

Orion Township Public Library

Introduction

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

Challenges

After comparing with other solutions (namely Horizon), the Orion Township Public 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

Their primary reasons for choosing an Innovative product were the technical quality of current Innovative products, the quality of Innovative services, training, and support, Innovative's commitment to supporting products, and Innovative's active investment in developing new products.

The Orion Township Public Library went with Polaris specifically because of the following features:

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

Other factors in their decision to purchase the Polaris Web Application (LEAP) product included web-based mobility, flexible mobile access and responsive design, intuitive interface, and the ease of training.

Results

After switching to Polaris, they'd be likely to purchase Innovative products again. They also rate Polaris as better than the competition when it comes to overall functionality, performance, APIs and integrations, reporting and statistics, web-based mobility for staff, and responsive discovery.

Organization Profile

Organization:
Orion Township Public Library

Industry:
Cultural Institution