

GLEN ELLYN PUBLIC LIBRARY



Overview

The Glen Ellyn Public Library, located 20 miles west of Chicago, is a 52,000 square foot facility that serves a community of about 29,000 people. In addition to housing over 137,500 items, the Library offers access to over 2,000,000 items through its consortium of services. The Library offers free WiFi, the use of computers and laptops, printing, scanning, and faxing services. Other amenities include a Media Lab, 3-D printing, and an onsite Café. The Library is an important part of Glen Ellyn's infrastructure and a center of community programs and services for its residents.

Challenge

The Library's older NEC phone system had served them well for many years but parts and support were becoming difficult to find and the system was causing consistent maintenance issues. The Library's IT Director, Joe Halter, and S&G's Engineer, Justin Wagner, worked together to find the best possible solution for the library's telecommunication needs. Justin installed a demo system allowing administrators to discover the ease of use and high-end features of the system. The Library quickly recognized the value in the hosted voice solution and a decision was made to move to the hosted Gigtel platform.

Solution

The Library decided to order about 80 phones: the user-friendly T48U Touch-Screen phones for administrators, the T46U 8-button phones for staff, and the T42 wall phones for break rooms. The new system included advanced call queues to manage high call volume in popular departments. In addition, administrators and maintenance personnel were licensed to use the Gigtel Phone App, allowing them to turn their cell phones into virtual office phones. They would be able to receive office calls, and transfer or conference those calls on their cell phones. They could dial their staff members directly by extension number from their cell phones, and most importantly, outgoing calls would show their office number, not their personal cell phone number.



A hosted VOIP system would provide the Library with lower initial cost and no capital expenditure as well as a consistent monthly charge that encompassed all the needed services, telephones, upgrades, and support. The system also gave them rich features for about the same, or less than they were previously spending.

The user-friendly Yealink phones provided the Library with an array of new features. Employees enjoyed system aspects such as an on-board company phone book, a detailed call history, multi-cast paging, customized call queuing, and voice mail to email.

Results

Costly telephone fees were eliminated and easy flat rate pricing was provided. The Library was able to abandon the old telephone wire network and the cost of yearly maintenance contracts with aging telephone equipment.

