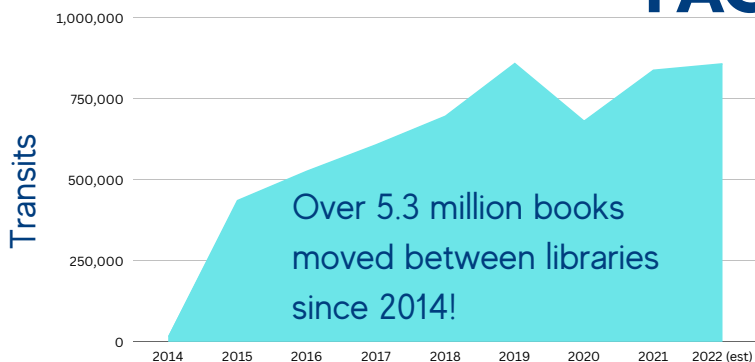# paILS | SPARK

## ABOUT:

Pennsylvania Integrated Library System (PalLS) is a non-profit organization dedicated to providing an ILS created for Pennsylvania libraries and library systems. PalLS 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.

**Get in touch with us.**

pails@sparkpa.org

www.sparkpa.org

## MISSION:

PalLS 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.

## FACTS & FEATURES:

Over 5.3 million books moved between libraries since 2014!

*(Chart: Transits by year, 2014–2022 (est), Y-axis from 0 to 1,000,000)*

- Over 1 million shared records
- 160+ libraries
- 99.87% uptime in 2022
- 4.9 million circulations in 2021
- More than 319,000 items were automatically renewed for patrons in 2021

## TESTIMONIALS:

"I came away with understanding the inventory process. I very much appreciated the Zoom call for the ability to communicate clearly and see the screen."
- Linda Krafinski, Pike County Public Library

"Once we decided to go fine-free, PalLS worked with us to update our fines and notices in SPARK, and forgave old fines based on our criteria – they made it easy!"
- Lisa Erickson, Huntingdon County Library

# paILS | SPARK

## AN ILS CREATED FOR LIBRARIES BY LIBRARIANS:

- Open-source software: highly customizable and adaptable for each library's unique needs, services and branding
- The complete package: circulation, acquisitions, patron management, and public catalog - available to all libraries at one price
- Community contributes directly to product development through the SPARK User's Group and the wider Evergreen open source community

## RESULTS-FOCUSED CUSTOMER SUPPORT:

**98%**
satisfaction with tickets

- Access to our support specialists during working hours through our helpdesk, extensive documentation in video and written formats
- 99% of requests met or exceeded expectations for time-to-solution
- 98% of our customers are "very" or "extremely" satisfied with our customer support experience

## DEDICATED TO PA LIBRARIES & LIBRARY SYSTEMS:

- Our work supports Office of Commonwealth Libraries and Pennsylvania Library Association initiatives such as statewide resource-sharing
- We partner with HSLC to improve interlibrary loan borrowing in AccessPA
- In 2021, 155 SPARK library staff completed comprehensive cataloging training & certification, designed by our own SPARK Cataloging Committee



www.sparkpa.org