

## Embassy of Australia Library

The Embassy of Australia Library in Washington, D.C. is the only library of its kind in any of the Australian Embassies and Consulates worldwide. The Library serves the research needs and reading interests of both Embassy staff and Australians living in North America. On occasion the library answers questions from U.S.-based organizations regarding Australia, however their primary patrons are Embassy staff monitoring U.S. policies. The Staff also assists Australians in the local area who need research assistance on U.S. or Australian history and foreign policy. The Embassy Library has been an EOS client since 1997 and an EOS e-Library Service™ client since December 2002.

The EOS library automation software is used to provide staff access to the Embassy collection (both remotely and in the Library) and for the Library staff to purchase, track and circulate materials. The Library's collection is comprised of more than 4,000 books, 200 journals, and about a dozen videos.

### **EOS Library Automation Improves Library Visibility**

The EOS Cataloging module is used in conjunction with OCLC's CatME to make day-to-day cataloging tasks much easier at the Embassy.

"My paraprofessional uses the Serials module to process serials for distribution throughout the Embassy and to track missing issues for claims. The Serials claim report has been particularly useful to her since the report prints in letter format that is ready to be mailed to our vendors with no extra work on her part," states Melissa Elliott, Library Manager. "Other reports we find to be invaluable to our daily operations include overdue notices and collection item reports for inventory."

"We expanded our EOS system to include the Circulation module in the spring of 2002 to allow for more efficient and reliable materials circulation among the staff."

**The fact that we are fully automated now in regards to circulation seems to encourage staff to consider us a "real" library that can provide services they didn't realize we were capable of and didn't think to ask about before.**

The EOS Circulation system has provided the library staff with the ability to more accurately and efficiently track material usage among the staff and through interlibrary loan.

"We were most impressed with the interconnectivity of the modules and how it facilitates the use of the EOS system. Also

the redesign of the Web OPAC interface provides a clean look and allows us to customize the layout and content, making the catalog a more intuitive tool to use - even without prior instruction."

### **Global EOS e-Library Service Enables Staff to Provide Quality Library Services**

"When the global EOS e-Library Service was offered, we jumped at the chance to move the application off-site, especially since our entire automation system crashed in July 2002 due to the death of our server," says Ms. Elliott. "Implementation for EOS e-Library Service was a breeze. We have had no problems since our data was converted and the service set up. Thanks to the implementation team's assistance and the universal printer driver, we are even able to print from any terminal, a service we did not previously have."

Moving to the EOS e-Library Service has freed the Embassy's IT section from the responsibility of maintaining their library automation system. It has also relieved the Library staff of the responsibilities for the quarterly software updates and for performing daily and weekly system backups.

"We also considered the cost of our time to maintain the library server previously compared to the cost of the EOS e-Library Service and found it to be a considerable savings in terms of Library staff time. We no longer fear that our server may crash and cripple our services."

**Implementation for EOS e-Library Service was a breeze!**

Ms. Elliott speaks from experience. When the Embassy's local server recently crashed, it required close to a hundred hours to fix. By moving to the global EOS e-Library Service, Embassy staff can concentrate on providing quality library services.

"Our objectives included freeing both library and IT staff from maintaining the library automation server and to improve the accessibility and efficiency of the library system for our patrons and staff," says Ms. Elliott. "Already we have seen an increased usage of the library, much of which can be directly attributable to the accessibility of the collection through the Web OPAC. We have also enjoyed relinquishing the responsibilities for the updates to the EOS Client Services staff."

With EOS e-Library Service, upgrades and updates are taken care of by expert EOS staff behind the scenes, resulting in more time to focus on the library and provision of services instead of dealing with technical issues.

**Improved Information Access Results in Increased Library Usage and Visibility**

Embassy patrons access the Library's catalog through Web OPAC, check their library accounts, and place holds on material. All areas of the collection can additionally be searched thanks to the interconnectivity of the modules, so journals that fall under a requested topic will also show up in the Web OPAC.

**Our objectives included freeing both library and IT staff from maintaining the library automation server and to improve the accessibility and efficiency of the library system for our patrons and staff**

"We have seen an increase in usage, especially with Australians outside the immediate area who cannot physically use the library but can access the collection online," states Ms. Elliott. "The fact that we are fully automated

now in regards to circulation seems to encourage staff to consider us a 'real' library that can provide services they didn't realize we were capable of and didn't think to ask about before."

The EOS solution significantly helps Embassy staff do their jobs better on a day-to-day basis since the e-Library can be accessed from their personal computers, rather than having to share the library server, making them more efficient at processing materials for staff. They are also freed from the technical upkeep needed with a library server.

---

Ms. Elliott graduated with a M.L.S. from the University of Maryland at College Park in 1999. She began work at the Embassy Library in 2000 as the Research and Technical Services Librarian and was quickly promoted to Library Manager in the Fall of 2001. She is a member of the Special Libraries Association, the American Library Association, and the Australian Library and Information Association.

**EOS INTERNATIONAL HEADQUARTERS**

2292 Faraday Avenue  
Carlsbad, CA 92008

**Tel:** 760-431-8400

**Fax:** 760-431-8448

**E-mail:** sales@eosintl.com