California Child Welfare Resource Library

Library delivers on its mission
by making its holdings widely accessible via the Web

BUSINESS PROFILE

Industry
Education

Geographics
California State University, Long Beach, CA

Organizational Initiatives
Socializing and expanding libraries and collections

Inmagic Solution
Inmagic *Library Suite*

Benefits

- Improved organizational productivity – work previously done by four or five people now takes one

- Usage increased due to new self-service user access

- Increased revenue due to higher demand for images

- Reduced IT costs & dependency

- Improved Community engagement and activity improves

The California Child Welfare Resource Library was founded in 1995 by the California Social Work Education Center (CalSWEC), part of the School of Social Welfare at the University of California at Berkeley. The Library's mission is to provide up-to-date educational materials for knowledge- and skill-building to the state's schools of social work, the county public child welfare agencies, and the regional training academies and centers, in order to promote best practices and advocate for families and children who use the child welfare system.

The Library delivers on this mission by operating as a "long-distance lending facility." From its location at California State University, Long Beach where it is part of the Department of Social Work, it catalogs and lends out more than 3,600 items in diverse formats – currently 77% books, 17% videotapes, and the remaining 6% print articles, audiotapes, CD-ROMs, journals and multimedia kits. Its end users (whose budgets typically are constrained) highly value the ability to borrow instead of buy, or to try before they do buy.

To make its holdings easily accessible throughout the state, the Library's staff relies on Inmagic® DB/Text® *Library Suite* (formerly known as Inmagic *Genie*). With *Library Suite* the Library's OPAC is available 24/7 via the Web, and end users can easily request materials via *Library Suite*'s InfoCart capability.

Because it includes information about the source of each item, the Library's catalog has a worldwide impact by serving as a valuable bibliography for child welfare professionals who find the Library through Internet search engines and bulletin boards.

Resource Specialist Cheryl Fujii has been with the Library since its founding. Over the years she has moved its catalog from print to CDs to the Web, evolving along with the prevailing technologies for distributing information and her target audience's capabilities.

Cal SWEC

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How *Library Suite* Met Cheryl's Criteria

Comprehensive Library Functionality
Before buying Library Suite, Cheryl used three library systems that were not integrated – one with borrower information, a second that enabled her to post information to the Web, and a third with check-in functionality. As a result, she had to visit three separate computer programs in order to catalog an item, check out an item, and register a user. With *Library Suite*, all library functionality is accessible via a single Web-based system.

End User Ease of Use
Cheryl's end users are busy faculty members, field researchers, and others. Cheryl wanted to make life easier for them by providing "one-stop shopping" where they could quickly find what they need, place an order, and move on to their other tasks. She found the *Library Suite* user interface very intuitive, although she does remind users of its "and/or/not" capabilities and the ability to browse. *Library Suite*'s InfoCart capability makes it very easy for end users to order materials online; in the past they needed to create a separate email or a fax.

Ability to Customize the OPAC
Cheryl wanted a system that was easily configurable, so that she could modify it for her users' unique needs (e.g., changing some of the field names). She discovered that end users don't have to adapt to Library Suite – she can adapt Library Suite to them.

Multiple ways to search and browse
In researching alternatives before buying *Library Suite*, Cheryl found that other programs didn't offer the range of search options that *Library Suite* provides. *Library Suite* allows her end users to pinpoint relevant materials, not only by searching but also by browsing. She encourages users to quickly narrow a search by using *Library Suite*'s ability to simultaneously search on multiple fields. Since *Library Suite*

indexes every word of every document, it offers an "any word" search capability that Cheryl greatly values, since end users may not know the "official" keywords for a document.

Minimal IT support needed
Cheryl's access to IT resources is limited. She was drawn to *Library Suite* by the ease with which she can maintain the *Library Suite* server on her own.

Rapid posting of new catalog entries
When new acquisitions arrive at the Library, Cheryl wants to make them available immediately. As soon as she hits the "save" key after cataloging a new item, its listing appears in the Library's OPAC. *Library Suite*'s immediate "You have been successful" message assures her that the action is complete.

Efficient administration
As a working mother with school-age children, Cheryl appreciates the ability to work from home as needed, while using all capabilities of the same program she uses at the Library. Because *Library Suite* is 100% Web-based, she can access it from any Web browser. This also ensures that multiple people can work on the system at any time (including uploading of documents), yet see the same information. Because *Library Suite* is easy to use, her student assistant can do the pre-cataloging, which saves Cheryl a lot of time.

Cheryl no longer has to hand-write overdue notices, because she can send them electronically. With just a few clicks of her mouse, all patrons with overdue materials are sent individualized notices by email. Cheryl has noticed that patrons really pay attention to the new notification system.

Since some of the Library's materials are in high demand, Cheryl likes the ability to create a waiting list. In the past, if an end user requested an item that was not available, she

had to note the details in a spreadsheet. Using *Library Suite* Cheryl can now "calendar" the request and put a hold on that item.

Strong professional services
After working with Inmagic's Professional Services Group to implement *Library Suite*, Cheryl "highly recommends Inmagic's PSG. They helped us to customize *Library Suite* by adding several fields that are specific to our end users, and converted thousands of records for use in our new *Library Suite* system, including the mapping of categories from our old system into *Library Suite*. This service saved us hundreds, if not thousands, of hours of work because it was done correctly the first time. They were invaluable."

Strong technical support
Her subsequent experience with Inmagic's technical support also has been satisfying. Cheryl notes that "Inmagic technical support really works with you to solve problems in a timely manner. Their follow-up is excellent. The technical support team knows Inmagic's products well and are effective at long-distance diagnostics and support. They are patient, pleasant, and helpful. I appreciate having technical support people who know me and my system. I'm not an anonymous caller being transferred to a call center in another country. As a maintenance customer, I find ongoing training like Inmagic's webinars explaining the latest *Library Suite* upgrade to be yet another example of Inmagic's commitment to customer education and satisfaction."

The result: a "star" to her end users
Cheryl recently received a package that contained a hand-blown crystal star engraved with her name – a gift from a number of her end users, who also sent a card explaining how they valued the Library. She's delighted to get the fan mail, but even more delighted about the many ways that *Library Suite* lets her deliver value for her end users.

For more information on Inmagic® DB/Text® *Library Suite*:

Contact Inmagic sales at 800.229.8398
(for international, 1.781.938.4444),
or send email to salesinfo@Inmagic.com

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