

Solution

360 Resource Manager

360 Core

360 Search

360 Link

Johnson County Community College and Serials Solutions Work Together to Eliminate Duplication of Information and Increase Efficiency



The largest community college in the state of Kansas, Johnson County Community College (JCCC) enrolls 18,680 credit students with a student body that grows to 34,000 every semester with continuing education

classes. At JCCC, the Billington library's collection includes 192,000 books, 38,000 electronic and print journals and 116 databases. With seven full-time librarians, eight full-time staff and a number of part-time staff, the library serves the curriculum and research needs of the students, faculty, and greater community. The average age of a student at JCCC is 25.6 years, and often those students work full time and carry a full class load. The library has embraced technology solutions that manage the collections and help facilitate the research needs of these exceptionally busy students.

Judith Guzy, Associate Professor and Technical Services Librarian, has been with the college for over six years and has seen technology services expand from the online catalog to special digital media collections. Besides using OCLC, Voyager, and E-Reference, the library also uses Serials Solutions 360 Core, 360 Link, 360 Search and 360 Resource Manager.

When the library implemented Serials Solutions 360 Resource Manager, Judi and Systems Coordinator, Mike Frisbie noticed that the system lacked a function for uploading cost data from their ILS. The library had established a good relationship with the Serials Solutions support team which often works with customers as development partners, so Judi and Mike proposed creating a Cost Data Import feature to allow the transfer of electronic journal purchase data from Voyager into the 360 Resource Manager. By creating a software "bridge" that allows the export of purchase information from Voyager into 360 Resource Manager, the library has eliminated the duplication of information and has helped staff work more efficiently.

"Working with Jane Burke and the development team was a very positive experience. We provided insight and information about Voyager and they were really good about developing the component, and very quick as well."

Mike Frisbie

Mike worked closely with Serials Solutions on the development of the Cost Data Import feature by delivering sample data reports, performing functional tests, and providing feedback and suggestions. Mike was impressed with the response from Serials Solutions and says, "Working with Jane Burke and the development team was a very positive experience. We provided

insight and information about Voyager and they were really good about listening to our requirements and developing the component. And they were very quick as well. The project started in March 2008 and was complete by September 2008.”

The Billington library now uses the Cost Data Import feature regularly. Mike explains, “It takes longer to describe the process than to actually do it. Using a template from Serials Solutions with a database name and key information, we find the match point in Voyager and upload the data in less than a minute. We are happy with the feature, it has helped us reduce double entry and we can now go into 360 Resource Manager and find the information we need in one location.”

The recent experience working in partnership with Serials Solutions and 360 Resource Manager to develop the Cost Data Import feature was very positive. Judi says, “Serials Solutions provides good services, quality support, and will work with customers as development partners. When they say they are going to take something on, they do it. When they say something will be out by a certain date, they meet the date.” She feels that Serials Solutions has a flexible and affordable pricing model, compared to other vendors, and understands that their customers use their services differently depending on institution and budget size.

The library is pleased with the seamless implementation of their Serials Solutions services and Judi says the services have exceeded expectations. “The Overlap Analysis reporting as part of the backend of the services is really useful and has gone beyond what we anticipated when doing analysis of our databases. We are still discovering the potential of the services and are not using them to their full extent but 360 Core and 360 Resource Manager have been great and have met our needs incredibly.”

“The Overlap Analysis reporting as part of the backend of the services is really useful, and has gone beyond what we anticipated when doing analysis of our databases.”

Judith Guzzy

The library at JCCC has plans in place for the future to make the library even more essential and relevant to students. Judi considers their current technology services to be the foundation tools for the library and she is now looking to implement new digital media like streaming video to help faculty incorporate multi-media into the college’s curricula and make learning very personal. They currently are ordering content on DVDs but predict that streaming video packages from publishers will become more and more prevalent and relevant to instruction.

In the future, Judi, Mike and their staff intend to implement additional technologies that provide students better ways to access everything the library has to offer. Future innovation will help the JCCC library continue as a leader in e-resource access and management and the best partner for research.

Find out more!

1-866-SERIALS (737-4257)

360@serialssolutions.com

www.serialssolutions.com

© Copyright 2010 by Serials Solutions, Seattle, WA, USA. All rights reserved.