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 on reporting and analysis
- Reducing time spent integrating with, and maintaining, third-party applications

Company Profile

Company:
Monroe County Public Library

Company Size:
Medium Enterprise

Industry:
Non-profit

Use Case

The library was focused largely on reducing time spent managing reporting, analysis, and work around maintaining integrations and customizations.

Results

After switching to Polaris, the Monroe County Public Library team reports that they would definitely purchase Innovative products again, and rate Innovative as better than the competition on price, customer support, and technical support.

They also rated 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.