# Meeting the challenges of 2020

HERITAGE CIRQA

With a highly experienced team and mature and sophisticated software, IS Oxford have been ideally placed to help our customers respond and adapt to new ways of working.

## Enhanced Support Services

- Our weekly 'hints and tips' email doubled in frequency, with topical content such as setting up 'Click and collect' services, working from home and preparing for reopening libraries

- Free webinars attended by over 300 users, such as 'Preparing for the new normal' and 'Managing eresources with Heritage Cirqa'

- New low-cost Training Webinar service launched in July and covering a wide range of themes

- New video tutorials, including a video explainer of 'Click & collect' services for distribution to library users

## New Software Developments

The depth of functionality already in Heritage Cirqa enabled us to quickly pivot and introduce new relevant features, applicable to all versions of Heritage Cirqa released since 2012

- New 'Quarantine' status applied on return with automatic release at end of quarantine period

- New messaging to support 'Click and collect' services

- Customisable messaging on circulation to help library staff with new workflows

- Reservations automatically extended to take account of quarantine periods

- Separate quarantine process for items handled by visitors while in the library

- New reports for managing and monitoring quarantining, fines and overdues

- New OPAC sort function displaying eresources before physical resources in search results

IS Oxford is employee-owned. We have maintained a full team throughout 2020 and are proud to have continued to offer our usual high level of service to our valued customers.

ISOxford
Employee Owned