

Lawrence Sheriff School Eclipse Case Study

We are a boys Grammar School in the West Midlands. Originally we had SIMS Library, but when this ceased to be supported we moved to AutoLib and for the past two years we have been using Eclipse.

I needed a system that was reliable and had extremely good customer service. While thinking about moving from AutoLib I evaluated three different systems; MLS, Heritage and Alice. I chose MLS because it was easy to use and everything I needed was available in the package offered. The people I spoke to were efficient and friendly, the system was on offer at a reduced price, so it was affordable and I spoke to other Eclipse users who were very pleased with it.

The Eclipse software arrived soon after the order was placed and my Technicians installed it easily. I decided to re-catalogue everything as the old system had been unreliable and many books had gone missing. I felt this was a good opportunity to do a stock check.

The documentation is excellent. I spent six weeks, over the summer holiday cataloguing over 8000 books. I learned 'on the hoof' and it was a very valuable

experience, after around three phone calls to the Help Desk to put me right! The student librarians have been trained to issue and return books, pay off fines and make reservations. At first we used a laptop and I could move from room to room which made cataloguing easy, but now Eclipse is set up on a main machine in the office, an issue computer and an OPAC in the main room.

The IT Technicians think Eclipse is a wonderful system, mainly because it is always working, so they haven't had to come over and sort it out! I constantly had to call them out for the previous system.

The MLS service is perfect; efficient, friendly and knowledgeable and the staff are always very helpful.

I sent an e-mail with a request for help and within five minutes someone from MLS was phoning me. Overall Eclipse works really well. It is easy to use for issuing and cataloguing and it is hard to imagine life without it!

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By Mo Parr.
Lawrence Sheriff School, Warwickshire.

