

POLARIS CASE STUDY

Metro Library

Introduction

This case study of a state & local government 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 (namely TLC), the library decided to go with Polaris. The key challenges that they chose Polaris to help address were reducing the time spent on supporting discovery and circulation and improving the patron experience.

Use Case

The organization purchased Polaris specifically due to the breadth and depth of the ILS functionality.

Other factors in their decision to purchase the Polaris Web Application (LEAP) product included web-based mobility for public services and reference staff, and flexible mobile access to help them better connect with their community.

Results

The library team rates Polaris at 4.5/5 stars, and is definitely likely to purchase Innovative products again.

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.

Organization Size:
State & Local

Industry:
Government

Source: TechValidate survey of a State & Local Government

✓ Validated

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Research by

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