

ABOUT:

SPARK is the open-source integrated library system (ILS) built on the **Evergreen** platform that is available exclusively for Pennsylvania libraries and library systems.

The system is managed by the **Pennsylvania Integrated Library System (PaILS)**, a non-profit organization dedicated to providing a low-cost, robust, and customizable ILS for SPARK members so they may provide excellent library services for their patrons.

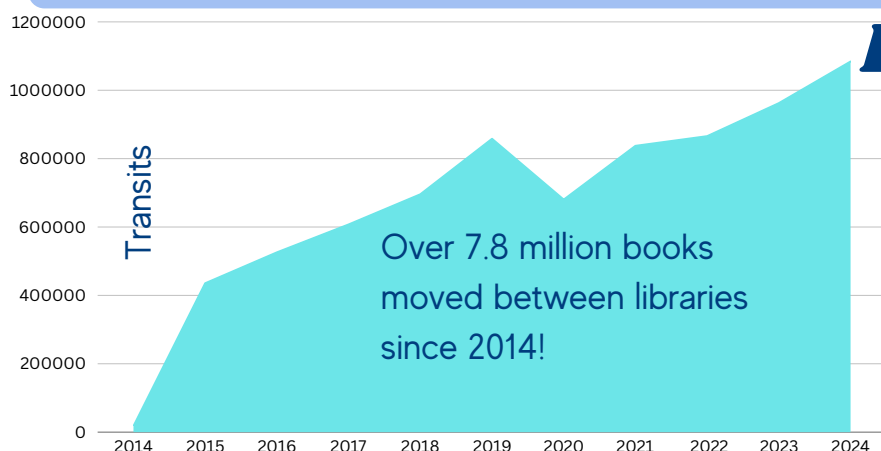
Let's connect!

pails@sparkpa.org 
www.sparkpa.org 



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.



FACTS & FEATURES:

- Over 1.8 million shared records
- 180+ libraries
- 99.9% uptime
- 7,892,094 Circulations in 2024
- 580,361 Transits for Holds in 2024
- Over 72,000 AccessPA ILLs
- 896,517 active patrons

TESTIMONIALS:

"Our new SPARK catalog system helped us improve our patron service. Evergreen and SPARK provide us with faster checkout times, automatic email notifications, and the exact shelf location of library materials." -Lee Ann Schrock, Mary S. Biesecker Public Library (migrated 2024)

"We appreciated the well-planned, step-by-step migration process... Their teamwork and organized approach to the migration allowed our library to easily explore and understand all of the features and options the new catalog has to offer." -Morgan Simmons, Mary S. Biesecker Public Library



AN ILS CREATED FOR LIBRARIES BY LIBRARIANS:

- Our open-source software (Evergreen) is highly customizable and adaptable for each library's unique needs, services, and branding
- We offer the complete package: circulation, acquisitions, patron management, reports, and a sleek public catalog all at one price
- Our SPARK community contributes directly to product development through the SPARK Users' Group and the wider Evergreen open-source community

RESULTS-FOCUSED CUSTOMER SUPPORT:

98%

satisfaction
with support
tickets

- Our libraries have direct access to our support specialists during working hours through our helpdesk, as well as extensive documentation
- Our members call our customer support services "fast," "friendly," and "effective"
- Our support allows our member libraries' ILS infrastructure to function as desired and to offer innovative library services like going fine-free

DEDICATED TO PA LIBRARIES & LIBRARY SYSTEMS:

- We support access to library items through resource-sharing; this year, we successfully connected 3 districts to make 1.2 million items available to their patrons
- We rolled out an integration between our ILS and the statewide interlibrary loan system to significantly reduce staff time spent on interlibrary loans
- This year, we've begun development work to bring true electronic card registration with automatic address validation to our consortium

