

CASE STUDY

County of Orange
Public Facilities & Resources
Department Library

The mission of the Public Facilities & Resources Department (PFRD) is to provide, operate and maintain quality public facilities and regional resources for the people of Orange County, CA. In this capacity, PFRD is responsible for a significant portion of what contributes to the quality of life for Orange County residents.

Client Background

The PFRD library was organized as an internal technical library in 1975 from several individual county departments, which handle flood control, transportation, geomatics, environmental issues, harbors, beaches, parks and planning. The PFRD library has one primary location and one additional non-circulating historical collection. They have 9,500 volumes in their collection with materials including books, technical reference manuals, and videos.

Keeping current with changing technologies

PFRD has been an EOS client since 1988. In 1997, when the County of Orange Public Facilities & Resources Department (PFRD) librarian retired, Alicia Campbell, Chief of Special Services, knew they needed to change the way they did business.

“Technology usage in our organization was changing.

“Our network staff was looking for Web-based applications or applications that could be accessed through the department Intranet. We made one call to EOS and discovered all the technology changes that were occurring in the newer Windows-based versions of their software.”

“The 1997 upgrade to EOS software was one of the best things we could have done. It improved visibility and ease of use for the library.” Alicia also recalls the simple conversion process, “The conversion to EOS software was easy. We were provided with computer requirements, ordered the appropriate equipment, converted and loaded the library system with no problems. EOS Web OPAC was installed soon after.”

The library went on to upgrade to the EOS e-Library Service™ in 2002. “EOS software is nicely streamlined and easy-to



“EOS software is nicely streamlined and easy-to use for our small library. Cataloging and searching are easy-to-use for all involved.”

Alicia Campbell & Sallie Jones
County of Orange
PFRD Library

use for our small library. Cataloging and searching are easy-to-use for all involved,” states Alicia. With the addition of EOS e-Library Service, Alicia and the other staff are free to concentrate on their patrons and not have their time tied up maintaining their library automation solution.

EOS e-Library Service solves interdepartmental firewall access issues

Before moving to the EOS e-Library Service, PFRD was using two servers in different locations, which created firewall issues between departments. Some of their interdepartmental patrons were having problems accessing the library’s catalog, even though they were located just one floor away. More added value was found when the PFRD was

“With EOS e-Library Service’s secure central hosting, the firewall issue was eliminated, not to mention PFRD’s need for local IT services.”

able to easily customize their welcome page using Microsoft FrontPage®.

EOS flexibility results in increased efficiency and simplified operations

“EOS software improves productivity for our patrons and the librarian alike. EOS Web OPAC has allowed staff in remote locations to search the library’s catalog from their desktops, and request the items through email or via the phone. Then, we check books out to them through our interdepartmental mail. This saves staff time and maybe a trip out of the office. We are still improving the process, but everyone who has done

this ‘armchair shopping’ really likes the new process.” In this manner, EOS software saves the 1,300 employees a trip to the library and is available 24 hours, 7 days a week.

Alicia cites the ability to search the library’s catalog from remote locations and the flexibility of EOS in meeting her special needs as the main benefits of EOS software. “We are using a modified Dewey Decimal system and that was no problem for EOS software, even when we have a large amount of items, in a short range of numbers.”

Additionally, many of the library’s titles are checked out for indefinite periods (up to 10 years). EOS software flexibility made this easy to set up.

The library also makes use of the comprehensive online Help available in the system. “Initially having the Help option was of great value in learning the EOS program,” she adds. Alicia also notes that she “was quite impressed with in-house training” and “would recommend it to others in her field.”

About Alicia Campbell

Alicia Campbell is the Chief of Special Services for the County of Orange PFRD. While supervising and advising the library in addition to the other support services that Special Services provides, she also keeps her eye on technology improvements that will help provide better or more timely services to their patrons. Under her direction, the library moved, was reorganized, and upgraded to newer versions of EOS International’s software over the past several years.

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