



Case Study >>

Hennepin County Library
Minneapolis, Minnesota
www.hclib.org



About the Library

The Hennepin County Library system, nationally recognized as one of the top libraries in the United States, serves more than one million residents of the city of Minneapolis and suburban Hennepin County. On January 1, 2008, the Hennepin County Library system merged with the Minneapolis Library system. The 41-library system offers more than 5 million books, CDs and DVDs, materials in more than 40 languages, 1,600 public computers and extensive websites.

Hennepin County's Staff Scheduling Challenge

Hennepin County Library uses substitute employees as well as regular part-time employees to fill in for vacancies of current staff in its forty-one locations. Prior to implementing Aesop, one person, using a paper system, was responsible for calling or emailing subs to fill open time slots.

The library's goal was to find a more cost effective way to handle scheduling that also would enable them to deploy the staff person managing this labor-intensive process to another area within the library. An evaluation of automated scheduling products led them to select Aesop.

Aesop was implemented at the Hennepin County Library in 2002. Following the merger with the Minneapolis Library, Aesop was rolled out in the city libraries as well.

The Aesop Solution

Aesop was selected by the library because it is web-based and offered as Software as a Service (SaaS). More than just being online, the library liked that Aesop is completely web-based so anyone with a computer connected to the Internet can access it when and where it's convenient for them. And because Aesop is hosted and managed by Frontline Placement, the library's IT department doesn't have to support it. The fact that the library could use employee numbers and not Social Security Numbers was also a definite plus from the standpoint of ensuring employee privacy.

Approximately 220 part-time and substitute employees have profiles in Aesop. They can view and accept openings online and can be notified by automated phone message >>



About Aesop

Aesop, a Software-as-a-Service (SaaS) solution from Frontline Placement Technologies, is the nation's largest and fastest-growing automated scheduling and shift fulfillment system. Aesop has revolutionized the way organizations handle the daily challenge of filling open positions. Aesop clients now have the ability to automate the process of scheduling and shift fulfillment using seamlessly integrated telephone and internet technologies. Aesop serves over 1,600 clients of all sizes across the United States, Canada, Australia and the United Kingdom – more than any other vendor offering similar services.

For more information or to request a demo, please contact us.

Protected under US Patents 6,334,133 and 6,675,151 and Australian Patent 776929 with additional patents pending.

FRONTLINE
PLACEMENT • TECHNOLOGIES

of available openings if they choose (although most prefer to manage their schedules themselves by checking online). Before the city library implemented Aesop in the summer of 2008 they had four schedulers who had to call the subs and part-time people. For them, the move to Aesop has made an enormous difference in the time they have to spend on scheduling. Now they don't need to make phone calls—they just need to enter the vacancies and then access the results.

Automated Scheduling Saves Hennepin Time and Money

Hennepin County points to several ways the library has recognized a return on investment by moving from paper scheduling to Aesop.

- **Better staff utilization.** With Aesop, subs can indicate where they are willing to work, specifying geographic locations or areas within the library (e.g., children's department). Aesop also tracks who is trained to work in what areas so the library doesn't waste time contacting unqualified people.
- **More employee control.** Instead of substitutes waiting to be contacted, they can take control of their work by checking available time slots themselves and signing up for those that fit their schedule. The system is very user-friendly and the documentation provided by Aesop provides help if they need it.
- **Reliable access.** Aesop provides Hennepin County with an efficient way to generate lists of subs and part-time employees. There has been virtually no downtime and very few problems. The system is intuitive and staff responsible for troubleshooting say they have been able to manage issues without having to go to Aesop for help.

Hennepin County's goal in adopting Aesop is to ensure vacancies created by absences are filled quickly and effectively. Because of Aesop the library is able to use valuable staff members elsewhere and meet the needs of the library successfully.

1.888.246.1706 | www.frontlineplacement.com

Aesop