Introducing a new realm of service delivery

iLibrary

*e*pixtech is leading the way in providing libraries with cost-effective web solutions which enter a new realm of service delivery, while offering the the first real opportunity to outsource system ownership and maintenance. *epixtech's* iLibrary offers a new paradigm in library automation which makes traditional solutions appear obsolete.

iLibrary, the first application service provider (ASP) business model for libraries, is an exciting new internet service designed to provide both libraries and their patrons with novel options for delivering and accessing services.

More than just software, iLibrary is a complete automation service, including Horizon software, system administration and database server. For the first time, libraries have the opportunity to outsource their hardware, software, database and system administration.

Libraries can choose a package of software applications that meet their specific needs and access the applications through a web browser. Even though the library does not own or maintain the system, parameters and options are personalised to meet the specific needs of the library, just as they would be if the library owned and maintained the system on site. These applications can include, for example, Horizon library automation software, ILL/DD, and software that controls access to commercial resources. Instead of paying for a complete library system, the library pays a user fee for the service and applications used.

For patrons, there is the revolutionary iLibrary Portal that delivers a new paradigm in searching and self-service. Patrons can personalise view and format preferences and customise their information resources profile. The iLibrary Portal offers consumer internet services in addition to traditional information resources. The 'one-stop-shop' also provides options for patrons to place inter-library loan and document delivery requests directly, and to access their circulation information and conduct transactions such as loan renewals, request cancellation and provide updated borrower registration information.

iLibrary has many benefits for libraries. Large up-front capital expenses, implementation challenges and the need for maintenance and upgrades are eliminated. Libraries can enjoy risk-free 'testing' of new software and technology without the need to purchase first or have specialised IT skills inhouse. Having leading-edge equipment and expertise, the ASP can implement best practices for delivering superior levels of availability, security, back up and disaster recovery. Libraries can enjoy 'speed to market' with simple, quick and pain-free implementation. Outsourcing system and application management means libraries can focus on their core services delivery.

epixtech offers more than library management software. The versatile range of add-on products, 'Smart' Library RFID technology, and the company's commitment to being a full-service partner, enable the delivery of solutions that meet the needs of libraries. ∎

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