

WebFeat Case Study: King County Library

In year 2000, King County Library System set out to change the way their library served up online information to its customers.

“We had made a major investment in our information sources, yet they were underutilized,” said Bill Ptacek, Director of King County Library System, “patrons were forced to master dozens of databases and complex interfaces, resulting in confusion and, ultimately, a vast information resource that was largely idle. We needed our patrons to know that there was more out there than Google.”

King County asked a simple question: what if we could search all of our knowledge sources at the same time, with one intuitive interface?

The answer sparked a revolution.



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Bill Ptacek
Director
King County Library System



In November 2000, King County Library System became the country’s first public library to launch their WebFeat system. For the first time, patrons could search any or all King County Library sources simultaneously, with one intuitive interface.

What was the result?

Usage skyrocketed to over 1 million searches per month. Database training requirements decreased sharply.

And, for the first time, with WebFeat’s Usage Tracker, King County could get usage statistics for all of their databases in *seconds*, instead of days.

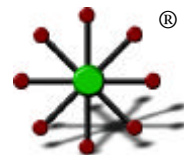
Two years and over 20 million searches later, King County Library System has launched a remarkable next-generation WebFeat system, built to their specifications.

Over 300 libraries (including half of the top twenty public libraries) now use WebFeat.

Can we build a WebFeat for your library?

King County’s version 3.0 WebFeat system includes a unique tabbed subject heading search, WebFeat’s dynamic “Scoreboard™” capability, and full records in their true native interfaces

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WebFeat

Patent pending

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