

## Waikato Regional Council

### Hamilton, New Zealand

Waikato is a local government region in the upper North Island of New Zealand. It covers a significant area stretching from Coromandel Peninsula in the north, to the north-eastern slopes of Mount Ruapehu in the south. It spans the North Island from the west coast, through Waikato and Hauraki to Coromandel Peninsula on the east coast.

#### The Story of the Waikato Regional Council Library

The Waikato Regional Council (WRC) library collection contains items in a range of formats, covering a range of subjects in their key research areas. The library holds many unique items on the Waikato region. All Waikato Regional Council staff and contractors can join the library.

The organisation has approximately 500 staff, 415 of whom are registered library users. The library's heaviest users are their highly specialized scientific staff ranging from coastal geomorphologists; wetland ecologists; geothermal, soil, freshwater and contaminated sites scientists, and a myriad of just about every earth science discipline imaginable.

The council also has teams of social scientists (economists, policy analysts, project managers) that use the library regularly. There are teams of biosecurity (plant and animal pest control), engineers (mostly in the fields of drainage and flood control), plus IT and legal teams all of whom need access to the library.

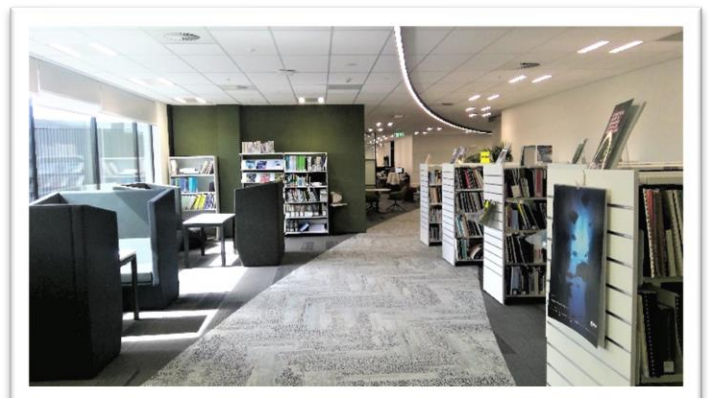
A busy library with only one full time librarian that also services several remote locations means that an easy to use, functionally rich Integrated Library Management System (ILMS) with an engaging, easy to access Library Home page was a must.

#### At a glance:

<b>Chosen solution:</b>	Liberty + Cloud Hosting Additional modules Acquisition, Serials, SSO.
<b>Key objectives:</b>	Easy to search, supports periodicals, journals and serials. Powerful reporting and analytics.
<b>Core benefits to users:</b>	Easy to navigate homepage. Access anywhere, anytime.
<b>Supported users:</b>	415 (approximately)
<b>Library staff:</b>	1



# Liberty



## Liberty V5 Meets Their Need for a Flexible, Fit for Purpose ILMS

The Waikato Regional Council library collection contains items in a variety of formats, covering a range of subjects in their key research areas and many unique items on the region. Journals are a very heavily used resource type which are circulated via controlled distribution.

As Jennifer McHardy, Contractor, Library, Science and Strategy explains,

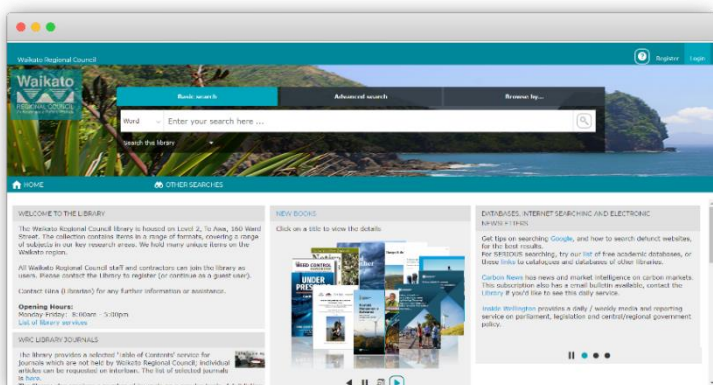
*“We have always used a controlled circulation system for our journal distribution, and part of the reason for choosing Liberty was that it was one of the few LMS that handled this relatively elegantly.”*

The library has only one branch, but the organisation has several remote offices that the library delivers services to. Currently with more people working from home, it's very important there is a self-service portal for users that is easy to use, and attractive.

For many years there has only been one full time librarian. It's a very busy role, so there was a real need for an ILMS that would be flexible and fit with the collection and workflow.

## Why Waikato Regional Council Chose Liberty

When Jennifer McHardy first began working for the library in 2001, DBText (Inmagic) was the library management software. After securing budget allocation for a new LMS in 2005 and going through the selection process the Waikato Regional Council Library chose Liberty 3.1 followed several years later by Liberty 3.5.



By 2020 it was decided a much more functionally rich ILMS was required to help manage an increasingly heavy service delivery load with limited staff resources. Liberty's v5 was a natural progression. Jennifer noted that,

*“The conversion to v.5, while delayed for several months due to COVID, was relatively smooth.”*

With Liberty v5 now fully operational, Jennifer has found the easy-to-use customisation options, available for both in the “back office” and catalogue, makes managing all aspects of the WRC library so much easier. It ensures the system reflects the library's workflow requirements and resources management in a very efficient and effective way.

## Why Cloud Hosting?

When the decision was made to move to Liberty v 5 in 2020 Jennifer opted to include Softlink IC's Cloud Hosting service. Hosting has proved to be a real bonus.

*“Opting for Hosting has made trying to find the time to run upgrades a thing of the past. Knowing that Softlink manages them means users, and I, always have the latest version with all the new features and enhancements. It's one less task to fit into my busy schedule.”*

## Reporting in Liberty v5

Jennifer is pleased with Liberty's Reporting capability which makes statistics tracking much easier than doing so manually. Despite a lack of a reporting function in their previous LMSs, Jennifer has kept KPI statistics since she began working there in 2001 that, over the years, has proved invaluable.

For Jennifer statistics:

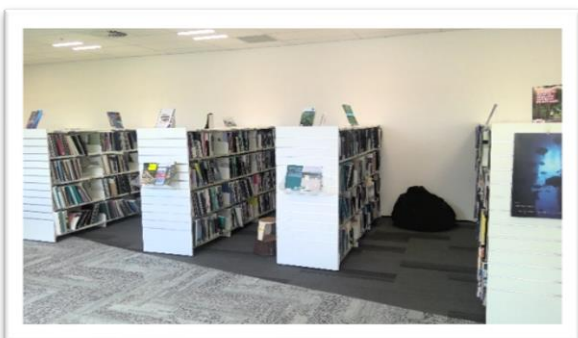
*"Are fabulous ammunition; they have proved their worth time and time again. They have all followed an upward trend now for many years, but in all honesty, that's probably due more to the growth in numbers of staff and the dedication of the library staff but the ease of use and attractiveness of a dynamic Library Home page in Liberty v5 has no doubt helped!"*

## Engaging Catalogue

Before moving to Liberty v5 there was a simple library home webpage, which included a link to the library catalogue (v.3.5). Now the library has a versatile, easy to customise Homepage. It allows Jennifer to design it in imaginative and engaging ways.

It also enables her to easily deliver many value-added services such as lists of curated resources, upcoming events, and information of interest which is attracting more users as evidenced in her statistics!

Users now have a catalogue which is a one-stop shop. The new system's search capability is more powerful. They can easily access all relevant links and information, while self-help options are easy to access and navigate. Everyone is enjoying the benefits using the new library catalogue brings.



## Great Support

The library is now fully functional with Liberty 5. The more Liberty is used the more everyone is learning how easy their new system is to use. There may be a little tweaking of the system from time to time as everyone becomes ever more familiar with the significant capabilities that come with the system.

As Jennifer and the library's users discover more, there will be, on occasion, a need for clarification. The prompt assistance from the Softlink IC Support team and the Help Desk search facility is a real bonus. As Jennifer notes,

*"I really appreciate the fast turnaround times for any queries we have. I use the helpdesk facility often, and the option to search for past 'closed' tickets is brilliant. Often, I'll think 'ah, I think we've had this problem before, how did we solve it?' and I can search within the helpdesk and locate the solution without having to put in a new ticket."*

## Liberty v5 Delivers Real Benefits for the Waikato Regional Council Library

Since moving to Liberty v5, Jennifer has found the cutting-edge features and easy-to-use customization function has benefitted her and the WRC library's users. It has made managing the everyday library task workflows more efficient and effective.

By designing a dynamic, easy to access catalogue that delivers information and curated services, Jennifer has seen a significant increase in the library's usage.

The icing on the cake is that being hosted has ensured the Liberty is automatically updated. This means everyone has access to the latest features while for Jennifer, there is no need to schedule upgrades into her already busy days!

To find out how [Liberty](#) will make your job more effective and efficient and delight your users just [contact us](#) and let us show you how!