



Organization Name: **PaILS – the Pennsylvania Integrated Library System Consortium**

Organization Mission:

- PaILS provides access to information resources by offering a collaborative, high quality, open-source integrated library system that is equitable, cost-effective, and promotes resource sharing among libraries statewide.

Organization Contact Information:

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Elevator Speech (brief introduction to your organization for those who may not be familiar with it):

Join our consortium and be part of something special. Pennsylvania Integrated Library System (PaILS) is a non-profit organization dedicated to providing an ILS created for Pennsylvania libraries and library systems. PaILS strives for results-focused customer support and building personal relationships with all our clients, who are together known as the “SPARK” consortium. We work to support our libraries in improving service to PA library users through initiatives such as resource sharing between unaffiliated libraries.

Notable Accomplishments in 2021:

- 2021 by the numbers: 4.9 million circulations | 99.8% uptime | 155 catalogers certified
- A new Membership Engagement Specialist position was created to manage the customer experience, handle the introduction of ChiliPac as the default OPAC for all SPARK libraries, and train library staff on using NovelList Plus.
- In February, Clinton County Libraries (4 locations) went live on SPARK.
- SPARK was upgraded to Evergreen 3.7.

Plans for 2022:

- In February, Western Pocono Community Library and Barrett Paradise Friendly Library went live on SPARK.
- Increased focus on data – we began detailed benchmarking of database uptime and helpdesk ticket satisfaction
- Two new agreements were signed between unaffiliated libraries for resource sharing so far in 2022.
- Adding Syndetics Unbound to SPARK library OPACs to improve patron discovery of items.
- Implementing regular member communications on a variety of topics, including an upgrade to Evergreen 3.9.
- Investigating ways in which our consortium can make inter-library loans easier for our members.
- Continue to promote libraries sharing materials with each other - 2 new resource sharing projects so far in 2022.

Long Term Plans:

- PaILS’s current strategic plan focuses on three areas: Capacity, Community and Collaboration. Goals in these areas include: deepening relationships with key partners such as other statewide resource providers; keeping in touch with technology and trends that impact libraries and library users; and a focus on trust and reliability.