

EOS INTERNATIONAL

Case Study



The Energy Resource Center (ERC) provides information on energy efficient, green and sustainable design, and renewable resources to both Pacific Energy Center and PG&E staff as well as building design professionals and the public. These professionals are looking for information to help them design and operate buildings more efficiently. The resource center collections include books, journals, conference proceedings, videos and key electronic document records catalogued and made available on their customized EOS.Web OPAC.

“EOS.Web allows me to manage the backoffice functions of the library in an efficient and effective manner.”

Marlene Vogelsang
Resource Specialist
Energy Resource Center

Improved Customer Service

As a solo librarian, Marlene Vogelsang has plenty of work to keep her busy as it is necessary for a public information center like the ERC to provide information to the public in a timely manner. From her “Ask A Librarian” link to links to records that describe energy-efficient appliances, her use of the EOS.Web OPAC enables her to deliver a high level of customized service to the Resource Center’s users.

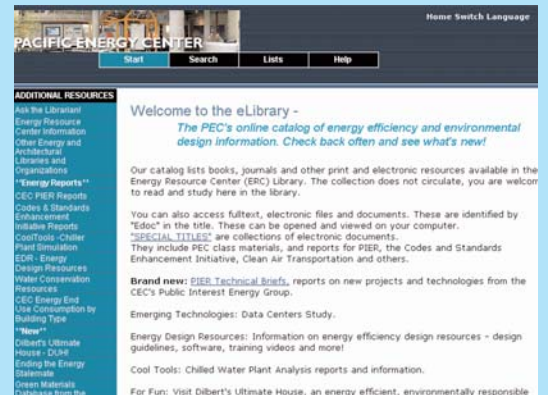
Enabling Resource Center users to search for their own resources is key to her. “The OPAC allows me to provide access to all the resources I have to the greater public,” states Vogelsang. The easily customizable EOS.Web OPAC allows the Energy Resource Center to provide information resources to the public while she provides technical information to internal customers (PG&E staff). From custom title lists, to adding unique field names and pick-list items, Vogelsang makes it easy for her users to find exactly what they are looking for.

Pacific Energy Resource Center

Challenge: The ERC needed a way to provide access to all of its information resources to building design professionals as well as the general public. This information is crucial as they try to meet the energy efficiency demands of California.

Solution: The ERC moved to EOS.Web Enterprise in 2002 as a beta user. The EOS.Web OPAC has allowed the ERC to provide public access to anyone who needs it. This service did not replace human service, patrons can still contact personnel at the ERC for assistance.

The OPAC is easily customizable to suit the needs of any library. You control the look and feel of the OPAC with the easy to use templates EOS provides.



Pictured above:
The Energy Resource Center EOS.Web OPAC
located at: <http://www.pge.com/pec/elibrary>

Indexed Special Title Lists

The collection at the Energy Resource Center is unique in its focus on energy efficiency in the building environment and green/sustainable design. Key to the collection are the special collections of electronic documents made easily accessible by the EOS.Web OPAC. The ERC also provides access to class materials and resource lists from the training classes given at the Pacific Energy Center. ERC has the ability to automatically index over 250 file types with the aid of EOS.Web Indexer, which makes the partnering with other energy organizations easy, enabling them to provide full text electronic access to their reports and other internal documents.

Efficiency Improvements

“Working with EOS makes my professional life easier. EOS.Web allows me to manage the back office functions of the library in an efficient and effective manner,” exclaims Vogelsang. “EOS.Web saves me time and energy.” EOS.Web is Web-based and fully integrated - staff can seamlessly move from module to module with a single click. This functionality allows EOS.Web staff users to perform library functions quickly and easily - anytime, anywhere. EOS.Web offers many automated reports and functions that you can schedule to run, once or regularly, while you are performing other tasks. This frees her time to respond to the 1,500 requests the ERC receives every year.

Working with EOS

Marlene Vogelsang has been an EOS International client for many years. She has chosen to remain with EOS because of this long standing, successful working relationship. She appreciates the focus on client service that EOS offers. “EOS is hugely responsive to client needs. As a solo, I need to do it all. EOS helps me to

do that better.” When a client needs support help, it is just a phone call or email away. Vogelsang appreciates that EOS representatives are always willing to listen to suggestions and walk her through a difficult task, often providing new ideas and ways to make her work more efficient.

The future of ERC

Vogelsang is working on a few new ideas for her EOS.Web OPAC to improve service to her customers even more. She is planning on using the EOS Reference Tracking module in order to develop a list of FAQs for the ERC users.

Involvement at EOS

There is plenty of room to get involved and get your voice heard at EOS. The people at EOS not only listen, they take action. Vogelsang has been active in EOS Users Groups and is currently the chair of the EOS.Web User Group. Vogelsang stated that people at EOS go, “out of [their] way to make my life as EOS.Web User Group chair easier.” User group meetings are held at select conferences as well as virtually to encourage attendance. Enhancements to the EOS product are voted on by EOS clients through their involvement with the user group. According to Vogelsang, “EOS is customer service.”

Marlene Vogelsang, Librarian

Marlene Vogelsang is a member of SLA and the SLA San Francisco chapter. She is currently the chair of the EOS.Web User Group. She holds an MLS from San Jose State University and is a huge Oakland A's fan.



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