

Direct & Equal Access

To provide direct and equal access to diverse information resources.

- Operates, maintains, & supports the public catalog (iBistro) and circulation system for residents to request and check out books, videos, and music at 47 public, 21 school, and 2 academic library locations.
- Provides access to a collection of over 3,567,611 items, worth over \$79,000,000.
- Maintained an average 99.59 % system availability.
- Increased Internet bandwidth over 400%, improving access for patrons & staff.

I have a tiny library in my town, but through this system, my children, my spouse and I can find all kinds of interesting things to read, watch and listen to. This kind of access is great for mothers of small children like myself.—Berkley patron



Last year's most popular title.

Every Patron's Needs

To support activities that enhances an individual library's ability to meet the needs of its users.

- Serves a population area of 738,204 residents. Over 40% are active library users.
- Saves busy, hard-working people time by allowing them to shop & search at home, on their schedule.
- In a patron survey conducted in January 2008, 92.8% of the 2657 respondents were satisfied with the online services available through SAILS.

New service—E-books for E-kids!

Kids learn how to read with these fun, animated picture books. Supports language learning, ESL, & accessibility needs. Schools get interactive reports, tests, lesson plans, & more! Get it online, through your library.



I cannot drive, and in order to get to the library, I need to take 2 buses. The SAILS Network allows me to do what I need to do at the library WITHOUT having to leave my home. It allows me to find materials and books much more easily than if I am at the library squinting at the shelves and struggling to see... I have what I want available when I reach the library.—New Bedford patron

Sails has been a great source of provision for my daily commute to work. Without the books I download it would be a very frustrating and difficult ride. It would be a great loss to many commuters if this valuable asset were to be cut.—Dartmouth patron

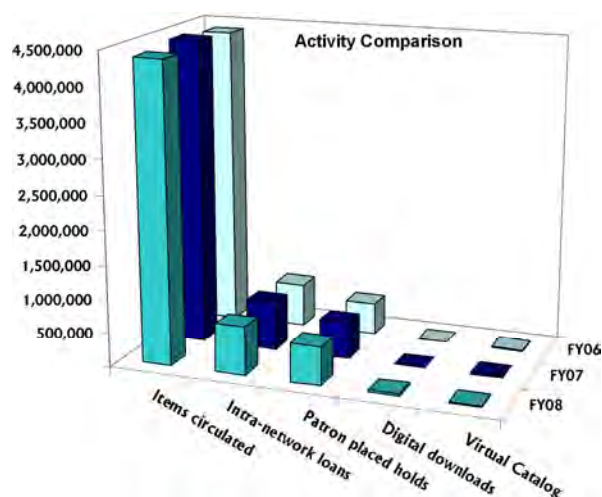
Libraries are an unbelievable resource for educating our children!! No one can afford to buy all the books they need to read!—Rehoboth patron

It is the best way to access and search for library materials while saving time and conserving gas...—Middleboro patron

Cooperation & Sharing

To work cooperatively with its members to promote the collection and sharing of library resources.

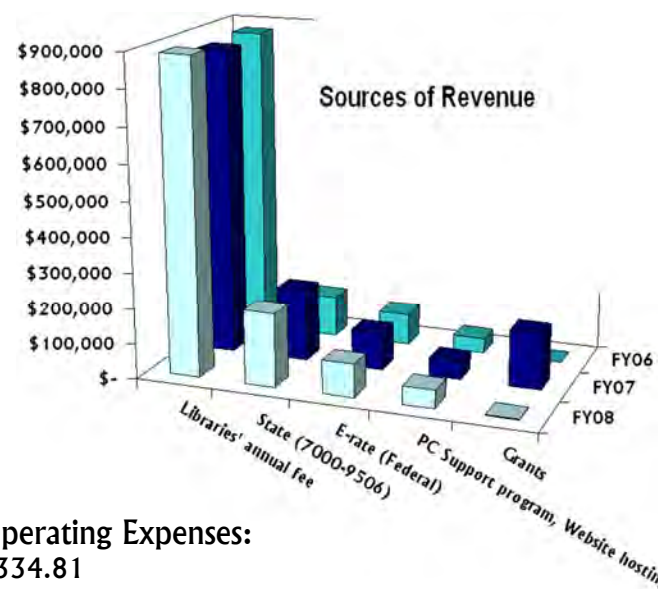
- 665,329 hold requests were placed in the iBistro online catalog.
- 245,000 + searches done monthly in iBistro.
- Digital downloads increased from 6,918 to 31,094 with the addition of our TumbleBooks subscription.
- 2000 more Overdrive titles checked out over previous year.
- \$45,288,607 = value of items borrowed last year
- Saves libraries & towns money by offering group purchasing opportunities—from office supplies to digital content.
- Saves hard-working people money by allowing them to choose convenient pick-up location.
- Saves money and natural resources by sharing the collection of over 3.5 million items, vs. the 47,000 items in an average collection.



With limited monies in each community's budget, it is imperative that SAILS be funded so that we can have access to a wide variety of materials from other libraries. The service that SAILS has provided is outstanding.—Foxboro patron

Leadership & Technology

To provide innovative leadership and encourage the joint use of technology



Total Operating Expenses:
\$1,302,334.81

SAILS...

- responded to over 6000 helpdesk calls.
- upgraded 15 libraries and installed three new libraries with print & PC Reservation Management Systems.
- setup and installed 75 PCs at various libraries.
- serves as an Internet Service Provider (ISP) for libraries' public and staff computers.
- hosts & supports Web sites for libraries.
- submits grant requests to offset member rates.

New Service—Director's Station—business analysis tool for libraries. Libraries can now make decisions based on trends and patterns; collection development, policies, staffing requirements, services, budget needs...