



Case Study >>

Multnomah County Library

Portland, Oregon
www.multcolib.org



About the Library

Multnomah County Library is the oldest public library west of the Mississippi, with a history that reaches back to 1864. Today, Central Library and the 16 libraries that make up the library system house 480 computer search stations for the public and a collection of two million books and other library materials.

As Oregon's largest public library, Multnomah County Library serves nearly one-fifth of the state's population with a wide variety of programs and services. Among U.S. libraries serving fewer than 1 million residents, Multnomah County Library ranks No. 1 in annual circulation of books and other materials, according to the Public Library Association's 2007 Statistical Report.

Multnomah's Staff Scheduling Challenge

The Multnomah County Library is open seven days a week. Many staff members work a 20 or 30 hour per week schedule. Ensuring adequate staffing at all of the branches can be challenging, especially during the summer months with vacations.

According to Human Resources staff, Kelly Garner and Ivy Scazzafazo, prior to adopting Aesop the library was using another automated system but it was unreliable and "kept going down after hours or on weekends when no one was available to fix it. We had constant issues with the phone lines and Verizon was at the office every few days to fix something." They wanted a system that was web-based and that they wouldn't have to be responsible for hosting and maintaining.

Beyond the mechanics of operating the system, Multnomah's goals were to achieve a better fill rate for their positions and better capabilities for reporting on their results.

The Aesop Solution

Recognizing the limitations of the system they had, library HR staff researched available options, comparing features and benefits. Given what they were looking for, Aesop's Software-as-a-Service (SaaS) model offered the "best match of the criteria for the best price," Ivy said.





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.

Aesop is used throughout the library branches primarily by library pages and clerks. About 250 employees have profiles in Aesop, including regular part-time staff and a pool of 100 on-call employees. Regular employees have access to jobs 60 days out; on-call employees 14 days out. The flexibility to show job availability to designated categories is a plus, said Kelly, since it means they can give priority to their regular part-time staff.

Although Multnomah offers the Aesop automated phone notification option, most employees prefer to take control of their own schedules by checking online. "Providing online access was one of the key benefits of Aesop," Ivy said. "Both on-call and part-time employees really liked the ability to log on and check available positions and I loved getting out from under managing a system that sat on a computer in my office!"

How Aesop Improves Multnomah's Fill Rate

Kelly Garner said Aesop helps the library manage staffing efficiently to meet day to day needs as well as identifying staffing gaps. She pointed to several benefits of Aesop.

- **Ease of use.** "We set up employee profiles, we show them the basics of how it works, and that's it. They can refer to the online tutorial if they need to, but it's really easy for staff to use."
- **Fill rate reports.** "Our goal is to have a position fill rate at 85% or above. We want to be sure vacancies are being filled to prevent pressure on staff caused by understaffing. We use the Aesop monthly fill rate reports to judge staffing needs and identify places where we might want to step up our recruiting efforts for certain types of positions."
- **Reliable online access.** The SaaS model has been a real plus for Multnomah. Library staff doesn't have to worry about maintenance and administrators and staff can check position availability and update their schedules online from any internet computer.
- **Customer support.** Kelly is the first line of contact for staff. Problems using Aesop are generally minor and she can troubleshoot them, she said. If she needs to contact Aesop, she uses their online chat. "Aesop staff is exceptionally responsive. They are always available right away – I never have to wait for help."

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

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