

CASE STUDY

# *St. Charles Library*

*Success using the Outreach Module in Symphony.*



SirsiDynix®



## CASE STUDY

The St. Charles Public Library District serves a population of 55,000 residents and growing.

### *Background*

With such a growing community, the library was in need of a way to reach out to their patrons, get the work done, and still find time to personally interact with those who come into the library.

Previous staff were using manual processes and felt they did not have the time or the resources to devote to learning about how to use new processes or modules.



Cover Image: St. Charles Library. Left Image: Outreach team member David Kelsey  
Bottom Image: Outreach team members from starting from the left Chris, Lynda, Kelsey, and Dana



## *Problem*

In 2015, The St. Charles Public Library faced a problem in their Outreach Program. Checkout history was still being recorded manually on handwritten notes, typed in a Word document, or typed in Excel spreadsheets (and sometimes all three places). Everything was tracked by hand and the process was quite laborious and time intensive. The department was overwhelmed by the amount of paperwork as well as by checkout history that was tracked manually.

David Kelsey joined the St. Charles Outreach Program in 2015. When he started, he knew that there had to be a more efficient way to get the work done, and leave more time for interacting with patrons. This led to the initial research into the use of the SirsiDynix' Symphony Outreach Module.

*Left image: Outreach team member Dana*

## *Solution*

Working with Amanda Kaiser who at that time worked for the Library Integrated Network Consortium (LINC), the Outreach Team decided to explore the use of the Outreach Module and how it could benefit their homebound patrons. Using little other than SirsiDynix documentation, the team was able to learn and incorporate the Outreach Module into their department in just 8 months.

Since implementing the Outreach Module, the library's outreach program has been able to streamline and digitize their workflow eliminating much manual labor, paperwork, and time that was once taken by the old processes. Since then, they've had more time to concentrate on things that increase engagement and building meaningful relationships with more patrons.

*Photo: Outreach team member Lynda with Patron LP*



*“ If it were not for the Outreach Module, we never would be able to grow, expand, and strengthen our Outreach program to what it is today. The Outreach Module has allowed our Outreach team to impact the lives of so many more seniors and residents across the St. Charles community. We are very thankful for the Outreach Module and we advocate for its use whenever and wherever we can.”*

David Kelsey  
Outreach Librarian, St. Charles Public Library

The program has been able to expand and strengthen community ties and relationships, establish new community book swap exchanges, and launch programming at seven new senior facilities. The St. Charles Public Library Outreach Program has seen a tremendous 316% increase in patrons served. Symphony's Outreach Module

has made handling the growth and keeping track of these new patrons easy.

Serving the community in greater ways is the mission and goal of the St. Charles Outreach Program. In looking for new and unique ways, this program has found success in huge and memorable ways.

Photo: St. Charles Public Library



Photo: Outreach Team starting from the right Chris, Lynda, Dana, and Kelsey





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*The St. Charles Public Library Outreach Program has seen a tremendous 316% increase in patrons served.*

Photo: Outreach team member Chris



## *Get in touch!*

Would you be open to speaking with someone at SirsiDynix to learn more about Symphony?

Contact us today!



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