

SAILS Action Plan FY24

Goal 1: TECHNOLOGY SAILS will serve as a leader in technology for its member libraries.

Objectives	Actions	Timeframe	By Whom
Work with member libraries to keep them up to date on technology trends and continually identify new technologies that should be explored as possible core or optional services.	Upgrade Envisionware libraries to new cloud-based Envisionware platform	Q1-2	PC Support Technician
	SAILS staff members will each attend at least one online or in-person training/conference per year to keep up on trends that may be relevant to SAILS libraries.	Ongoing	SAILS staff
	Sponsor a speaker to present on current technologies in libraries	Quarter 4	Executive Director / SAILS Board
	Manage firewall replacement project	Quarter 1-2	Executive Director / Asst. Admin for Technology
	Implement multifactor authentication for Google Workspace accounts	Quarter 1-2	Executive Director / Asst. Admin for Technology

<p>Continue to monitor new developments and services available in the Integrated Library System, Discovery layer and other network-supported software.</p>	<p>Apply ongoing updates to Symphony and Enterprise so that SAILS is never further than one release behind the most current release.</p>	<p>Ongoing</p>	<p>Assistant Director for Technology Services</p>
	<p>Participate in SirsiDynix Strategic Partnership Programs for features that may be of value to SAILS members.</p>	<p>Ongoing</p>	<p>Assistant Director for Technology Services</p>
	<p>Attend annual COSUGI meeting, and annual Consortium Special Interest group up to date on upcoming SirsiDynix development and to advocate for the needs of SAILS libraries.</p>	<p>Quarter 2 & 3</p>	<p>SAILS staff</p>
<p>Continue to support an active, responsive, and cost-effective PC support program to make PC maintenance as stress free as possible for participating libraries.</p>	<p>Allocate funds from general assessment to cover a small percentage of the PC Support salary to cover time spent on SAILS office tech needs and support of Envisionware for non-PC Support libraries.</p>	<p>Q1</p>	<p>Membership</p>

Goal 2: USER EXPERIENCE SAILS will provide an intuitive experience to end users for SAILS-supported products.

Objectives	Actions	Timeframe	By Whom
Explore improvements to the SAILS discovery layer.	Investigate alternatives to Enterprise as a discovery layer with the goal of improving search and the user interface when users are seeking materials.	Quarter 3-4	Assistant Director for Technology Services
	Participate in SirsiDynix Strategic Partnership Program for new SirsiDynix discovery layer to replace Enterprise	Quarter 1-4	Assistant Director for Technology Services
	Work with SirsiDynix consulting services to continue customizing catalog to improve patron experience	Ongoing	Assistant Director for Technology Services, PubPAC
Explore improvements to the experience of using mobile devices to access SAILS resources.	Explore and implement customization options to further improve the SAILS mobile app.	Ongoing	Assistant Director for Technology Services, PubPAC
	Work closely with Overdrive to advocate for continued mobile app improvement to meet the needs of SAILS libraries.	Ongoing	Executive Director / Technical Services Librarian

	Hire part-time cataloging associate to assist with upgrading records to full bibliographic records, making them more findable for patrons	Q3	Executive Director
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Goal 3: MEMBER SERVICES SAILS will provide support and training to staff, making it easier for staff to better serve their patrons.

Objectives	Actions	Timeframe	By Whom
Provide more training and education for staff	Offer a minimum of four online and in-person training opportunities each fall and spring.	Quarter 2 & 4	SAILS Staff
	Create online beginning cataloging training videos for member library staff to access at any time.	Q1-2	
Manage a redesign/reorganization of the staff web site to improve the ability for staff to find best practices, policies and procedures.	Complete implementation of staff web site reorganizations and redesign	Quarter 1	Assistant Director for Technology
Responsive to library support requests, answering them fully and with minimal delay.	Provide increased support for member library diversity audits	Q4	Asst. Admin. for Technology

	Continue to meet SAILS Guaranteed Service Levels for response time of support requests.	Ongoing	SAILS staff
	Ensure staffing allows for adequate support coverage Monday through Friday from 8 a.m. to 4:30 p.m.	Ongoing	Executive Director
	Survey directors and membership about satisfaction with SAILS services.	Quarter 4	Executive Director

Goal 4: COLLABORATION SAILS will support collaboration and resource-sharing among member libraries

Objectives	Actions	Timeframe	By Whom
SAILS will continue to find opportunities to support group purchasing and subscriptions.	Be responsive to requests from libraries to gauge interest in coordinating purchase of non-electronic materials	Ongoing	SAILS Executive Director / Board
	Evaluate calendar, museum pass booking, and program registration software to ensure this collaborative purchase meets the needs of member libraries.	Q2	SAILS Executive Director / Task Force

SAILS will support meet-ups of directors and staff to allow them to share ideas about the best way to serve their users.	SAILS will hold circulation and cataloging roundtables in the fall that will allow for informal discussion among library staff.	Quarter 2	SAILS staff
	SAILS will hold annual circulation and cataloging meetings to deliver updates to these user groups.	Quarter 4	SAILS staff
	SAILS will continue holding regular meetings of directors for informal discussion of common issues and concerns	Ongoing	Executive Director
	Schedule regular meeting of school librarians and other user groups.	Quarterly	SAILS staff
	Continue SAILS Community Read for library staff to meet and interact with each other regarding a read that will also support professional growth	Quarter 3	SAILS Board / Membership
Provide support for libraries to share what resources, programs and equipment they have available for patrons.	Formation of Shared Services Committee for directors to identify and implement ideas to support collaboration in the network.	Quarter 3	SAILS Board

Goal 5: STAFFING SAILS will support staff to best meet the needs of member libraries and their users

Objectives	Actions	Timeframe	By Whom
SAILS Administration and the Personnel Committee will identify ways to ensure longevity of SAILS staff.	Hire new staff to assist with cataloging , allowing SAILS to shift current staff to support a full-time person dedicated to support and training in circ and holds	Quarter 3	Executive Director
	Continue to evaluate salaries at other similar organizations to ensure SAILS salaries are in line with what is paid for similar positions throughout the state.	Quarter 1	Executive Director / Budget Committee / Personnel Committee

Goal 6: COST EFFICIENCY Recognizing the financial constraints of its member libraries, SAILS will keep fees affordable for members

Objectives	Actions	Timeframe	By Whom
SAILS will maintain a reasonable cap on annual membership fees to keep costs low.	Maintain a 2% cap on assessment increases during the annual budget process	Quarter 2	Budget Committee
SAILS staff and the Board will look for opportunities to increase membership in the organization.	Book exhibit space at the MSLA Conference to highlight the benefit of SAILS to potential new members	Quarter 3	Executive Director

Goal 7: MEMBER PARTICIPATION SAILS is a member-driven organization that will incorporate member involvement into the process of determining what services are offered, how funds are spent, and future directions for the network.

Objectives	Actions	Timeframe	By Whom
SAILS staff and committees will provide opportunities for member participation and feedback to assist in the decision-making process.	Initiate strategic planning process for SAILS FY26-31		Ex. Director / SAILS Planning Committee
	Promote opportunities for joining network committees in an effort to get new people involved in the organization.	Quarter 4	SAILS Board of Directors / Executive Directors
	Employ opportunities for feedback (surveys, focus groups) when considering new services or changes to policy.	Ongoing	SAILS Board / Committees / Executive Director
	Meet one-on-one with directors to get informal feedback on SAILS programs and services	Ongoing	Executive Director