



EOS INTERNATIONAL  
Headquarters  
2292 Faraday Avenue  
Carlsbad, CA 92008-7208 USA

t. 800-876-5484  
t. 760-431-8400  
f. 760-431-8448  
w. eosintl.com

Americas  
Europe  
Middle East/Africa  
Asia Pacific

*For Immediate Release*

## **EOS e-Library Service® Meets the Special Needs of Orange County Government**

### **EOS e-Library Service Solves Library Interdepartmental Firewall Access Issues**

(Carlsbad, CA – May 28, 2003) The Public Facilities & Resources Department (PFRD) library was organized as an internal technical library in 1975 from several individual county departments, which handle flood control, transportation, geomatics, environmental issues, harbors, beaches, parks and planning. The PFRD library has one primary location and one additional non-circulating historical collection. They have 9,500 volumes in their collection with materials including books, technical reference manuals, and videos.

Before moving to the EOS e-Library Service, PFRD was using two servers in different locations, which created firewall issues between departments. Some of their interdepartmental patrons were having problems accessing the library's catalog - even though they were located just one floor away. Alicia Campbell, Chief of Special Services states, "With EOS e-Library Service's secure central hosting, the firewall issue was eliminated, not to mention PFRD's need for local IT services." More added value was found when the PFRD was able to easily customize their welcome page using Microsoft FrontPage®.

"EOS improves productivity for our patrons and the librarian alike. EOS Web OPAC has allowed staff in remote locations to search the library's catalog from their desktops, and request the items through email or via the phone. Then, we check books out to them through our interdepartmental mail. This saves staff time and maybe a trip out of the office. We are still improving the process, but everyone who has done this 'armchair shopping' really likes the new process." In this manner, the EOS e-Library Service saves the 1,300 employees a trip to the library and is available 24 hours, 7 days a week.

Alicia cites the ability to search the library's catalog from remote locations and the flexibility of EOS e-Library Service in meeting her special needs as the main benefits of using the innovative ASP-hosted system. "We are using a modified Dewey Decimal system and that was no problem for EOS, even when we have a large amount of items in a short range of numbers." Additionally, many of the library's titles are checked out for indefinite periods (up to 10 years). EOS e-Library Service's flexibility made this easy to set up.

EOS International is a leading global library information management software and service provider with a client base of over 5,000 special libraries. A client-driven company nominated for a Computerworld Smithsonian award, EOS library automation software products (EOS.Web®, EOS Q-Series®, EOS GLAS®, and hosted, EOS e-Library Service®) serve the stringent knowledge management needs of corporate, legal, medical, government and special libraries of all sizes. EOS International can be found online at

<http://www.eosintl.com>.

Press Contact: Elizabeth Kelley

760-431-8400 x 107

[ekelley@eosintl.com](mailto:ekelley@eosintl.com)