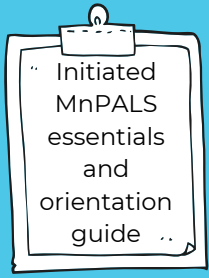




# HOW PALS HELPS YOU



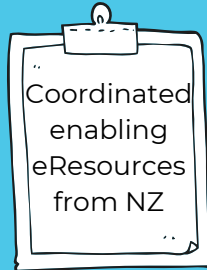
Made request form easier for clients

## CUSTOMER SERVICE INITIATIVES

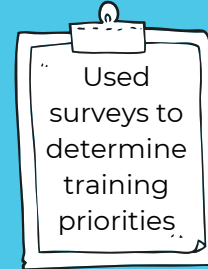
Added Key Resources on website



Started Meeting of the Minds



Added 1:1 training sessions via bookings



Tried cohort meetings with small libraries

## SATISFACTION SURVEY

3.8/4

**100% satisfied**  
with 84% very satisfied

"All of the PALS staff is helpful, friendly, kind, considerate. I am never hesitant to contact them with a question."

"I love being able to go to the PALS staff for help. We've had a long term relationship with the office and know the people there."

"One-on-one review sessions have been very helpful..."

"...development of master agreements has been very helpful and much more efficient."

"Love the new ways to book time with specialists."

## MnPALs Facts

51 institutions



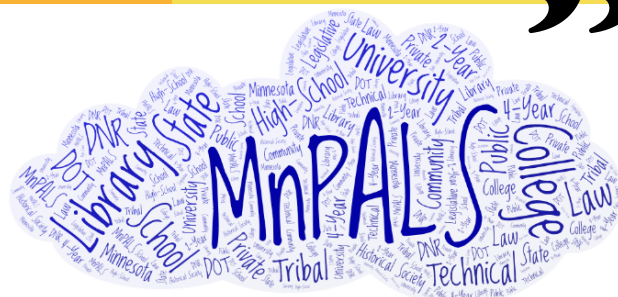
37 Minnesota State Colleges & Universities



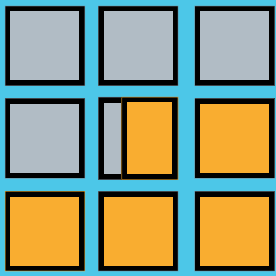
6 Private Colleges & Universities



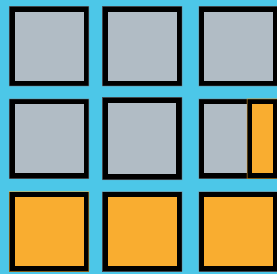
8 State Government & Special Libraries



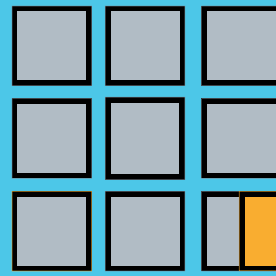
# Fiscal Responsibility



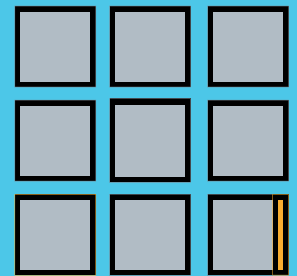
Salary/Benefits  
56.5%



Software Subscription  
36.9%



Overhead Contracts  
5.8%



Travel  
.8%

“ PALS is thorough, responds quickly, follows through with help and support, and they're cheerful and gracious....”

“ Having PALS lead the exploration into auxiliary tools is invaluable.”

“ They take their role of building up and being helpful to librarians very seriously and it is deeply appreciated.”



2,896  
PALS tickets

307  
Ex Libris tickets



Ex Libris  
Support Meetings

6 PALS support staff attendees

12 Meetings per year

36 High Priority issues addressed

“ We have a small staff so the technical expertise and assistance is invaluable.”

“ I always feel like I have a backup who will always be able to fix problems and point me in the right direction when I fail to find a solution myself.”

PALS  
Facts

13  
employees

Who  
Support

- Alma
- Primo VE
- Islandora
- EZproxy
- SubjectsPlus

Serving the  
Consortium of  
MnPALS Libraries  
for over **40**  
years