

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 (namely Symphony), the organization's team decided to go with Polaris. The key challenge they chose Polaris to address were reducing staff time spent on reporting and analysis.

Use Case

The library team went with Polaris specifically because of the following features:

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

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

Results

The team rates Polaris at four out of five stars.

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