

**AGent VERSO®**

Complete Integrated Library System for Public Libraries



## James E. Wickson Memorial Library

### Frankenmuth, Michigan

The James E. Wickson Memorial Library was established in 1974. The library's collection is comprised of over 50,000 items, including books, books on cassette, books on CD, music CDs, videos, DVDs, newspaper and magazine subscriptions, and puzzles.

### Challenge:

The library wanted to join the Library of Michigan's statewide system, MeLCat in order to provide its patrons with access to all of the resources owned in the state of Michigan and to provide solid Interlibrary loan capability for its patrons. The library's current system did not have the functionality necessary to meet the compatibility requirements for membership, including compliance with the NCIP protocol or the ability to export MARC records. The library's vendor was unwilling to make the changes necessary without associating high costs per feature. In addition, the library often received little or no response to questions or concerns.

### Solution:

AGent VERSO® is a powerful and full-featured ILS solution that met the protocols and requirements necessary for the library to join and become fully functional with MeLCat. Auto-Graphics' staff worked diligently with the library to convert its existing records into MARC record format for import into AGent VERSO. As the first library to join the statewide system, minimal programming changes were required and were addressed by Auto-Graphics' staff in timely manner. Minimal costs were paid for by the Michigan Auto-Graphics' Consortium. Auto-Graphics' help desk provides quick and detailed responses to inquires along with personal follow-up calls.

### Results:

The library's interlibrary loan activity has increased 200%. AGent VERSO provides patrons with access to over one million titles for interlibrary loan. The library's staff and patrons have found the AGent VERSO Web-based system to be very intuitive and easy to learn. From the convenience of their homes, patrons can now view the library's catalog online, manage their accounts, request books, and pick them up at the library within a couple of days.