

My corporate library is in need of a new integrated library system (ILS). It has 15,000 records, which includes 200 journals. I work with two other people, but I am the only one with a MLS. We are in the main headquarters of our company, which is an insurance company. The vendor we currently use has not always provided the best customer service, so we are not considering that company. We are looking for an ILS that is intuitive for both staff and users. We need modules for cataloging, circulation, acquisitions, and serials. Our company has many field offices across the United States, so it is important to have our library published on the Web with a web-based OPAC. Finally, our company has begun to work on knowledge management, which may or may not impact the decision of which ILS to purchase. This report is to document what has been done to-date in our search for a new ILS and vendor.

To begin researching vendors and products, I asked members of the Heart of America chapter of the Special Libraries Association through our listserv several questions. These included the name of their current ILS, the modules in use, and what they thought of the vendor and the technical support. I requested that they tell me what type of special library they were and any other information they would like to pass along. Eight libraries in the Kansas City area responded to my request ([see Appendix A](#)). The SLA information portal on ILS also proved valuable, providing articles and surveys on special libraries and ILS.

Based on the information I gained through my surveys and preliminary research, I began looking at five systems from four vendors: LibraryWorld (CASPR Inc.), Dynix Horizon (Dynix), GLAS and Q-Series (EOS International), and DB/Text for Libraries (Inmagic, Inc.). After another round of analysis, Inmagic's DB/Text for Libraries came off the list. While it had been used in many corporate libraries and had favorable reviews from my fellow librarians, there were aspects that troubled me. Inmagic's maintenance programs involve specific numbers of support

incidents. Since we are switching our ILS partly due to a lack of vendor support, this was not encouraging. I also took Horizon from Dynix off the list. It had mixed reviews from my fellow librarians, who both happen to be in government libraries.

I was able to find both GLAS and Q-Series from EOS International and look at the products. However, there are no links to these pages directly from the EOS International website. Instead, they feature only EOS.Web, their newest product. After looking at the reviews provided on the website, I decided to look at EOS.Web instead of GLAS or Q-Series with some reservations. GLAS and Q-Series had both received high marks from my fellow Kansas City special librarians for their ease of use and vendor support. My reservations come into play because with this being a fairly new product, there is not a proven track record yet. However, it seems backwards to switch to an ILS system that the company is no longer promoting.

After researching and comparing the two products (*see [Chart 1: What Special Features?](#)*), I found that both would meet our library's requirements. From user comments and what the companies say, they are both intuitive systems. There is a difference in the companies' web presences. CASPR is very user friendly and uses simple, easy to understand terms. EOS International is more business-oriented and professional. EOS.Web has a number of features that could prove useful for our knowledge management process, such as the ability to create custom taxonomies. They emphasize the security of their products, which is always important in the corporate world. However, EOS.Web may be more than our library needs.

I have meetings with both vendors in several weeks when they will demonstrate their products. However, I already know upfront the costs that we will incur with LibraryWorld (*see [Chart 2: Known Costs](#)*). I am also impressed with their maintenance contracts and the fact that we receive the first year of maintenance free. Since this is a major reason for us to switch our

integrated library system in the first place, this carries a lot of weight. Our final decision will be made after seeing the demonstrations and receiving the costs from EOS International.

Chart 1: What Special Features?

Categories and Our Requirements	The following meet all requirements and have these special features:	
	LibraryWorld (CASPR)	EOS.Web (EOS International)
<p>Cataloging:</p> <ul style="list-style-type: none"> • create, import, export, and report MARC records • full or brief MARC records • powerful search system 	<ul style="list-style-type: none"> • printing AACR2 cards, barcode labels, library book spine labels • over a dozen digital documents can be attached to each library catalog (<i>see Digital Document Management module below</i>) 	<ul style="list-style-type: none"> • accepts custom taxonomies • custom cross-references and authority files • create a group of custom research materials and make them available for searching
<p>Circulation:</p> <ul style="list-style-type: none"> • create, import, check-in, check-out, renew, place holds, reserve, change status • customizable reports 	<ul style="list-style-type: none"> • can do special collections • portable inventory control 	<ul style="list-style-type: none"> • sent notices via e-mail or regular mail
<p>Serials:</p> <ul style="list-style-type: none"> • tracking of issues and volumes • subscription renewals and orders to vendors when needed • custom routing slips 	<ul style="list-style-type: none"> • Table of Contents can be printed for each item 	<ul style="list-style-type: none"> • supports check-in of irregular patterns
<p>Acquisitions:</p> <ul style="list-style-type: none"> • budget • tracking purchases • printing purchase orders • vendor records 	<p><i>nothing additional</i></p>	<ul style="list-style-type: none"> • multi-funds can be accommodated • multi-leveled personalized security
<p>Technical Support and Maintenance:</p> <ul style="list-style-type: none"> • telephone support during business hours 	<ul style="list-style-type: none"> • minor code updates sent whenever required • major feature updates sent twice a year, with updates sent to all customers with active maintenance agreements. • fax support • e-mail support 	<ul style="list-style-type: none"> • receive scheduled and necessary product updates with software support services • initial diagnostics consultation • access complete product documentation • monthly technical newsletters • 99% immediate case email and call response

<p>Our System Requirements:</p> <ul style="list-style-type: none"> · Windows XP · Windows NT server 	<ul style="list-style-type: none"> · 3 MB hard drive space · 1.5 K per title for library database 	<p>Unknown at this time. The EOS International Representative will be giving me the figures on the day of the demonstration.</p>
<p>Other Modules of Interest</p>	<ul style="list-style-type: none"> · Library Net Web Server · Digital Document Management Module (comes with Gold edition) · MarcXML · MARC-LC 	<ul style="list-style-type: none"> · Web Services · Knowledge Builder · Z39.50 · EOS.Web OPAC

Chart 2: Known Costs

	<p>LibraryWorld (CASPR)</p>	<p>EOS.Web (EOS International)</p>
<p>Four basic modules: cataloging, circulation, serials, acquisitions</p>	<p>Gold Edition Includes cataloging, circulation, serials, acquisitions shown in Chart 1 site license: \$3,850</p>	<p>Costs unknown at this time. The EOS International Representative will be giving me the figures on the day of the demonstration.</p>
<p>Maintenance</p>	<p>First year s maintenance is free. Maintenance includes items shown in Chart 1. 2nd year and forward: Library World Gold Edition Maintenance \$600/year</p>	
<p>Other Modules or Products of Interest</p>	<p>LibraryNet DLL for Windows NT \$1,295</p>	

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Appendix A

Heart of America chapter of SLA responses to listserv questions

ILS system	Vendor	Special Library Name	Special Library Type	Modules	Comments
Bibliotech Pro	InMagic	National Association of Insurance Commissioners (NAIC)	Non-profit -- includes law materials for legal department & financial and insurance materials	All modules except Accounting (Cataloging, Serials, Thesaurus & Circulation)	Customizable & has a web-based user interface she can customize. Can set up data entry forms so coworkers can easily enter just what they need. Downside is that it is NOT MARC compliant (but they don't do ILL). Used EOS International before -- was more than needed & not customizable, but the Serials module worked better than BibPro's. Have 12,000 titles including 253 periodicals.
Dynix Horizon	Dynix	Combined Arms Research Library	Government	Acquisitions, OPAC, serials	Adequate ... could talk about the inadequacies of library vendors
Dynix Horizon	Dynix, Inc.	Federal Reserve Bank, Kansas City, Missouri	Government	Acquisitions, Catalog, Circulation (includes self check-out), serials (includes routing), administration, online catalog called HIP (Horizon Information Portal), staff PAC	It is a system that's easy to learn and understand. With regards to reports, there's a module in the admin side that includes few reports. When it comes to detailed reports, one has to be familiar with SQL commands. When lost or may need help, in addition to the tech support, there is a very strong support from the users' group throughout the world, but lots of members from US.
GLAS	EOS Intl	Burns & McDonnell	Corporate - Engineering	Cataloging, Circulation, Acquisitions, Serials, Databridge, web-based OPAC	Good system. Not outrageously expensive, continues to improve. Gail takes care of it herself. Have eliminated paperwork -- staff more efficient & can do more for clients.
LibraryWorld	Caspr Inc.	Nicholson Kovac, Inc.	Corporate	Has all modules, but tends to use cataloging and serials.	"For a small library, this system gives you probably the most bang for your bucks. It is very easy to use. I have yet to open the operator's manual."

LibraryWorld	Caspr Inc.	GCSAA (Golf Course Superintendents Association of America)	Corporate - Not for profit	Don't use check out module with bar codes because the library is so small -- 1,000 books, 350 magazines, vertical reference files.	This is a great system for our association. We are actually going to make a change so that the collection will be on the web and accessible to all of our staff in the near future (120 staff). We are small, the tech support is fabulous. It has many features that we do not use.
None		Midwest Research Institute	Corporate - Private, not-for-profit	not applicable	Use card catalog & OCLC for cataloging.
Q Series	EOS Int'l	Black & Veatch	Corporate - Engineering	Cataloging, Circulation, web-interface OPAC	Have 22,000 records. Happy with this product -- it meets our needs very well. Great support people, updates go smoothly. Very intuitive for library staff and end-user. "We started with EOSi back in 1993 (with their IME Navigator) after narrowing our search to Sirsi, Inmagic, Cuadra Star, and Datatek. We are currently in the process of moving to their Web version EOS.Web. We were planning to move from our current unique library Oracle server to a company web server, but may opt for vendor hosting - decision will be made soon. We FTPed our data to EOS in Carlsbad, CA and they are currently converting database from Oracle to SQL. Great vendor product and vendor support!" www.eosintl.com
SydneyPlus		Quintiles	Corporate - Pharmaceutical	Serials, Main Catalog, Client Management, Circulation, Public Access & auxilliary dataFiles components	Expensive. (\$50,000) Purchased in 1996 when money flowed more freely. (\$10,000 annually for support and maintenance.) They offer classes to teach system administrators how to set up the different module interfaces -- and the classes are expensive. Modules are shells & interfaces constructed by company purchasing it according to their needs. Took time.