

POLARIS CASE STUDY

Metro Public Library

Introduction

This case study of a cultural institution is based on a January 2019 survey of Polaris customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

Challenges

After comparing with other solutions (including Horizon and Symphony), the library team decided to go with Polaris.

The key challenges they chose Polaris to help address included:

- Reducing time spent supporting discovery and circulation
- Improving the patron experience
- Reducing time spent on reporting and analysis

Use Case

The organization purchased Polaris specifically because of the following features:

- Breadth and depth of ILS functionality
- Streamlined workflow and overall system efficiency
- Simplified reporting and analytics

Other factors in their decision to purchase the Polaris Web Application (LEAP) product included responsive design and web-based mobility for public services and reference staff. They use nearly all of the client modules, in addition to LEAP.

Results

Overall, the team would rate Polaris as better than the competition for overall functionality. **They rated Polaris at 4/5 stars and would recommend it to others, especially those working at public libraries.**

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:
Cultural Institution