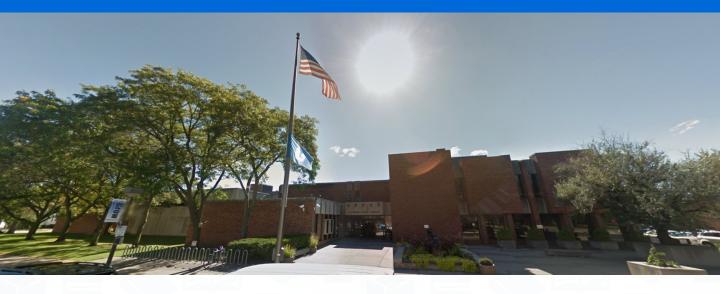# La Crosse Public Library

Overview

- **Users**: ~100
- **Technology platform**: Office 365, SharePoint
- **Primary needs**: Advanced Collaboration Areas, Configuration flexibility, Modern Look and Feel
- **Key Features**: Team Sites, Branding Tool, Workflow Engine, File Store & Share, Engagement Badges, Learning Center, Adjustable Activity Status.

About the Client

Established in 1888, the La Crosse Public Library (LPL) serves the citizens of La Crosse, a city in the U.S. state of Wisconsin, with a full range of library services and programs. It has its flagship facility, and two community libraries. The library's collection includes 146,644 printed books, 148,384 electronic ones, more than 20,000 video and 60,000 audio materials. It was attended 33,269 times in 2016, and 66% of visits were by children.

Problem

The old intranet was developed by the previous IT manager, who used a very old poll script for building intranet portal. That poll script was all hated as it had a complicated code. Besides, he did not make any notes of its writing.

That intranet had no modern UI features - it was a simple blog with a couple of static pages, contact information of employees and nothing more fundamentally. A lot of content was outdated because it was challenging to find and share information as well as providing feedback to the content owners. Majority of workflows were paper-based or by emails, so employees spent too much time to do their daily routine.

Another problem was on the server for storing data as it could not update correctly without data loss. So corporate information wasn't secured enough.

Solution

It was decided to find something that was a sort of a "can solution" (out-of-the-box) that would offer customization, with Office 365 integration and full compatibility as well as meeting other organization's needs.

Important criteria for selecting a vendor were:

1. Office 365 integration (with a lot of the features).
2. A clear user interface (UI).
3. Budgets. Being government founded organization, the organization was looking for something they could afford.
4. Customization and flexible approach.

Some of the solutions that were found initially seem to be good but too expensive and not realistic for most organizations. Even larger than La Crosse Public Library. Other products did not have all the features of the true intranet requires. But then Lou Kalis, the IT Manager found LS Intranet:

> " Having learned the website, I understood that Lizard Soft, the creator of this solution, tailors things that we were interested in. Immediately I thought that I want to know more about the company. Conversations with the vendor's consultants helped me to understand that they have flexibility. I wanted to see people directory, newsfeed, workflow engine and other features in action. And they showed me a full overview of the solution. There was a feeling of being secured", says Lou.

However, some desirable features were missing in LS Intranet - disaster alerts, announcements, presence status, and badges. After series of web meeting, the parties agreed that some simple features like alerts and announcements would be provided for free in a month, while others would be tailored under the Support and Updates paid option in three months. All custom development works were completed on time.

> " Flexible, extremely collaborative, educational and always-supportive intranet provider. They always reply quickly and give us the ability to talk with any specialist directly from a sales manager to a developer. Most of our requirements integrated into the intranet portal. So, working with these guys is a pleasant experience. They are definitely one of the top 5 providers I've ever dealt"

Lou Kalis, IT Manager
La Crosse Public Library

LS intranet

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