increase over FY21, 2% increase over FY20)
- **Overdrive circulation** (SAILS patrons) - 658,268 (1% increase over FY21, 10% increase over FY20)
- **Overdrive circulation** (including LEA partners) - 849,261 (3% increase over FY21, 15% increase over FY20)
- **Overdrive average hold wait time** - 39 days, down from 41 days in 6/2021



Report of the President June, 2022

After all of the turmoil and chaos of 2020 and the early part of 2021, library life and network services began to adapt to the new normal in Fiscal Year 2022. While we long for a complete end to the pandemic, our resourcefulness as librarians, coupled with the hard work and diligence of the SAILS staff, has meant that we have been able to provide exceptional service to our patrons and communities.

Some highlights of the year include:

- A privacy audit helped us identify ways to better secure patron data. With a \$25,000 grant recently awarded from the MBLC, SAILS can continue in the next fiscal year to identify ways to improve cybersecurity.
- Moving forward with a new statewide online card registration platform enhance services for patrons, including renewing their cards online
- The first virtual Legislative Breakfast. While it would have been wonderful to meet in person, the committee put together a terrific online program that was well attended and inspirational for all
- Advocating for new state legislation for reasonable pricing from publishers for our digital books and audiobooks
- Removing the requirements that only directors could chair SAILS committees, allowing staff who work directly with patrons to take leadership roles on those committees
- Evaluating the need for office space as staff works remotely more regularly
- Creating mentor opportunities for new directors to work with more seasoned directors
- Implementing updates to Enterprise, resulting in a new look and feel with improvements in the way results are displayed when formats are grouped together, a new tabbed display that breaks down results by format, a new password reset feature and the removal of the word "delinquent" from My Account settings
- Replacing Novelist Select with Syndetics Unbound, giving access to more professional reviews, read-alikes, and other enhanced content in Enterprise.
- Hiring an intern to create training videos for staff covering circulation procedures for handling damaged items, managing the missing in transit process, and pulling holds from the shelf
- Purchasing two meeting owls to allow for remote participation which results in the first in-person meeting in over two years in March 2022. The owls allow for hybrid meetings, something that will continue to be an option going forward
- We said goodbye to the following directors:
 - o Christopher McGhee, E. Bridgewater (moved out of network)
 - o Uma Hiremath, Easton (retired)
 - o Manny Leite, Foxboro (moved out of network)
 - o Susan Berteaux, MMA (retired)
 - o Debbie Wall, Pembroke (retired)
 - o Eden Ferguson, Raynham (retired)
 - o Joanne Nichting, Somerset (moved out of network)
 - o Daisy Delano, Taunton (retired)
 - o Ellen Snoeyenbos, W. Bridgewater (retired)
 - o Sue Branco, Westport (retired)
- We welcomed the following new directors to the network
 - o Ian Dunbar, Ames Free Library, Easton
 - o Madelene Pimental, New Bedford High School
 - o Marcie Walsh-O'Connor, Pembroke
 - o Karen O'Brien, Raynham
 - o Jessica Cabral-Lafreniere, Somerset Berkley Regional High School
 - o Diane White, Somerset
 - o Patrick Marshall, Wareham
 - o Laura Williams, West Bridgewater

Today is also the last meeting for the previous network president, Gail Roberts from Rochester. I will miss my colleague and fellow knitter greatly, and I know all of you feel the same way. Finally, as I end my presidency, I want to thank my fellow directors and the network staff for all of your support this year. It hasn't always been easy, goodness knows none of it was predictable, but thanks to the hard work and dedication, and diligence of all of you, it has always been manageable.

- Carole Julius