

# Lafourche Parish Public Library

## CASE STUDY

Polaris Provides Superior Support and Customization to Lafourche Parish Public Library



## Overview

Founded in 1947, the Lafourche Parish Public Library (LPPL) was the 25th public library system created in the state of Louisiana. Today, the Lafourche Parish Public Library consists of nine branches and serves over 98,000 residents in the southeastern part of the state. They provide quality programming for residents of all ages, in addition to providing them with information and library materials. In 2016, LPPL received the James O. Modisette Award for Public Libraries in recognition of their high-quality library service, and LPPL's library director was recognized as the Louisiana Library Association's Library Director of the Year in 2020. After using an ILS from The Library Corporation (TLC) for more than 20 years, LPPL recently made the switch to the Innovative Polaris ILS.

## The Challenge

### DECREASE ILS GLITCHES AND INCREASE CUSTOMIZATION FOR BETTER STAFF PRODUCTIVITY

For over 20 years, the Lafourche Parish Public Library used the same ILS. During this time, technical glitches, an inability to customize critical workflows, and unresponsive customer service limited staff productivity.

Cataloging staff struggled with a lack of customization and flexibility. They were unable to adjust the information in records except in the fields their ILS provided. They also faced challenges using an ILS that had moved to BIBFRAME without providing a bridge to LPPL catalogers who were still using MARC.

When Lafourche library staff tried to seek support for issues they had, they struggled to get a response. Other responses came from a customer service representative they didn't know, rather than one who was familiar with their library and the previous tickets they'd already submitted. Eventually, they realized it was time to find an ILS that offered the flexibility, customization, and support they needed.

## Solution

### A PATRON-FRIENDLY ILS WITH MORE CUSTOMIZATION AND CUSTOMER SUPPORT

The Lafourche Parish Public Library looked at several ILS systems in their search. And when it came time to make a decision, Polaris's attractive interface and easy-to-use features made it stand out from the rest. They also noticed that Polaris had many of the qualities they were searching for in a new ILS, like:

- More behind-the-scenes control and customization. They liked that Polaris allowed them to edit records, change backend settings, and create custom reports.
- A hands-on, responsive customer service team. Based on their experience with their Innovative sales and implementation teams, LPPL knew they would receive quality customer service. The sales and implementation team went above and beyond answering questions, offering suggestions, and breaking down processes whenever there was confusion.

- The ability to deliver an improved patron experience. With features like Polaris Leap web client, more customizations for holds, and an easier check out process, Lafourche staff felt confident Polaris would deliver a better patron experience than their previous ILS.

All in all, Lafourche Parish Public Library staff needed an ILS that was more comprehensive and up-to-date than what they were working with, and Innovative Polaris fit the bill best. “As a growing library, we needed something more robust. We needed something where we have more say and control, and Polaris gave us that,” said Helen Brunet, Technical Services Manager.

## Results and Benefits

### STREAMLINED PROCESSES, MORE CONTROL, AND STRONGER SUPPORT

Since switching to Polaris, Lafourche Parish Public Library staff has noticed several benefits. Polaris has started saving the technical services team time by streamlining many tasks and processes. For example, Polaris saves a tremendous amount of cataloging time because it downloads MARC records from their eBook and eAudiobook provider, cloudLibrary, and imports them into their catalog—something their previous ILS didn't do. Polaris also offers batch functionality in its reports. So, if you need to make changes to multiple records or accounts, you can run a search on criteria for certain patrons or items and then apply changes to them all at once.

Control is another huge benefit of Polaris. With their previous ILS, Lafourche Parish Public Library staff had to ask for custom reports, and these reports cost extra. With Polaris, library staff

*“Polaris doesn't sacrifice functionality for form. Most software nowadays looks pretty, but it's not easy to use. Polaris not only looks nice, it has a really good engine behind the scenes.”*

**Josh Duet**

IT Manager, Lafourche Parish Public Library

can create the reports they need when they need them and set up customized templates for reports they run frequently. The tech staff also has control over many other backend settings and features they didn't have control over previously. “We're finally able to do what we want, when we want it. We don't have to wait for someone to flip a switch like we did before,” said Brunet

The support they've received since migrating over to Polaris has been superior to what they received previously as well. Innovative's support team has always been responsive and helpful, and they go above and beyond when it comes to troubleshooting problems. “They not only help you fix your problem, but if you want them to, they break it down and explain what they did. That way, if it comes up again in the future, you can fix it yourself,” said IT Manager Josh Duet.



## Get in touch

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

[www.iii.com](http://www.iii.com) • [sales@iii.com](mailto:sales@iii.com) • (510) 655-6200