

POLARIS CASE STUDY

# Monroe County Public Library

## Introduction

This case study of Monroe County Public Library is based on a January 2019 survey of Polaris customers by TechValidate, a 3rd-party research service.

## Challenges

The real-world challenges that Polaris helps the Monroe County Public Library address include:

- Improving the patron experience
- Reducing time spent integrating with, and maintaining, third-party applications

### Organization Profile

Organization:  
**Monroe County Public Library**

Industry:  
**Cultural Institution**

## Use Case

Their top reasons for purchasing Polaris included:

- Breadth and depth of ILS functionality
- Responsive discovery
- Web-based mobility

## Results

After using Polaris, the library team is likely to purchase Innovative products again and would rate Innovative as better than the competition when it comes to pricing, customer support, and technical support. They also rate Polaris as better than the competition when it comes to overall functionality, customization, APIs and integrations, reporting and statistics, web-based mobility for staff, and responsive discovery.

Source: Paula Gray-Overtoom, Web Administrator, Monroe County Public Library

Research by

**TechValidate**  
by SurveyMonkey