

2010 ANNUAL REPORT



SAILS' Mission

S.A.I.L.S. is a multi-type consortium of libraries in Southeastern Massachusetts. Its mission is:

- To work cooperatively with its members to promote the collection and sharing of library resources—**over 4,590,000 items borrowed = 3 items per resident in our service population.**
- To provide innovative leadership—changed method for our libraries' access to the Internet;

⤴ increased bandwidth 94%

⤵ decreased cost 84%

- To encourage the joint use of technology—**24/7 online collections; managed by the network**
- To support activities that enhances an individual library's ability to meet the needs of its users
Some examples:
 - Assisted Bridgewater & Easton in adding self-serve holds for patrons.
 - Re-routed pickups from North Attleboro, during their flooding.
 - Customized access to items for schools to facilitate research.
- To provide direct and equal access to diverse information resources.

Added Online User Registration, allowing new patrons to **immediately** place holds, access the Overdrive digital books collection, and the research databases from the state.

→ SAILS has the highest number of full-time member libraries in the state.

→ Member fees totaled \$5,320,604 dollars. This comes to **\$6.50** in service for every dollar spent for network services—a **65% return on investment.**

→ SAILS staff response—5306 help desk requests and 172 onsite visits to libraries

→ Total population of service area: 738,204

→ Total patrons: 453,401

→ iBistro visits (online catalog): 1,444,000



Easton's remodeled lower level





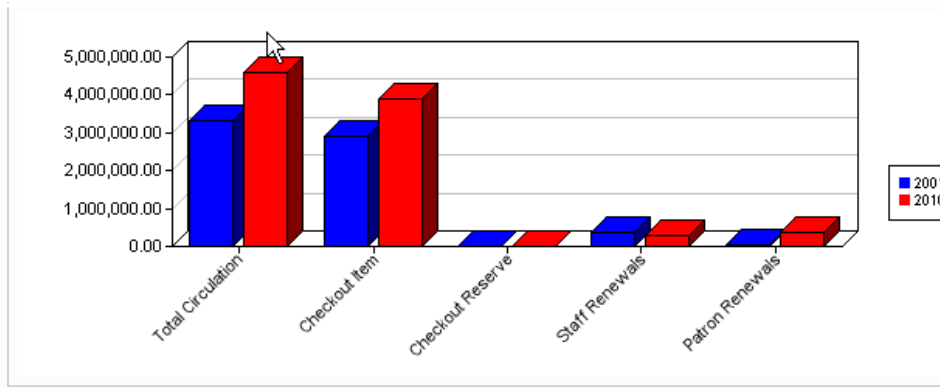
SAILS LIBRARY NETWORK

Serving Libraries

CUSTOMER SERVICE OPPORTUNITIES

SAILS has been working with libraries to help streamline routine tasks and empower the customer. Some ways this is happening is by introducing self-service holds, self-checkout stations, and allow patrons to register for a library card online.

We're also trying to make the cumbersome job of handling delivery easier by partnering with the statewide delivery service to implement a new technology called "sort to light". This will let staff put any item with a barcode on the outside, straight in the delivery, without having to mark where it is going and when. This is all being done through a conversation between our server and the delivery company.



KEEPING ALERT

SAILS prints daily overdue notices and bills for libraries, as well as email out reminders for items falling due, pickup notices for available holds, and alerts for items that have been long overdue and assumed lost. Each library is able to request their own schedule for these reports.

| FY July June | Measures | | | | |
|--------------|-------------------|---------------|------------------|----------------|-----------------|
| | Total Circulation | Checkout Item | Checkout Reserve | Staff Renewals | Patron Renewals |
| 2001 | 3,335,805 | 2,909,255 | | 386,005 | 32,548 |
| 2010 | 4,591,100 | 3,896,029 | 5.639 | 307,120 | 376,506 |

Checkouts and self-service on the Rise





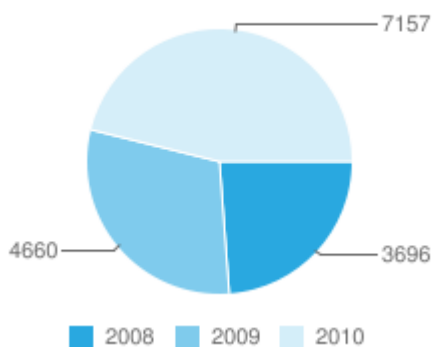
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THE LIBRARY THAT'S ALWAYS OPEN

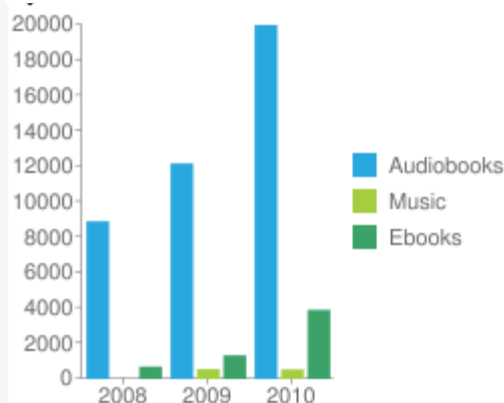
Aside from in-person services our libraries provide, through the network, they are able to help patrons all hours of the day or night with access to digital eBooks and databases for research. We also have a very heavily used service called TumbleBooks, animated picture books for kids, but also created to help encourage learning to read. And don't forget about reserving museum passes. Many libraries offer online museum pass reservations, affording their customers much desired cultural opportunities.

Unique Patrons Using Overdrive



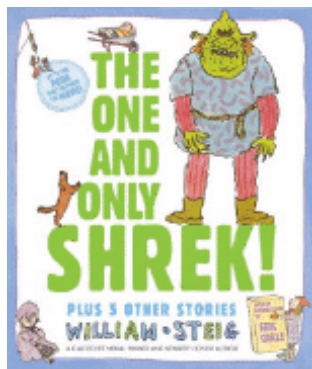
Usage is growing every year!

Overdrive Checkouts

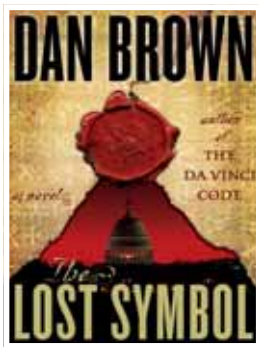


"the ability to get audio books online is terrific. Also, being able to find and reserve books online is quite invaluable. It is green and save time as well as the planet." -

Lakeville Patron



For children of all ages!



Most popular title in our Overdrive Digital Book collection



101,758

TumbleBook checkouts!



INFOTRAC[®]
SearchBank





SAILS LIBRARY NETWORK

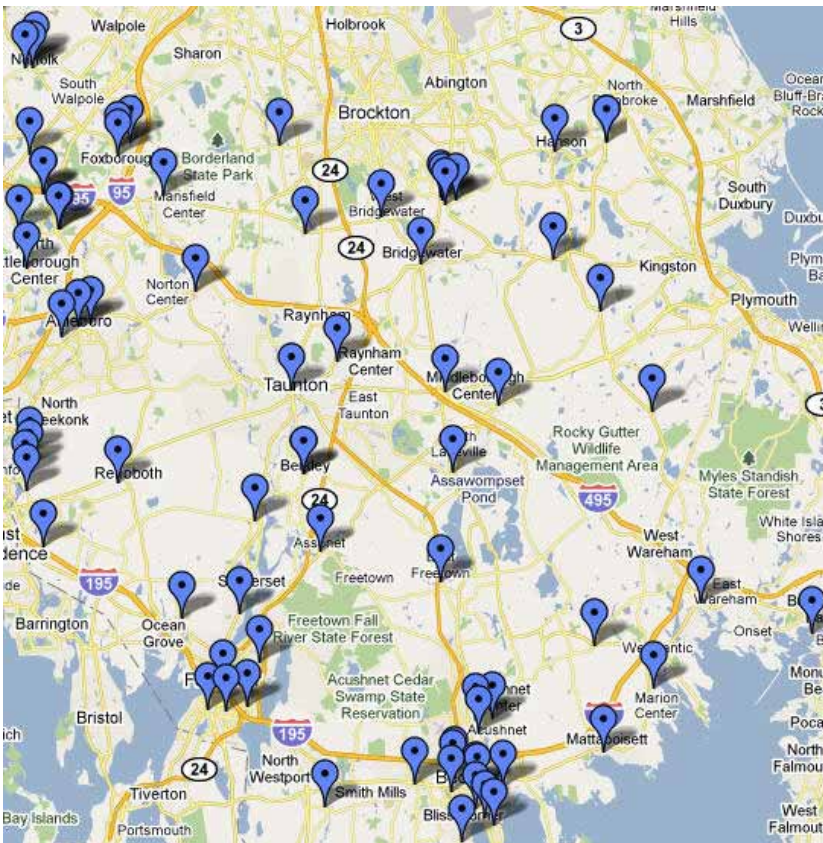
Serving Libraries

Why do you appreciate SAILS?

"I have a very busy schedule and being able to search multiple libraries at once, see the status and location of books, as well as being able to place holds with date restrictions has been extremely helpful. Otherwise I would not get to read as much as I would like. I also love the e-mail alerts to pick up holds!" - Attleboro patron

"Having been away from my local public library for years, I was amazed to learn from a friend that music CD's were available there. I am an avid fan of classical music and always looking to discover new composers as well as familiar favorites. I visited my local library and learned about the SAILS network, and that a large catalogue of music was open to me. It's a wonderful opportunity to listen to music by favorite artists as well as discover new music by unfamiliar composers. It has enabled me to preview a composer/music before purchasing it for my permanent collection. Thank you SAILS and the Somerset Public Library for the many hours of enjoyment I have experienced through this network service." - Somerset patron

Member Libraries



"Libraries and the Sails network are optimizing green technology. In the past I would purchase any book of interest and after reading them they would collect dust in my den. I now research what I want on Amazon and then locate it through Sails. I feel that by utilizing the libraries I am not collecting stuff, but sharing valuable knowledge and adventures with everyone. Please promote how the libraries are saving our planet one book at a time." - Berkley patron

2010 Board of Directors

| Library | Representative |
|-------------------------------------|------------------------------------|
| Bristol Community College | Sai Chinnaswamy |
| Carver Public Library | Carole Julius (Treasurer) |
| East Bridgewater High School | Carrie Tucker |
| East Bridgewater Public Library | Manuel Leite (President) |
| Fairhaven—The Millicent Library | Carolyn Longworth |
| Middleboro Public Library | Danielle Bowker |
| New Bedford Public Library | Stephen Fulchino |
| Norfolk Public Library | Robin Glasser (VP/President Elect) |
| Plumb Library (Rochester) | Gail Roberts |
| Plympton Public Library | Debbie Batson |
| Raynham Public Library | Eden Fergusson |
| Russell Memorial Library (Acushnet) | Jayne Viveiros |
| Somerset Public Library | Bonnie Mendes (Secretary) |
| Taunton Public Library | Susanne Duquette |
| West Bridgewater Public Library | Beth Roll Smith |



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