




HERITAGE
CIRQA

Heritage Cirqa

Imagine a sophisticated library system that can run from anywhere; then imagine greater independence from your IT colleagues; but most of all, imagine being able to focus on the important parts of your job, the reason why you chose your profession in the first place.

Heritage Cirqa is the next generation of our successful library management system. We chose the name 'Cirqa' to reflect the extending and encircling reach of the new software.

In addition to its many features, Heritage Cirqa can be configured and used in a new way too. It is now possible for us to host the



software and data on your behalf. This may not suit you — and if not you can continue to run a conventional network as before — but if it does, you can look forward to working in a more streamlined way, with less technical and time-consuming demands. For more about **hosting** see the side panel on the next page.

These days, most library resource centre managers are experienced in automated systems and so it is probably unnecessary to re-state, in detail, all of the common functions here. The core system and optional application modules are fully integrated and include: Cataloguing, Circulation, Acquisitions, Serials Management, OPAC, Advanced Bookings, Event Scheduling, Reports and Fines. A **list of features** and **additional modules** — far too large to describe here — can be found at our website.

The main purpose of this brochure is to give you a taste of Heritage Cirqa and then invite you to spend time with us discovering its scope, depth and detail.

Scaleable, sophisticated and suitable

There is no such thing as a typical library and our **users** range from large, multi-site academic institutions with thousands of users, to small, specialised libraries with just a few hundred titles. It takes a special software system to cope well with these extremes and the many points in between.



The key to the strength of Heritage Cirqa across such a wide range of requirements is its scope for customisation and the clever way it is organised. Examples of the software's renowned flexibility range from the simple (but very useful) tailoring of menus — allowing the most commonly-used system features to be organised for easy and speedy access — to the detailed creation, or removal, of fields on data entry screens. However, it is worth stating that for all the system's depth and sophistication, the things you don't need at any given moment will not get in the way of the things that you do.

Data conversion: peace of mind

The chances are you already have a library management system and therefore a database acquired and nurtured over a long period of time. Such an investment of time and effort should be protected when you move to a new system. Heritage Cirqa is supported by a team of data conversion

specialists and so not only should we be able to convert your data in its entirety, we may also be able to improve it for you.

We are happy to inspect data in advance of a purchasing decision, so that the exercise is fully quantified and the quotation is clear and comprehensive. We always run a test conversion in advance of the real event — particularly in more complex situations, such as the merging of several databases — which allows you time to scrutinise the results to your satisfaction and makes training sessions more meaningful too. This multi-stage process also provides opportunities to change the data mapping as you gain greater understanding of the differences between Heritage Cirqa and your old system.

Our technical team is available to discuss the process of data migration and installation in more detail prior to any purchasing decision.



Quickcat Online

These days it is rarely necessary to enter catalogue records manually for mainstream publications in print. Quickcat Online is a service for Heritage Cirqa that provides instant access to — and downloading from — a combined British Library and Library of Congress database containing over 20 million records.

New features

One of the powerful new features of Heritage Cirqa is an Event Scheduler (see side panel, right). Many of the processes in Heritage Cirqa can be arranged to run automatically and timed to a particular moment. The Event Scheduler is particularly good for running processor-heavy tasks out of hours, when the system is generally under-used. Complex sequences of events can be strung together and organised in a calendar which illustrates the schedule by month, week or day graphically.

In addition to the many new features in Heritage Cirqa, we have also improved performance speed in general. Many routine processes are now measurably faster than before and, when considered over time, should make a significant contribution to greater efficiency. Large **reports** are now noticeably quicker to produce; for example, a list of records sorted by title and running to over 300 pages now takes just under six seconds to complete.

Event Scheduler

Here are some examples of things you can do with the new Event Scheduler:

- Copy your library dataset to a test environment every day so it can be used for training purposes.
- Compound events - which require checking, sorting and then printing, e.g. run overdue every third day at a particular time at night ready for the following morning.
- Email a report to a specific person on the first Monday of the month.
- 'Underdues' - send out a reminder notification three days in advance for all items that are about to become overdue
- Automatically generate and save a report on the first day of each month for review at year's end.

A graphical calendar organises and displays the schedule and a jobs form shows the status of each process.



Resources and extending boundaries

The days when a library was exclusively defined by what it contained within its four walls are long gone and a contemporary LMS must find, bring together and present in a manageable way, a multifarious range of resources, wherever they reside. The **cataloguing** environment in Heritage Cirqa rises to this challenge both through the flexibility of its large number of media-specific templates — designed and honed through many years of working with libraries — and the complete freedom to design your own for those obscure resources we have yet to come across. Heritage Cirqa gathers together a disparate collection of resources and presents them to users in a manageable way but without compromising the essential data format characteristics of each item.

Supplementary information can be added to resource records, for example abstracts, photographs or images of bookcovers (via Google Books or Amazon), to enhance the value of the record and make it more accessible. Equipment can be catalogued, so that it too can be booked in advance or borrowed, just like any other resource. Common media types include (but are not limited to) e-documents such as PDF, DVD, CD, images, websites and blogs.

Enquiry module

The Heritage Cirqa Online module is a powerful and easy-to-use facility which is so much more than an OPAC (Online Public Access Catalogue). In addition to all the usual search operators and helpful guidance provided by spelling prompts, thesaurus and index lists, there are a number of interactive tools that users can commission to stay informed. SDI (Selective Dissemination of Information), ILL (Inter-Library Loans) and Advanced Bookings are just three examples of facilities that continue to work on the user's behalf even when they are not online. You can try out this module for yourself at **Heritage Cirqa Online**.

Search results are comprehensive and tailorable. In addition to the many thoughtfully-designed layout formats already present in the system, you can also create your own, specifically for your users. These clear and uncluttered formats bring together search results from different sources and

present them in a consistent manner that users find easy to scan, read and process.

New searches can be started from existing results and all criteria can be saved into a user account, or emailed for later use. Educational users can take advantage of our fantastic book covers service which either automatically assigns a picture of the jacket to the record, or allows you to add one manually if the image is not available from the usual channels. This facility helps users to employ visual recognition which not only makes identifying materials easier on the screen but at the bookshelf as well. The Heritage Cirqa Online module complies with accessibility requirements for users with impaired vision.

A Library News facility is a great way to extend the influence of your library out to the wider institution and can serve as an entry point for users to the enquiry module.

As Heritage Cirqa moves towards a more server-based architecture, we expect to extend these technologies across multiple platforms; for example, we are currently working on a range of Cirqa Apps to allow access from mobile devices.





Circulation control

Perhaps nowhere else in a library is speed of operation more important than at the point of **circulation**. In Heritage Cirqa all issue, return and renewal activities take place from a single screen and toggling between modes is fast and easy. Various self-service protocols are supported too, so that users can administer their own loans, returns and renewals from suitable equipment where permitted.

Heritage Cirqa is particularly good for institutions with multiple sites that require distinct circulation rules at each. Specific opening hours can be set for each site, as can circulation rules and tailored notices for overdue and reservations. Institutions that have merged but which preserve distinct practices, or those establishments

with different types of user (age groups or clearances for example) all find the multi-site capabilities of Heritage Cirqa invaluable.

Acquisitions and Serials Management

It goes without saying that ordering new items can be a demanding and time-consuming activity. With so many resources in varying states of acquisition at any given moment, it is vital that your library system takes the strain and keeps you in charge at all times.

Many library managers use our online order import facility to manage the bulk of their acquisitions. Orders can be placed directly with suppliers online (for example using Dawsons enterBooks or Coutts Oasis). The bibliographic record for each item is acquired and an order created automatically so that no re-keying is required. Budgets are updated automatically and the order is ready for receipt.

Heritage Cirqa comes supplied with a library of pre-defined order structures, developed in collaboration with users over the years. However, you can also modify our templates or create your own from scratch. Letters or emails for initial ordering and chasing suppliers are generated automatically and each transaction is logged by the system in an easy-to-read format. Full financial control is provided across multiple budgets which can be used to divide funds between departments or by resource types.



Hosting is a new and optional way of running Heritage Cirqa. Essentially, we take over the configuration and management of the server for you, whilst you and your users access the system as normal. Hosting the server for you makes us better placed to take on some of the administration tasks and resolve technical matters on your behalf. We will also take care of the regular upgrades to the software for you, so that's one less thing to worry about.

A major consequence of hosting is that many libraries become less dependent on internal IT colleagues, whose priorities may have to lie elsewhere and who may be unavailable or unfamiliar with your system. We know this is a major concern for many librarians we talk to. If we host your system you will benefit from easy and rapid access to a support team that knows Heritage Cirqa well, reducing the load on you and your IT colleagues.

You might even come to see us as a virtual Systems Librarian and part of your team.

To learn more about this service follow this [hosting-link](#) to our website.

Our support team is a group of thoughtful, diligent and patient people with a great wealth of knowledge and experience to draw from



Serials management is a particularly important activity in many libraries and Heritage Cirqa has an optional module that will cover every requirement in this area. Journals are expensive resources and require maximum exposure to justify their cost. Heritage Cirqa encourages a wider usage through several contact methods. Articles can be identified and showcased in the online catalogue, whilst the SDI facility approaches things from the opposite direction by allowing users to express an interest in advance. Where readership groups are more predictable, circulation lists can be created.

Reports

Vital decisions about future stock levels, funding and even staff employment can depend on your ability to gather, interpret and communicate library data effectively. Heritage Cirqa captures all the data you require and, through one of the most sophisticated report-writing environments available anywhere today, provides you with the means to process and present your findings clearly and concisely.

This new version of our **report writer** is easier to use and faster than ever before. It contains a library of over 750 pre-defined and popular reports for you to use or modify, and you can create your own templates from scratch of course.

We are confident that you will find the report-writer a powerful tool with which to shape and influence all of the major discussions and decisions made about your library in the future.

Inter-operability

These days it is important that a library management system can exchange data with other systems. Heritage Cirqa interfaces to a number of third-party management systems and in many cases offers the user a single sign-on.

VLE (Virtual Learning Environments) products such as Moodle, Sharepoint and Blackboard are all supported in the educational sector and links to Amazon, Google Books and federated searching on EBSCO Discovery and Aquabrowser. MyPC, Dawson enterBooks, and Coutts are examples from other sectors.

Academic institutions using single sign-on can set enquiry groups to reflect the different requirements of their users. When users log-on they are automatically presented with the correct 'view' of Heritage Cirqa. For example, some students may require only searching facilities; others a more sophisticated view of reading lists, account details and material preferences. Visually-impaired users can set the screen prompts and results to a larger text version. We also offer a free, downloadable Moodle block and an eleven minute screencast for students, explaining how to search the catalogue.

Heritage Cirqa can link seamlessly with in-house MIS (Management Information Systems) products to ensure that borrower information is kept up-to-date. Please check our website, or call, for a current list of compatible MIS products.

Support, development and training

At IS Oxford our priority has always been the ongoing relationship with our users. To that end we have structured our organisation with a heavy emphasis on training, support and development.

Our training team are all **TAP** (Training Accreditation Program) award holders, with wide experience of both the library world and information technologies. We produce a Training brochure, outlining the many different services we offer, so please ask for this if you have not received one already.

Our dedicated support team is there to help you when you need it. They are a group of diligent, thoughtful and patient people with a wealth of technical knowledge to draw from. In addition to their remit to help users with difficulties, they are also key intermediaries in the developmental process. By taking and interpreting users' experiences they are well-placed to inform future releases.

Download our latest Cirqular Newsletter here...

Our developmental policy

Our developmental policy follows a simple principle: that wherever possible we upgrade rather than replace. Other suppliers may replace an existing system with a new one that actually contains less functionality than its predecessor, and charge for the privilege too! Our developmental policy has three significant advantages for our users:

- It causes minimal disruption when upgrading
- It requires little, if any, re-training
- There are no hidden or unexpected costs, because upgrades are provided as part of the annual maintenance agreement

We are keen to be seen as a contemporary software developer at the forefront of LMS design, but we know that our users prefer us to get it right first time, even if it takes us a little longer.

Safety in numbers

The Heritage User Group is independent of IS Oxford and has been running for over 20 years. It has its own website which you can visit at www.hugonline.co.uk

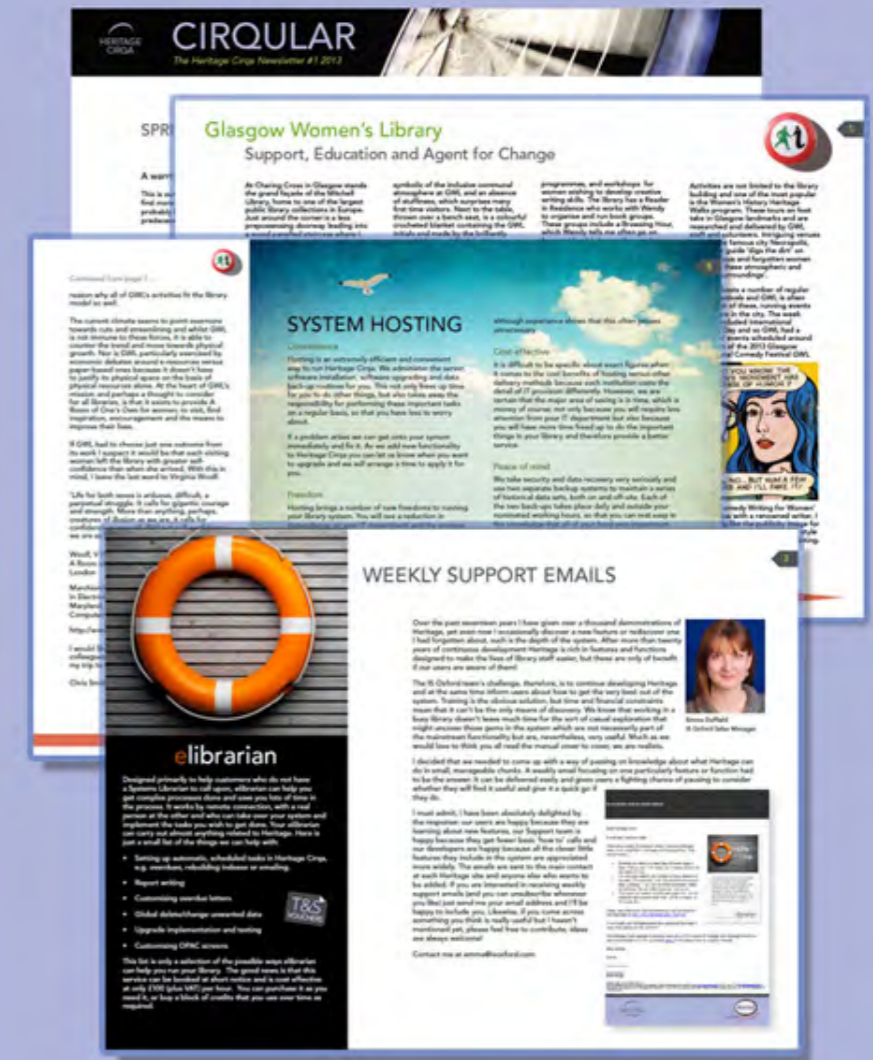
For many the most important seal of approval will come from the wider Heritage user community. The majority of our users are happy to be contacted and offer impartial advice and opinions about both system and supplier; after all, they too were in the same position once. We can supply you with a

comprehensive list, in which you are sure to find comparable institutions to your own. Alternatively we can arrange site visits on your behalf.

What next?

We are keen to present Heritage Cirqa to you in the most transparent way possible. To that end we are happy to provide in-depth demonstrations and hands-on access to evaluation copies of the software, as well as opportunities to talk to the support and training teams. We will also provide you with a full list of Heritage Cirqa users for you to contact and discuss the system with. You can email emma@isoxford.com to discuss any of these options.

We are confident that the more you learn about us, the software and the community of users we serve, the more secure you will feel about committing your future to Heritage Cirqa. We hope, therefore, that you will allow us an opportunity to show you what a big difference Heritage Cirqa could make to your library.



...packed full of features and additional information about Heritage Cirqa (pdf format)



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