



*The United States Postal Service (USPS) is an independent part of the US Government that has been*

*servicing the United States for over two centuries. USPS delivers to more than 141 million homes and businesses. According to the USPS they handle an astonishing 202,821,900,000 pieces of mail annually.*

*The USPS library is open to the public but does not circulate its materials outside of the USPS. It is used mainly by USPS staff members. The library collection contains 20,000 titles and 125,000 volumes. These items include legal titles, historical materials, secondary sources on the postal service, the United States Official Postal Guide, the Postal Bulletin since 1880, annual reports since 1789, and Postal Laws and Regulations since 1794.*

*“EOS.Web has enabled the USPS library to transform from a headquarters focused library to a corporate wide library.”*

*Robert Gardner  
Corporate Librarian  
United States  
Postal Service*

### **Increased Library Efficiency**

The United States Postal Service Library was looking to create greater efficiencies in their library with a new automation solution. USPS Librarian Robert Gardner needed increased bibliographic control and in-depth reports. He wanted to be able to look at his collection and be able to see who is using it and how. An EOS International client since 1989, the USPS chose to upgrade to EOS.Web in 2004. Web-based EOS.Web Enterprise provides him these capabilities and more. Having access to these reports allows Gardner to see what the library patrons are looking for and drive future development of his collection.

### **Corporate Wide Use**

With the Web-based format of EOS.Web Gardner was able to take the USPS Library from, “a headquarters focused library to a

## *The United States Postal Service Library*

**Challenge:** The USPS Library needed to get its information out to USPS staff across the country. According to Gardner, “information is more of a commodity now than it has ever been.” Centralized information is not just a want for information centers, but is “mandatory.”

**Solution:** Web-based EOS.Web is highly integrated and allows the USPS library to easily access and distribute information in their collection. The EOS.Web Web-OPAC allows all USPS staff members to access this commodity and gain the knowledge they need with just an internet connection, and staff members can work from anywhere.

corporate wide library.” Postal staff from around the country now access the collection for a variety of different reasons. Many staff members use it in the field for decision making and to get guidelines for their work.

### **Robert Gardner, Librarian**

Gardner has been working at the USPS library for over 20 years. He received his degree from the State University of NY, Buffalo. Gardner is married and has two sons. His favorite part about being a librarian is being “an enabler.”

EOS International Headquarters  
2292 Faraday Avenue  
Carlsbad, CA 92008-7208  
1-800-876-5484  
1-760-431-8400  
sales@eosintl.com  
www.eosintl.com