

New Orleans Public Library

CASE STUDY

Secures Disaster Plan with Innovative
Hosted Services

Overview

Designed for the modern public library. With the most robust functionality in its class, Polaris offers a comprehensive ILS solution designed specifically for the unique needs of all types of public libraries—single site, multibranch, and consortia.

The Challenge

Like many libraries today, mitigating the danger of large-scale disasters such as Hurricane Katrina in 2005, became an increasingly significant concern for the library.

During Hurricane Katrina, the Main Library saw flood waters rise to just inches from entering the building. While collections at the Main Library were largely unaffected, Jerry Pinkston, IT director, said it could have been a complete disaster for the entire library system had water breached the server room. It became very apparent that the library needed to take important steps to improve the institution's resiliency.

"We've seen some near misses with these storms," said Pinkston. "The fact that our current server has reached end of life and resides in the basement below sea level, there was little question that we needed a disaster plan. Innovative manages Polaris



hosting through a world-class Amazon Web Services environment, so we knew it would provide an increased level of service at a reasonable price."

Solution

By implementing Polaris with Cloud Hosted Services, New Orleans Public was empowered to expand outreach capabilities and achieve strategic goals to champion literacy, strengthen communities and enrich minds.

The library could now rely on Innovative to make automatic updates, handle all operating system updates, and hardware maintenance. This was an important benefit to a small IT department staffed by five people.

Prior to hosting with Innovative, the library experienced delays waiting to restore the onsite server and access data again.

"With hosted services, we don't need to wait for a site restore," Pinkston concluded. "We can rest assured that our patron data is secure, and when we experience another weather event, we'll be ready to operate as soon as the building is open to patrons."

Get in touch

If you're interested in discussing Polaris for your library, contact us: www.iii.com • sales@iii.com • (510) 655-6200