

Cliff Park High School Eclipse Case Study

Cliff Park High School is situated on the east Norfolk coast, close to the Suffolk border. The catchment area is both rural and urban.

There are approximately 900 pupils, ages 13-16 (Years 8-11). The school was recently awarded Specialist Sports College status and we are in the first phase of building work to expand the school to accommodate Year 7's in 2006/7.

The first library system we had was Micro Librarian Professional, running on an Acorn. In fact we still have it, and it still works! We use it to print barcode labels. I don't know when MLP was installed but I was employed in 1997 and it had already been running for several years. By 2000 the Acorn system was running at its maximum and we needed to progress to a Windows based system.

We contacted several software companies, including MLS and asked for information. At the time MLS couldn't send a demo CD or a sales representative out to us, and nobody in our local area had Eclipse for us to see. Our experience with the MLS Acorn system had been very positive but we were nervous about purchasing a system we hadn't been able to evaluate. We investigated a number of library management

We were impressed with the ease of use and felt that the program understood the needs of a high school library. Having already evaluated other software, we decided Eclipse was the program that best suited our needs.

The conversion of our data was extremely successful. We opted for a training day and the trainer installed the software. The training and documentation for Eclipse was excellent and the library staff have never been happier. The quality of the software, the training and the support has meant that our IT Manager is no longer plagued by us asking him to fix problems. Consequently we all benefit from Eclipse. MLS provide an excellent service, I really cannot praise it highly enough. I am always recommending Eclipse to other librarians, I've lost count of the number, I'm always singing its praises!

The students love the Identikit fingerprint scanner and they like seeing their photo on the enrolment record, it gives them a sense of ownership. We also have, Discovery and MLSLibraries.net, but we are in the process of changing to the WebOPAC so we can run SearchStar on the school intranet.

systems and decided to purchase Autolib. However Autolib was a disaster for us, it never worked efficiently and we were very dissatisfied with the support. When I was given responsibility for the library I battled on with Autolib for another year. In 2002 I was eventually given permission to buy another product and chose Eclipse. The decision was based on our past experience with Micro Librarian Professional (which was reliable, efficient and user-friendly) but more particularly MLS had provided first-class Help Desk support for MLP and I felt confident they would support Eclipse with the same professionalism and efficiency. As a consequence of my experience with Autolib, this was of paramount importance to me.

In the time that had passed since our initial move to a Windows based system, MLS were able to send an Eclipse demo CD and we were also able to visit a local user.



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As they actively encourage and listen to their customer's comments they have a strong understanding of ways to move forward. However, just a thought, perhaps they could consider publishing the "wish list" - it would be interesting to see if other people have similar requests and if the wish is getting any closer to becoming a reality.

There are numerous benefits of using MLS – in no particular order here a few:

- * MLS have an inherent understanding of the needs of a high school library.
- * Eclipse is easy to use, reliable and efficient.
- * MLS are always very receptive to requests for additions to software, adding suggestions to the "wish list".
- * The help desk is a huge benefit. The phone is always answered quickly and the staff are friendly, knowledgeable, professional and helpful (it may seem obvious to state that staff are helpful, but in my experience this is not always the case. I feel strongly that this is one of MLS's greatest assets).
- * Excellent customer service - efficient, knowledgeable, friendly and helpful staff.
- * Regular software updates. As a customer I feel confident that I am using a program that is supported by a professional company who care about their product and who have a policy of continual improvement.
- * Incentives to existing customers with their intro scheme.
- * The modules are easy to customise with views to suit the individual.
- * The search facilities are easy with infinite search criteria in all modules.
- * In fact – all the features - I love the statistics, the tools, the housekeeping, cataloguing, stocktake program, etc., etc., everything!!
- * The service is excellent.

“MLS's fundamental understanding of a school environment has made Eclipse the successful product it so rightly deserves to be.”



Lynne Edwards, Librarian
Cliff Park high School