

# EOS INTERNATIONAL

## Case Study



### LOOMISCHAFFEE

*The Loomis Chaffee School is a private college preparatory high-school in Windsor, Connecticut. The school has a mix of boarding students and day students. The student population is very diverse and has students coming from 30 states, the District of Columbia, Puerto Rico and 15 foreign countries. The Loomis Chaffee School opened its doors in 1914 to 39 boys and five girls. The school now has 720 students.*

*The Katharine Brush Library at the Loomis Chaffee holds 60,000 books, has access to more than 9,000 periodicals and scholarly journals, 1,500 videos, 2,000 CDs, an extensive microfilm collection, 18 public computers, full electronic reference and information services, and 22 subscription databases.*

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Elaine DeVoss  
Library Director

#### Web Access Simplifies Library Processes

According to Elaine DeVoss, Director of the Katharine Brush Library (KBL) at the Loomis Chaffee School, the main benefit of EOS.Web™ is the Web access. To DeVoss Web access means that “any of [the library] staff can work at home on any platform with a clean intuitive interface.” Web-based EOS.Web can be accessed anywhere, anytime by users and library staff.

“The clean interface, the ability to tailor the system to our needs, and the consistent performance makes it easier for several of us to work at the same time,” says DeVoss on how EOS.Web helps her and her staff on a

### Loomis Chaffee

**Problem:** The Loomis Chaffee library needed an automation solution with:

- great support
- easy implementation for staff
- the ability to tailor the system to fit their needs

**Solution:** EOS.Web Enterprise

- EOS Award Winning Support is available 24/7/365 via toll-free phone, e-mail, or SupportNet
- Implementation was “outstanding”
- EOS.Web is easily customizable through the built in administrative functions

“EOS.Web is awesome in itself,” according to Library Director Elaine DeVoss, “The product you sell is top-notch.”

day-to-day basis. EOS.Web is an integrated system and the modules work together. This eliminates the need to duplicate work and sign in and out of different modules.

KBL is on the ASP-hosted EOS e-Library Service®. The EOS e-Library Service takes the work away from the school's IT staff and puts it in the hands of qualified IT staff at EOS. "Our IT people love it because they do not have to support it," says DeVoss, "When others are having technology problems, our system is up and running." Using the EOS e-Library Service gives the Loomis Chaffee School instant access to EOS' quarterly software enhancement releases. The releases are automatically loaded to the library system with no involvement from library staff.

#### **Making the Library Stand Out**

EOS.Web's anytime, anywhere accessibility helps to increase the library's visibility within the school. The EOS WebOPAC is "easier for our users to use, therefore they are using it more." KBL has taken advantage of the easy customizations available in EOS.Web which, "has made all of the library's resources convenient to the end user." Customizations include colors, logos, text, links, and many others.

The students at the Loomis Chaffee School use the library frequently. EOS.Web allows KBL to "communicate [the] collection to our patrons in a more detailed way." The library has live links to their databases and subscriptions displayed on the WebOPAC as well as various forms the library uses for interlibrary loans. DeVoss is sure that EOS.Web will help to make her users more productive.

KBL has just purchased a group of laptop computers to have in the library. They will be used for classes who come to the library for research. EOS.Web will be available for the students on these new computers.

#### **EOS Award Winning Support**

"Service and support get the highest marks," according to DeVoss. KBL has been an EOS client since 1986 and knows they can rely on EOS. Support was a big factor in their decision to stay with EOS and move to EOS.Web from a previous EOS solution. EOS Support is available 24/7/365 via toll-free phone, email, and the web-based SupportNet site. Not only do EOS clients love EOS support, it has been given awards by Computers in Libraries multiple times.

#### **Elaine DeVoss, Library Director**

Elaine DeVoss has been with the Loomis Chaffee School since 1986. She has a BA in History & Education from the University of Rhode Island. She spent three years teaching history in Rhode Island public schools and eight years as a newspaper librarian at the Providence Journal. Elaine received her MLS in 1990 and became the director of the Katharine Brush Library in 1995.

#### **About EOS International**

EOS International is a leading global library information management software and services provider with a client base of over 3,000 special libraries. A client-driven company that has earned the top customer satisfaction award for the past two years and earned a nomination for the Computerworld Smithsonian award, EOS products (EOS.Web™ Express, EOS.Web™ Enterprise, and hosted, EOS e-Library Service®) serve the knowledge and content management needs of corporate, legal, medical, government and special libraries of all sizes.

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