

Davenport Public Library

CASE STUDY

Davenport Public Library Exceeds Expectations
Beyond Library Walls with Polaris Leap

Overview

Founded in 1968, the Davenport Public Library is the municipal library for the City of Davenport, Iowa, serving a population of 99,685 residents. The library provides vibrant and essential services to the Davenport community through three facilities, connecting its diverse community of patrons to resources that inform, enrich, educate, and entertain.

DPL's vision is to be recognized as a premiere resource for educational support and literacy; provide invaluable tools for building community prosperity; and to be a cornerstone of family, cultural, and civic life. DPL was an early beta partner for Polaris Leap, a responsive web client brings the power and functionality of the Polaris ILS public services workflows to library staff through a browser.

The Challenge

PERFORMING ESSENTIAL LIBRARY SERVICES ANYWHERE AND ANYTIME

Davenport Public Library's staff makes every effort to reach community members both inside and outside the library. Their many community outreach events demonstrate the opportunity for fun and learning with the library and increase the size of their patron base. However, for many years, they were unable



to efficiently perform essential services—like registering new patrons, checking out materials, or placing items on hold—for community members at these events because they didn't have remote access to their ILS. Even within the library walls, they were unable to provide immediate help to patrons when they weren't at a computer station with ILS access.

Solution

ACCESS TO ILS WORKFLOWS ON ANY BROWSER

Polaris Leap allows library staff to perform Polaris ILS public services workflows through a browser on a desktop, notebook, or tablet. DPL became a beta tester for Polaris Leap with the intention of freeing their staff to connect with patrons and complete tasks wherever it was most convenient – even outside the library walls. The library now arms staff members at outreach events with a PC or Chromebook tablet, and barcode scanner to check out and check in materials, add new patrons, and more. With Polaris Leap, library staff members can work more efficiently with patrons (and future patrons) at various locales.

Results and Benefits

SUPERIOR CUSTOMER SERVICE INSIDE AND OUTSIDE LIBRARY WALLS

Davenport Public Library Director Amy Groskopf says her staff was excited when they tried Polaris Leap because it was easy to use and did exactly what they needed. It also helped them provide superior customer service to patrons. "If patrons have a block on their account for some reason, we can resolve it immediately," says Groskopf. "With Leap, we have a more immediate impact because we can do something for them right then and there."

Amber Carlson, DPL's Youth Services & Programming Librarian, runs programs such as Gaming, Anime Club, Geek & Snack, Geek & Craft, a weekly preschool story time, and an adult technology program. Carlson wants library patrons to have the same library experience whether they walked in the front door of the library building or met staff off-site, and Polaris Leap enables her and other library staff to provide just that.

She uses Polaris Leap at programs and events to check out items to patrons, update patron accounts, issue library cards to new patrons, and search the catalog. Carlson says that bringing Leap along to events often exceeds the expectations of the community. "Our patrons are always very shocked to learn that they can actually check out the items they were browsing on the table," says Carlson. "They often assume it was just a display of things we offer."

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Amy Groskopf

Library Director, Davenport Public Library

According to Carlson, having Leap at special events also provides an effective way to promote the library and gain new patrons. People who aren't already Davenport Public Library patrons are more likely to become patrons at these events and people who have library cards from other libraries are more likely to check out DPL items. "They may not travel to Davenport to use our library, but they do come for anime conventions, farmers' markets, and so on," says Carlson. "They are always surprised about what we have to offer and that their library card will work there."

Moving forward, Groskopf plans to continue exploring new opportunities for community outreach and says Leap will be a critical part of the picture. "It's important to go where people are in the community who haven't thought about the library as a resource," says Groskopf. "It gives us that much more visibility."



Get in touch

If you're interested in discussing Polaris Leap for your library, contact us:

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