

FY '17 Accomplishments



Services to Patrons



Sitecues was added to the SAILS website and Enterprise, providing **accessibility technology** to help visually impaired people use our services.

Novelist, **Reader's Advisory content**, was added to Enterprise to enhance the patron experience. SAILS websites were converted to use Secure Sockets Layer (SSL) to ensure all patron data from our website is **encrypted and secure**.

92.5% of 621 patrons, reported a **positive experience** using Enterprise, according to our Patron Experience Survey.



3160 items added by SAILS to the Overdrive collection.



Overdrive website was upgraded to allow a better user experience and provide the network with tools to highlight special collections.

Raynham Remembers and the **Attleboro High School Yearbook** collections were added to the SAILS Omeka Digital site. The **Plainville History** and **Taunton's A. L. Ward Photographic** collections were updated.

Google **Analytics** was updated to allow libraries to view Enterprise stats.

Enhancements to Network Operations

The Dighton Rehoboth School District **joined SAILS** and were the first sites to use the new online staff client, Blue Cloud Cataloging, to update their items in the system.



SAILS upgraded 41 Comcast Internet lines, **tripling the speed** provided to each library.



The PubPac Advisory Committee began its review of **Mobile App** products that would be appropriate for SAILS. As part of the process SAILS held 4 focus groups inviting patrons to talk about desired features.

Services to Staff/Libraries



350 member library staff workshop attendees. **108 member library staff** meeting attendees. **185 site visits by network staff**, made to individual libraries. PC Support closed **250 help desk tickets**. Network staff closed **7100 help desk tickets**. SAILS sponsored a Workshop for

directors, conducted by 3rd Chapter, on **"New Methods of Customer Outreach"**. SAILS sponsored the 2nd Annual **Library Showcase**, with 17 member library staff presenting their innovative ideas. SAILS sponsored Baker & Taylor Title Source 360 and Ingram iPage **training for acquisitions**. **1750 original cataloging** records created. **266 supply orders** filled.

SAILS at the State Level

4 legislative coffees in December 2016 to speak about the importance of library funding. **1 legislative breakfast** in January 2017 at the New Bedford Public Library, attended by 11 State representatives.

697 patrons offered comments about the importance of delivery services, which were shared with State representatives. **30 library supporters** attended the Mass Library Assoc. Annual State House Legislative Day, using a bus chartered by SAILS.



Member of the **MBLC Statgic Planning Committee** (Debby Conrad)

Member of the **MBLC Directors Search Committee** (Debby Conrad representing Networks)

Digital Commonwealth Board (Kristin Slater, incoming president and conference co-chair)

MLA Executive Board (Laurie Lessner, Membership Committee Chair)

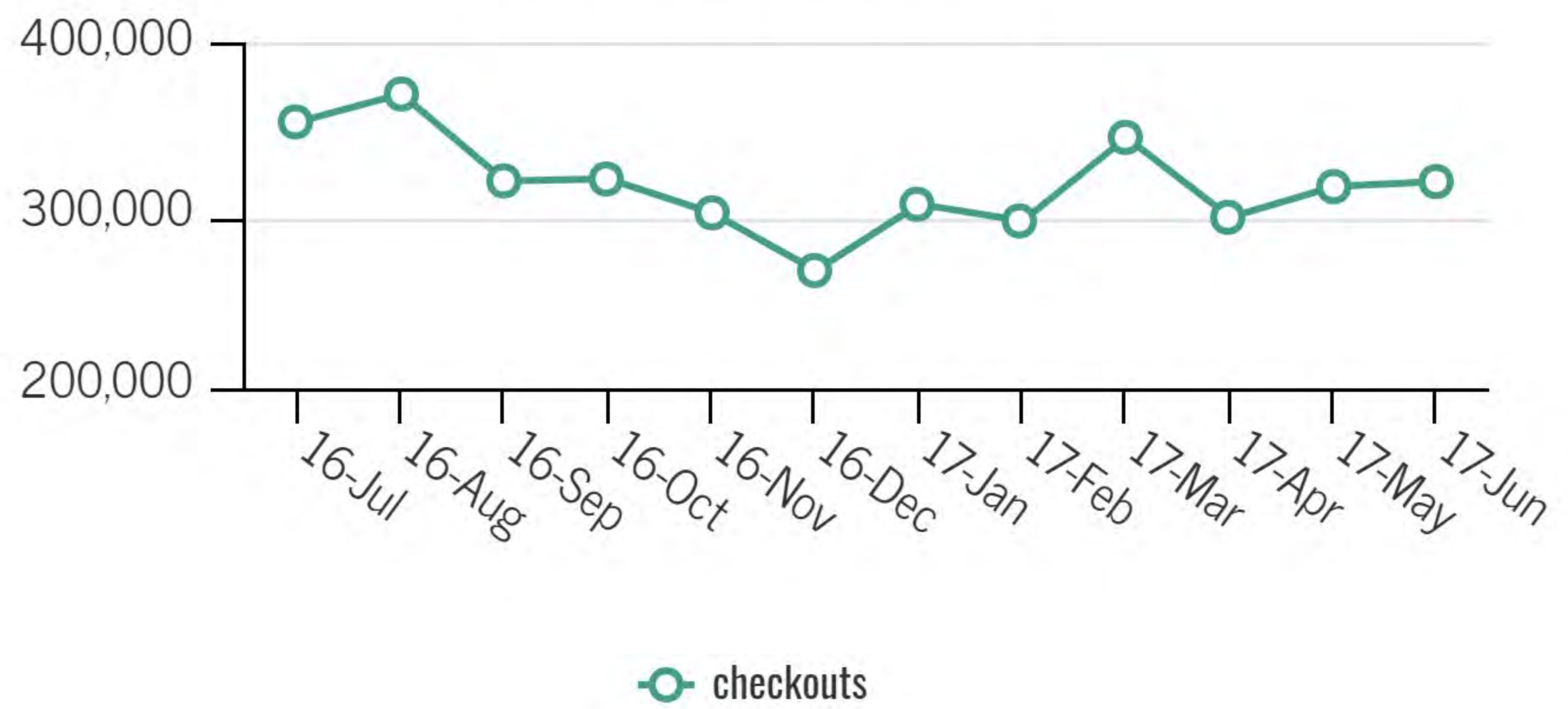
MLA Conference Planning Committee (Debby Conrad, Sponsorship Chair, and Laurie Lessner as Membership Committee Chair and liaison with conference app developer)



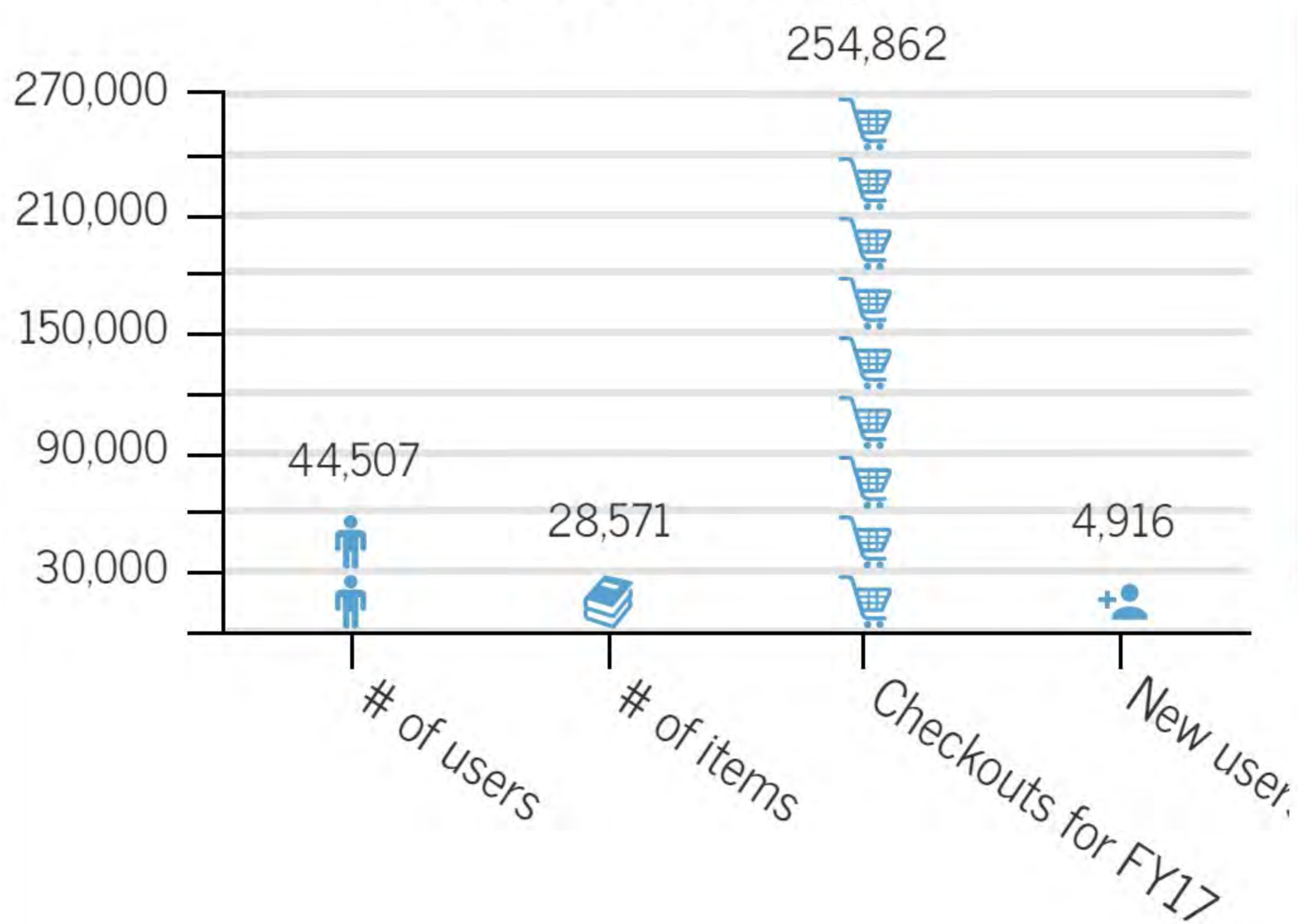


FY '17 Numbers

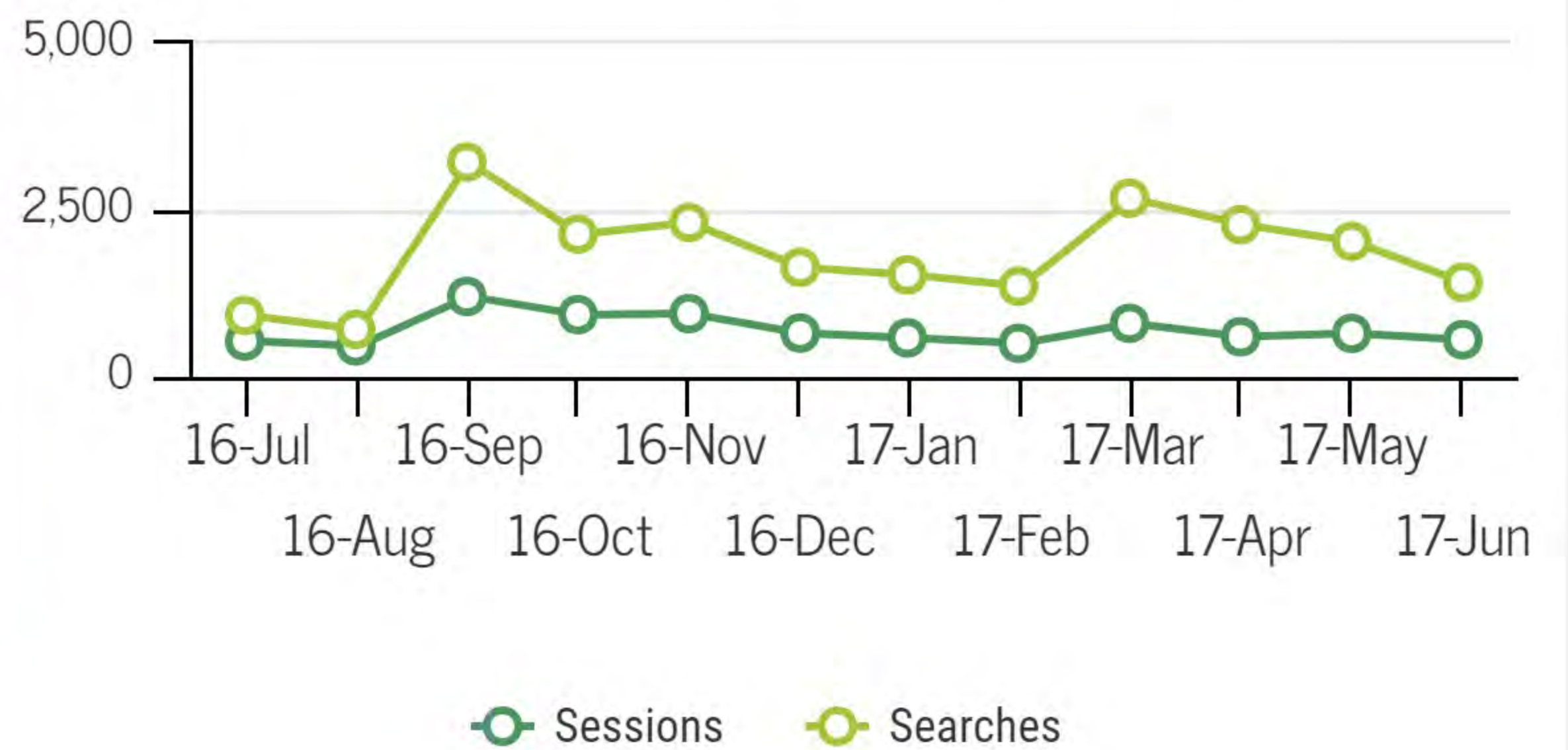
All Formats Circulated



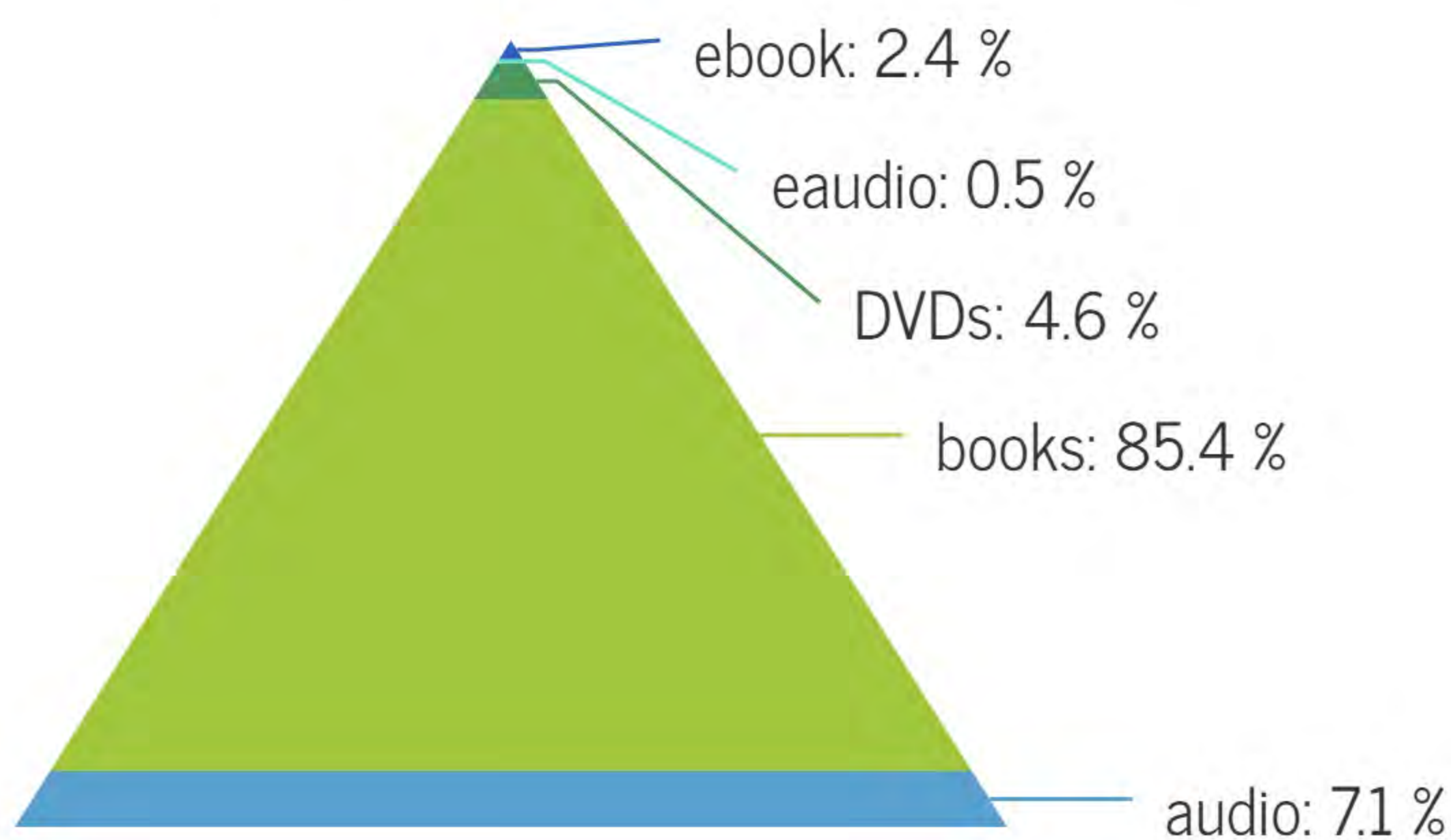
Overdrive Activity



Novelist Readers' Advisory Usage



Popular Formats in the SAILS Collection



60% increase in **Online Bill Payments** from 2016