

# EOS International Case Study

## Santee Cooper The Power of Access to Information



*Santee Cooper is South Carolina's state-owned electric and water utility, directly serving more than 155,000 residential and commercial electric customers. Santee Cooper also generates the power distributed by the state's 20 electric cooperatives to more than 665,000 customers in 46 counties. In total, more than two million South Carolinians receive their power directly or indirectly from Santee Cooper, making it the largest producer of electricity in the state.*

*Santee Cooper's mission is to be the state's leading resource for improving the quality of life for the people of South Carolina. To fulfill this they are committed to being the lowest-cost producer and distributor of reliable energy, water and other essential services; providing excellent customer service; maintaining a quality work force; operating according to the highest ethical standards; protecting the environment; and being a leader in economic development.*

### The Corporate Library Collection

The Santee Cooper Corporate Library is the primary library for the South Carolina Public Service Authority, a public utility doing business as Santee Cooper. The Corporate Library helps Santee Cooper achieve its mission on a daily basis by providing Web-based access to resources to 1,700 employees via the EOS.Web OPAC.

Corporate Librarian, Suzanne Krebsbach, has worked in nearly every kind of library, with a few breaks to explore other areas, like history, interior design, and nonprofit management. She has been with Santee Cooper for 12 years. During that time she has incorporated the Santee Cooper Medical Library and Law Library into her Integrated Library System (ILS) catalog, making the titles accessible from the Intranet. "I think EOS.Web can fill the needs of a public utility, a school library, or a law library. I have been impressed by the flexibility of its features."

Suzanne converted from GLAS, EOS International's Windows-based Graphical Library Automation System, in 2004 after EOS.Web Express was introduced.

"I would definitely recommend the transition to EOS.Web. Even IT thought it was insanely easy. It was as easy a project as you could ever want."

**Suzanne Krebsbach  
Corporate Librarian,  
Santee Cooper**

## Solution Overview

**Problem:** Providing access to relevant information at remote locations on a timely basis

**Solution:** EOS.Web 'Useful Links'

With staff scattered around the state including lots of new engineers building power plants around the clock, employees always have a need for immediate access to up-to-date authoritative information.

The Useful Links feature of EOS.Web Express has helped the Corporate Library at Santee Cooper solve the problem of access to relevant information so that the engineers can quickly solve problems out in the field.

Some of the Useful Links created for engineers are links to the Digital Engineering Library, which provides immediate access to full-text engineering information in addition to a link to the always popular digital edition of the Boiler and Pressure Vessel Code. Other Useful Links include a link to the National Fire Code and a link to Encyclopedia Britannica which provides access to a dictionary, thesaurus, and an atlas. An additional Useful Link to the S.C. State Library gives access to state and federal documents.

"When I saw EOS.Web demonstrated, I liked the looks of it," says Suzanne. "I think EOS.Web is a great product, easy for librarians to use and even easier for clients."

One of the necessary elements in her library is cataloging in MARC format. "I need MARC format because it is a library standard. More importantly, by using MARC records, I can import data from a variety of cataloging sources and easily build an online catalog with limited library staff using the EOS.Web MARC Editor."

"I wanted to take advantage of a modern, Web-based system that adheres to library standards," says Suzanne. "I would definitely recommend the transition to EOS.Web. Even IT thought it was insanely easy. It was as easy a project as you could ever want."

### **A Day in the Life of a Corporate Librarian at Santee Cooper**

"We receive a wide variety of reference questions," Suzanne explains. "For instance, one manager needed a historical timeline for a speech he was making before an economic development audience. Mechanical engineers have needed specialty engineering standards. Environmental engineers have requested climatological data. Safety engineers needed to check government regulations. Regulatory attorneys needed deregulation information."

"While EOS.Web alone cannot answer these types of questions, it allows me to organize my local resources so I can help my patrons. I can quickly check my files, and then decide where to go next for information. EOS.Web is an important part of my overall public service plan. And when working on a reference question, I always remind my patrons that they can check the online catalog from their own PCs."

Suzanne likes working at Santee Cooper because of the great work ethic. "I love working with engineers; And because this is an egalitarian environment, I am treated like any other professional who makes the business run."

### **Choosing an ASP-hosted Solution**

Opting for the EOS e-Library Service received enthusiastic support from the Santee Cooper IT staff. They had been looking for applications that they could safely have ASP-hosted and determined that since the library catalog was non-proprietary, it was the perfect system to have hosted.

"Being able to have EOS.Web hosted at the EOS Global Data Center has been a great experience," states Suzanne. "There is no one more equipped to support our ILS than the vendor that created it."

"EOS International's Help Desk is just great," Suzanne says. "Their analysts are very knowledgeable about their products and have always been very helpful. I have called first thing in the morning Eastern time and have actually gotten a wide-awake analyst to answer my questions. Wow. The newsletters are good, too. I find them very informative and timely."

### **Providing Access to Remote Customers**

The 1,700 Santee Cooper employees are scattered over most of the state, from Myrtle Beach on the coast to Orangeburg and Columbia in the midlands to Anderson County in the upcountry. Of particular concern is getting library resources to the engineers in the generating plants and out in the field. "We have a restrictive Internet policy at Santee Cooper, but staff can still access the library resources from any one of the 1,500 terminals – almost everyone has access to our virtual library services through the Intranet."

"I approached the problem from a public service point of view," Suzanne explains. "I need to get information access to remote locations."

"EOS.Web works well for me – I especially like being able to move from module to module with a single click," says Suzanne. "It is Web-based, of course, so the user interface is just as intuitive to use as the Internet, and our new 'Internet Aware' library users can navigate our resources easily, especially the Useful Links".

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### **Suzanne Krebsbach Corporate Librarian, Santee Cooper**

### **About Suzanne Krebsbach**

Suzanne Krebsbach earned her undergraduate degree from Carroll College in Helena, Montana in 1966, and an M.L.S. from Rosary College (now Dominican University) in River Forest, IL in 1968. She has an MA in European History from George Mason University in Fairfax, VA, and has a Ph.D. (ABD) in History from the University of South Carolina, Columbia.

Suzanne has also held several leadership positions including past president of the South Carolina Library Association and past president of the South Carolina chapter of ARMA International. She has been a community activist for many years. She is also listed in Who's Who in the South, 22nd edition and is a member of the Special Libraries Association (SLA).

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