

# Endeavour College of Natural Health

## Case Study

The Endeavour College of Natural Health libraries gained functionality and a fresh start with their migration to SirsiDynix Symphony® ILS from their Horizon system.

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— Christine Ruzic,  
Endeavour College of Natural  
Health National Librarian



For the Endeavour College of Natural Health libraries, migrating to the SirsiDynix Symphony® ILS was not only an increase in functionality but a chance for a fresh start. Previously on the Horizon™ ILS, the libraries were happy but struggled to establish consistency in their processes and records. As Endeavour’s National Librarian Christine Ruzic put it, Horizon just wasn’t set up to do what they knew they needed to do.

“We weren’t using Horizon correctly, and as a result no one trusted the information in it,” Ruzic said. “Because we’re such a small organization, we’ve many part timers and the ongoing quality of the systems just weren’t taken care of.”

Since migrating to the Symphony ILS, however, the libraries have not only improved the quality of their systems but also improved their operations. Ruzic describes it as a cultural change in addition to a technology upgrade – both of which already show positive returns.

“Ten years ago we were very tiny and students were our best friends,” Ruzic said. “To check out a book we spoke and said bring it back when you’re finished. Now with Symphony, we’ve changed to real library system processes in which everything is tracked. We’ve started insisting on students returning the book by the due date, and we send overdue notices. It was a transition, but it allows our students to take full advantage of the collection and it has made our workflows for library staff much more efficient.”

And the new sense of order and organization is only the beginning of the benefits the libraries have gained. Now, thanks to improved policy management, improved records and intuitive processes for staff, the Endeavour College of Natural Health libraries are in the best shape they’ve ever been.

### Why they chose Symphony

In evaluating systems, the Endeavour College of Natural Health Libraries was very thorough and particular in its needs. Library Technology Systems Coordinator Susan Blake said the process began by searching very widely, then they began the process of narrowing it down. Upon narrowing their options to a “two-horse race,” as Blake puts it, it soon became apparent that Symphony would be the winner.

“We were able to look at the two systems in more detail to do a comparison and see where the benefits were, and what would and wouldn’t work for us,” Blake said. “In the end, it was the SirsiDynix staff that really got it across the line. They responded quickly to questions and were able to negotiate all the aspects we needed.”

### Implementing the new system

Once the decision was made, Blake hit the ground running – cleaning up records, coordinating staff needs and interfacing with the SirsiDynix implementations team. Recognizing that their data wasn’t where it needed to be was the first step, and a crucial one in getting the positive results the library sought. After that, Blake and Ruzic agreed, the process was remarkably smooth.

“I’ve actually been involved in multiple migrations and I have to say this was the best migration I’ve experienced,” Ruzic said. “From where I was sitting, all the support was there. SirsiDynix said they were going to ring, and they rang. They had a schedule and they stuck

with it. [Our SirsiDynix library relations manager] dropped in to see us on the day of go-live and Susan was sitting there having a cup of tea. Everything was going so smoothly they had time to go to lunch!”

From stock-take to borrower records to circulation policies, the libraries were suddenly equipped with “the bells and whistles” they had been looking for. For the first time, the libraries’ systems were all truly automated and the results were noticeable.

“We have a register on the student portal [for feedback] and there used to be lots of complaints about our collection, saying that we didn’t have the resources,” Ruzic said. “We actually did, but our circulation policies just inhibited access. With Symphony we introduced [new policies] and a reminder so students are prompted before the due date. We don’t have any complaints about availability of resources anymore.”

Ruzic added that with so many of their processes truly automated now through Symphony’s robust toolset, the library is experiencing benefits in areas previously untouched. Statistical reports are delivered in the morning at the beginning of each month and the insights gleaned from the accurate and current data are “absolutely wonderful.”

“Everything is just working, and we can just sit back and let it happen,” Ruzic said.

## Maintaining positive momentum

With everything off to the fresh start the Endeavour College of Natural Health libraries was seeking, the library leadership and staff recognized the importance of keeping the positive momentum. So Ruzic and her team have made a real effort to standardize processes, procedures and the user experience across all the campuses, most being thousands of kilometers apart. Controlling the various aspects of the system centrally has been one of the elements that has “helped enormously in that,” she said. Cataloging, for example, is all done from one campus now using the acquisitions module rather than bits and pieces being cataloged from many campuses. The flexibility of the system allows Endeavour to support centralized or decentralized processes; after reviewing their needs, Ruzic said they elected to take advantage of centralizing some of their technical services operations to improve efficiency.

“One of the reasons for changing was to change the culture of the library,” Ruzic said. “The college had changed, and with the majority of our subjects being online students needed a system of library service that better reflected their needs.”

Library staff were given new organizational guidelines for making changes within the system, and Blake distributes regular one-page work instructions to ensure everyone keeps their new system pristine. But guidelines, as the staff have come to appreciate, don’t necessarily equate restrictions. The benefits available to the libraries now through Symphony have already surpassed any they had experienced previously. Record quality has improved, integration with other college systems is in process, and each of the six campuses has its own customized eLibrary view for its local users.

“We couldn’t have made these changes with Horizon,” Blake said. “The user access, the fact that you can control the environment, control the access, control the policies. We can have each campus different or we can standardize. We can see exactly and control exactly what each user is seeing. We’ve been able to customize so much. We had some of this with Horizon, but it’s just easier and much more user-friendly with Symphony.”

Furthermore, and perhaps just as importantly, Symphony is equipped to service the library well into the future with its extensible platform and continuously increasing technology.

“We have all the functionality we need now,” Ruzic added. “And for the future, Symphony can move with us.”

## TRAINING THE LIBRARY STAFF

The staff’s adoption of the new Symphony processes and functionality has gone remarkably smoothly since go-live, much of which has been aided by the ease-of-access through the SirsiDynix Symphony® Cloud.

“Our staff don’t have to wait to use the system anymore so they feel ownership,” Ruzic said. “It’s a tool they’re using all the time, not something that is a bit removed from them. We are embracing the new library system and using it to the max.”

Additionally, the help of the encouraging and highly flexible SirsiDynix training team members gave each staff member the knowledge and comfort-level needed to use the system confidently. One of Ruzic’s favorite experiences was when one of our less technology-confident staff members announced they were proficient with the new Symphony system. “Things just are much easier and more intuitive; that’s the feedback I’ve been given.”

Ruzic summed it up by adding that, at this stage, no one even remembers what Horizon is. “The transition was smooth as can be – never seen anything like it, really.”



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