

Southeastern NY Library Resources Council: Resource Sharing Made Easy with MasterKey Share

CHALLENGE

Provide a modern and cost-effective resource sharing solution that would deliver the level of service and user experience expected by member libraries and their patrons.

SOLUTION

A cloud-based solution provided by Index Data, MasterKey Share is a cost-effective solution built with up-to-date technology that is easy to implement and maintain.

RESULTS

- Comprehensive and accurate search results allow users to access all the relevant resources from all the different member catalogs
- User-friendly interface that is easy for library staff to learn
- Strong partnership and collaboration with a team of information retrieval experts dedicated to the success of the organization

Southeastern NY Library Resources Council serves over 104 members including academic, hospital, special, school and public libraries and library systems, as well as historical societies, archives and museums. Public and school library systems' members bring that number to 575 libraries in the region that can avail themselves of the council's resource sharing services.

Strength in numbers: Small libraries, big reach

Southeastern NY Library Resources Council makes it possible for area libraries, regardless of their size, to provide "big library service" – enabling patrons to access resources that reach far and wide beyond their local library collections.

Resource sharing is a vital service of the council and one of the pillars of its five-year plan of service. To enable access to regional holdings, Southeastern is committed to supporting and maintaining a virtual union catalog and a regional Inter-Library Loan (ILL) system that is available to all member and affiliate libraries.

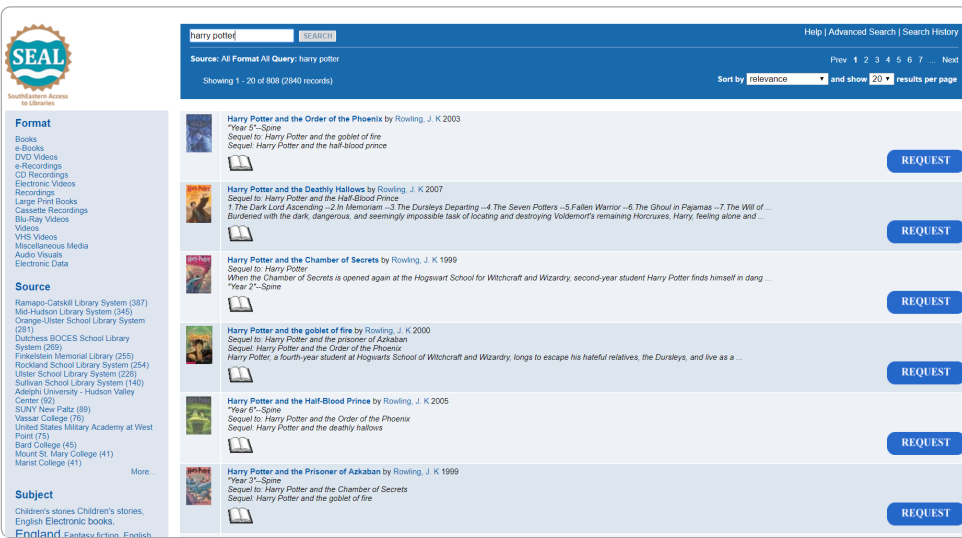
With these service goals in mind, the need for a modernized discovery tool and affordable interlibrary loan system was apparent to the council's leadership.

"We provide the only resource sharing solution connecting all library types in the region," says the council's Executive Director Tessa Killian. "We needed to replace the legacy virtual union catalog with a cost-effective solution that would allow us to deliver the level of service and user experience expected by member libraries and their patrons today."

The power of sharing: Search virtually, borrow regionally

To address these requirements, Southeastern NY Library Resources Council selected MasterKey Share, a cloud-based solution provided by Index Data.

The solution enables resource discovery across all the libraries in Southeastern's service area, providing real-time connectivity to a variety of library catalogs from multiple vendors.



“The Index Data platform has proven to be very dependable, delivering comprehensive and accurate search results from all the different catalogs we need to access,” says Systems Manager Zachary Spalding. “It provides useful availability information, which we use to start an ILL process to actually get the resource into the patron’s hands.”

Simplifying discovery: Quality results, sans the effort

One of the most visible benefits of MasterKey Share is the superior user experience for library patrons and staff.

With a single search, library staff can discover resources across multiple catalogs. They can use MasterKey's advanced search capabilities and filter the results by format, location, and other parameters. Once a resource is located, library staff can simply click the Request button to start the acquisition process, all within the same interface.

“MasterKey Share has exceeded my expectations in how easy it for new users to grasp,” says Judy Fischetti, Member Services Librarian. “Many features are self-explanatory, and user feedback on the quality of the search results has been very positive.”

Expertise and collaboration make future opportunities promising

According to Tessa Killian, “We are following closely on the work that Index Data is doing with FOLIO and are interested to learn about the ILL capabilities it will have.”

“The information discovery expertise that Index Data brings to the project has proven to be valuable during our implementation,” adds Fischetti. “For example, they were able to resolve a long-standing performance issue with one of our vendor’s catalogs, something that we were unable to solve on our own. It takes a big burden off our shoulders knowing that Index Data is staying current with any changes introduced by the different catalogs to ensure uninterrupted access for our members.”