



**AGent Resource Sharing™**

Patron-Initiated, Library-Managed, and Consortium-Administered Resource Sharing



**AGent VERSO™**

Powerful Integrated Library System (ILS) for Public Libraries

**CASE STUDY**



## **East Hampton Public Library Realizes a 75% Reduction in the Number of Allocated Staff Hours to Perform ILL tasks after Implementing Auto-Graphics' Circulation-Interlibrary Loan Link (CILL) UPDATED APRIL 2010**

The East Hampton Public Library, in East Hampton, Connecticut, was founded in 1898 and became a department of town government in 1986. The library serves a community with a local population of over 12,000 residents and houses a collection of at least 65,000 items, including books, books on CD, DVDs and newspaper and magazine subscriptions, and participates in approximately 1,500 interlibrary loan (ILL) transactions each year. Led by Library Director Sue Berescik and supported by a collaborative team of two additional full-time and 11 part-time staff members, the library provides a range of online services and employs an array of library 2.0 tools to further engage the public.

### **Initial Challenges:**

The East Hampton Public Library deployed AGent VERSO™ as its integrated library system (ILS) in 2005 to replace an outdated, unsupported and costly legacy Dynix system. In contrast, AGent VERSO offers the library a single, comprehensive staff interface, an intuitive, customizable OPAC and the ability to accommodate staff and patron-level display preferences. The library opted for the Software as a Service (SaaS) hosted delivery method with full system support, maintenance and updates, allowing internal staff to focus on expanding patron services without the additional cost and complexity of addressing technical support issues.

Though AGent VERSO offered the East Hampton Public Library more streamlined access to existing state-funded, AGent-powered resources – iCONN, Connecticut's research engine providing federated search, and reQuest, Connecticut's statewide bibliographic Union database and ILL system – the staff were still contending with duplicative workflow issues when processing ILL requests. With ILL transactions being managed through two separate systems, AGent VERSO and reQuest, East Hampton Public Library staff members were left with a time-consuming and labor-intensive process.



