

EOS Case Study:

W.E. Upjohn Institute



The W.E. Upjohn Unemployment Trustee Corporation was founded in 1932 to administer a fund set aside by Dr. W.E. Upjohn (1852-1932) for the purpose of conducting research into the causes and effects of unemployment and measures for the alleviation of unemployment. The W.E. Upjohn Institute for Employment Research, a nonpartisan, not-for-profit research organization, was established on July 1, 1945. The Institute grew out of Dr. Upjohn's concern about the well-being of workers who were displaced because of economic downturns.

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Linda S. Richer
Research Librarian
Upjohn Institute Library

The Institute has two divisions: the Research Division, which analyzes the dynamics of the labor market and conducts evaluations of employment programs around the world and the Employment Management Services Division, which administers the local Workforce Development Board and the federal and state employment programs for southwest Michigan.

About the Research Library

The primary library users require the support of a fully-developed specialized academic library with an economics, education, and public policy subject focus. The research library collection, consisting of 11,000 titles, 19,200 volumes, and 240 periodical subscriptions, serves Ph.D. economists, statisticians, and data specialists to support research on the causes and consequences of unemployment as well as methods of alleviating problems related to unemployment.

Searching for a New Solution

The Institute began to research the feasibility of upgrading their existing system in 2003, and became an EOS International client in 2005. During their preliminary investigation, six library automation vendors were

Upjohn Institute Research Library

Challenge: The legacy system in use at W.E. Upjohn was no longer meeting the needs of library staff and library users. A Web-based system was needed to allow access from any location and to allow access to a digital repository.

Solution: The ASP-hosted EOS.Web library automation system provides a management system for all day-to-day operations of an information center. It manages access to resources, provides serials management, acquisitions and budgeting functions, and access to materials of all types and formats in use at the library. EOS.Web allows access from any location and provides a seamless approach to retrieving information regardless of its physical or digital location.

The Upjohn Institute Library found the main benefits of EOS.Web compared to other vendors were:

- a flexible and easy-to-use product
- good client services reputation
- a company that understands the needs & limitations of small libraries



Pictured: Babette Schmitt, Linda Richer, Julie Kurtz

evaluated, with formal presentations requested from four of those vendors. To help them with their decision library management literature, IT literature, and library technology literature were surveyed as well as contacting client references (formal and informal).

According to Linda S. Richer, Research Librarian, factors that were particularly important in making their decision were:

- the hosted environment
- good client services reputation
- a flexible and easy-to-use product
- ability to manage all library operations
- ability to migrate data from a non-MARC system
- cost

Of particular interest to Richer was that the new solution provider understand the needs and limitations of small special libraries.

"EOS staff have consistently been professional, knowledgeable, and helpful and I would recommend EOS.Web to others," states Richer.

Process Improvements Provided by EOS.Web

The Upjohn Institute Library and its services are used extensively with research support services increasingly being delivered to each staff person's workstation through a fully-developed Library Intranet. This Intranet leads to all library resources and to suggested websites through a complex system of links targeted specifically to the needs of labor economists. The Intranet provides access to free and licensed content including bibliographic databases, statistical databases, alerting services, electronic journals and newspapers, and reference resources. The EOS.Web OPAC is a major part of the Intranet and of all information services at the Institute.

"EOS.Web was incorporated into the Library Intranet in a natural way. The transition was seamless for library users and the system is easy to use," states Richer. "Library staff members appreciate the smooth management of day-to-day processing of materials, especially as procedures become defined and finessed."

Future Digital Library Plans

After the migration process is complete, the serials module will save staff time because of ease of use and the continuous renewal process. The acquisitions module will offer the library its first specialized budgeting and accounting system connected directly to the Library's catalog. The reference tracking module will help maintain tracking records and statistics on reference requests.

Since EOS.Web capabilities allow the set-up and management of a digital library, the W.E. Upjohn library will begin the process of planning a digital repository. Part of that undertaking is that the Institute Archives can now make use of EOS.Web to preserve digital documents.

About Linda S. Richer



Linda has 16 years of experience in academic libraries and has been the Research Librarian at the W.E. Upjohn Institute for Employment Research since 1998. She holds an A.M.L.S. from the University of Michigan and is active in the following organizations: Special Libraries Association, Social Science Division (Division Chair, 2005-2006), SLA Labor Issues Caucus, SLA Michigan-Western/Upper Peninsula Chapter, Community of Industrial Relations Librarians, American Library Association, ALA Association of College and Research Libraries, ALA Government Documents Roundtable (GODORT), Michigan Chapter of GODORT.

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