

CASE STUDY



Established in April 1990, Temasek Polytechnic (TP) is a significant contributor to the field of professional education in Singapore. Since 1990, Temasek Polytechnic Library has both initiated and embraced many changes—from physical relocation, technological innovations to process certification and redefinition of library services.

Challenge

As the Library's previous ILS did not offer the flexibility to integrate with the Polytechnic's course management systems and other library solutions, the Library was keen to replace it with a system which was fully customizable and able to meet this requirement.



A 21st Century Library at Temasek Polytechnic

Temasek Polytechnic Library had been using the Dynix integrated library system (ILS) originally implemented in the early 1990s. With the introduction of new technologies over the years, TP library began looking for a new ILS that could utilize the latest technologies to meet the changing needs of the Polytechnic's staff and students. The search was thus on for an ILS which would be easy for both librarians and users to navigate, as well as being customizable to suit the Library's unique needs such as integration with other polytechnic platforms.

Aleph—the right solution

The Library carried out a thorough selection process to find the best ILS for its environment. "We were looking for a solution that could be tuned to our unique needs," commented Ms. Ong Peik Keng, head of Technology Services section at the Library. Following several onsite demonstrations, the Polytechnic selected the Ex Libris Aleph integrated library system. The flexibility, ease of use, and wide-ranging functionality of Aleph met the library's requirements. The need for clear and accurate reporting on the usage of library collections led the Library to select the Aleph Reporting Center (ARC) module.

Excellent services for library users and staff

Now in use for eight years, "Aleph is popular with both students and library staff," notes Peik Keng. Interoperability amongst the various Aleph modules is an important advantage, for instance library staff can now access bibliographic data while working in the Acquisitions module. Similarly, librarians can develop new reports in addition to Aleph's predefined reports, and add these to the Aleph GUI clients where they can be easily accessed. Another one of its many useful features is the ability to generate notices automatically, so that the Library can easily communicate with students.



CASE STUDY



Solution

In 2002 Temasek replaced its Dynix ILS with Aleph by Ex Libris. The flexible architecture of the solution has enabled it to be fully integrated with a range of polytechnic systems, while being user-focused for both library staff and end users.

Results

Library staff and users have found that the easily navigable and customizable Aleph system, which seamlessly integrates with other polytechnic systems, has increased library efficiency. The constant evolution of the product, based on customer requested enhancements ensures that Aleph continually meets customer needs.

Based on Oracle, the system easily integrates with other polytechnic applications and student systems. In addition, Aleph's seamless integration with the library's e-resource systems provides important added value for users. The number of e-resources available through Aleph is increasing continuously, and students are strongly encouraged to search for resources via the OPAC.

"Aleph is popular with both students and library staff,"

The ongoing benefits of Aleph for library staff have been impressive. Each Aleph module is flexible, enabling librarians to work more efficiently and effectively than they had in the past. "Having greater control over functions enhances librarians' sense of ownership of the solution," comments Peik Keng. "The Web OPAC is very easy for library staff to customize. We have added some local tools and functions to the OPAC, which have resulted in an improved presentation of search results."

"Having greater control over functions enhances librarians' sense of ownership of the solution. The Web OPAC is very easy for library staff to customize"

A partnership for the future

Peik Keng characterizes the Library's relationship with Ex Libris as collaborative and professional. "Ex Libris is always open and responsive to our ideas and suggestions," observes Peik Keng. "From the moment we selected Aleph, we worked closely with Ex Libris staff in the areas of development and support, and our experience has been consistently positive."

CASE STUDY



“Ex Libris is always open and responsive to our ideas and suggestions.”

Looking to the future, the Library is keen to remain up-to-date with enhancements and new Ex Libris releases of Aleph, in order to further maximize service to staff members and end users. In the long term, the Library is considering the addition of the Primo discovery and delivery solution to serve as a unified search interface for all the library’s print, electronic, and digital resources.

Ex Libris - USA
Toll Free: 1 800 762 6300
infousa@exlibrisgroup.com

Ex Libris - Italy
Tel: 39 051 0418019
info@libris.it

Ex Libris - Israel
Tel: 972 2 649 9100
exlibris@exlibris.co.il

Ex Libris - UK
Tel: 44 1895 824 440
exlibris@exlibris.co.uk

Ex Libris - Australia
Tel: 61 8 8139 1500
exlibris@exlibris.com.au

Ex Libris - Germany
Tel: 49 40 89 809 0
info-de@exlibrisgroup.com

Ex Libris - China
Tel: 86 10 8857 5975
exlibris@exlibris.com.cn

Ex Libris - France
Tel: 33 (0)1 57 02 12 50
exlibris@exlibris.fr

Ex Libris - Korea
Tel: 82 2 2195 5432
korea@exlibrisgroup.com

Ex Libris - Singapore
Tel: 65-6478-2364
exlibris-asia@exlibrisgroup.com