

# EOS INTERNATIONAL

## Case Study



### St. Mary's Medical Center

**S**t. Mary's Medical Center (SMMC), located in Evansville, Indiana, is part of the Ascension Health system. Ascension Health is the nation's largest Catholic and non-profit health system, with over 100,000 associates covering 20 states and the District of

Columbia. They serve patients through a network of hospitals and related health facilities by providing acute care services, long-term care, community health services, psychiatric, rehabilitation and residential care. St. Mary's primary service area consists of over 250,000 people in three counties of Indiana: Vanderburgh, Warrick, and Posey.

*"The electronic library is one of the more popular services that the library provides. Access to information translates into better care"*

Margaret L. Moutseous  
Library Manager

#### EOS Provides Better Access to Information

SMMC is a very busy library hospital. The library has a core collection of databases and full-text resources as well as a physical collection which holds 10,000 volumes including serials and monograph collections. Physicians, nurses, allied health professionals and the Evansville community rely on the library at St. Mary's to promote better healthcare. The library's core mission statement is, "working together to promote excellence in health through access to information." Having 24/7/365 access to the SMMC library is imperative at a hospital where 24/7/365 service is the gold standard. Since St. Mary's joined EOS in July 2004, 24/7/365 library access has become a reality.

St. Mary's chose EOS as their library automation software provider because they needed "the best possible system available within the library's budget." SMMC is using EOS.Web and the EOS e-Library Service to simplify operations and improve workflow within the library. St. Mary's old system was not accessible via the

## Solution Overview

### Problem:

St. Mary's old library system did not support Web access. This limited availability and ease of access to the library's collections.

### Solution:

The solution St. Mary's Medical Center chose to implement was EOS.Web™, a state-of-the-art customizable, integrated library automation system and the innovative EOS e-Library Service®, a trusted ASP-hosted delivery option available from EOS International. Due to EOS.Web OPAC, the collection is now available to the physicians, nurses, allied health professionals and the community 24/7/365.

Choosing to implement their solution using the ASP-hosted option has freed the center from having to provide and maintain server hardware, server administration, upgrades and other technical tasks.

Web and this limited access to the library and its vital information. EOS.Web has made their library accessible anywhere, anytime through their Web OPAC. Margaret Moutseous, Library Manager, is looking forward to the impact EOS.Web will have for its patrons. The SMMC community is now able to access library information with greater ease and quickly find what they are looking for. "The electronic library is one of the more popular services that the library provides. Access to information translates into better care" states Moutseous.

### EOS.Web Streamlines Library Operations

Having EOS at their library has allowed SMMC to make better use of its resources. They are able to completely overhaul their technical services department to create "an easier and labor saving environment for library workers" according to Moutseous. Storing their data at EOS' Global Data Center has significantly reduced the burden on the library and technical services staff. Now that the SMMC library system is Web-based and accessible from any location, they have been able to outsource the backlog of materials they need catalogued into their library. This has greatly helped Ms. Moutseous, "in a busy library with limited staff, outsourcing provided an answer to obtaining quality technical services and allowed for cost saving." EOS.Web is a MARC standards-based product; the user-friendly interface and the option to use the built-in EasyMARC has made the librarian's job easier and more enjoyable.

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### EOS Allows Libraries Added Visibility

Implementing EOS.Web was a "successful and fun" endeavor for Moutseous and fellow librarian Jane Saltzman. EOS and SMMC worked together to get their system on its way as quickly as possible to meet the library's needs.

St. Mary's Prescription for Patient Information



St. Mary's Medical Center Personnel

From Left to Right:  
Dr. Satheesh Suddala, Susan Standfield RN,  
Librarian Jane Saltzman, and Dr. Alex Dela Llama

Having EOS.Web has added visibility to St. Mary's library; For them, this has translated into an increase in business and obtaining sufficient funding. SMMC chose to have EOS come to them and do the system training in-house. The trainer spent a week at St. Mary's working with the staff schedules to get the entire library staffed trained on the new system. "The trainer and everyone at EOS did an outstanding job of working to meet our needs... and laughter and fun happened along the way," boasts Moutseous. EOS offers more than just a library automation system; EOS supports its products and provides "a great learning opportunity, a new user community, and the privilege of working with the talented staff from EOS."

With the help of EOS International, St. Mary's Medical Center is able to achieve its goal of continuing to grow the world class library of the future.

*Margaret L. Moutseous is the library manager at St. Mary's Medical Center. She received her MSLS from Case Western Reserve University in Cleveland, OH. Before becoming Library Manager at St. Mary's Margaret was the Library Director at Northwest State Community College. She is currently a member of the MLA as well as other state and local groups. Margaret has served president of OHSLA, president and secretary of CAHSLA, and was a member of various committees for OhioLINK and the MLA.*

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