



Founded in 1759, Lancaster Public Library is one of the longest serving libraries in the United States. Through time, it has grown to include multiple Lancaster County locations. The Library inspires, empowers, and strengthens more than a half million County residents by connecting them with information, ideas, and enriching experiences.

THE CHALLENGE

Lancaster Public Library has an excellent reputation for serving the community well and providing many valuable resources. However, its outdated and failing premise-based phone systems needed to be replaced and upgraded at all locations. Among the many challenges included:

- The legacy systems often failed, resulting in countless hours of outages and troubleshooting across multiple carriers and providers.
- The phone systems across the Library's locations were not networked together.
- The phones were past the end of their support and some carrier services were ending soon. This created a major time concern.
- The systems were difficult to manage and upgrade due to antiquated wiring.
- The Auto Attendant for the entire Lancaster Public Library was outdated, with a difficult-to-manage voicemail system and lack of modern features.

The age and structure of the buildings made new wiring costs prohibitive.

Hosted PBX Replaces Lancaster Public Library's Outdated Phone System, While Cutting Costs by 40%

THE SOLUTION

Upon learning about **Grudi Advantage, the Lancaster Chamber's exclusive Telecom & IT program for its members**, The Lancaster Public Library rejoined Lancaster Chamber to take advantage of its many benefits. Grudi Associates provided expert analysis of the current situation and provided a creative, cost-effective solution that met and exceeded the Library's requirements. Among the features and benefits include:

- All the premise-based phone systems in Lancaster Public Library locations were replaced with hosted PBX (Internet phone) systems.
- Multiple administrators can now simultaneously and remotely manage all aspects of the phone systems at any site.
- A common Auto Attendant is included, which enables each location to have its own presence. The Auto Attendant can be managed from any location.
- Each location has its own on-hold music and message, enabling it to inform its patrons of upcoming events and other site-specific information.
- Calls can now be seamlessly transferred throughout the entire Library system.
- WiFi phones are included in some areas where wiring did not exist or would have been too costly to upgrade.
- A fail-over feature ensures that the phone system will not go down if there is a problem in one area.
- The project was completed, start to finish, within a very tight timeline, driven by constant legacy system outages and carrier termination of services.
- The new hosted phone system can be easily and seamlessly migrated when the Library relocates.

THE OUTCOME

Lancaster Public Library now has a modern, highly capable phone system, providing all its locations with top-quality, reliable phone service. Some specific benefits include:

- The monthly fee for the Library's telecommunications expenses dropped from \$1,400 per month to just \$850 per month.
- In addition, the Library now receives numerous benefits from Grudi Advantage, including lower costs and an annual cash-back dividend. Visit grudiadvantage.com for more information.
- The annual dividend and savings to the Library resulting from the Grudi Advantage program exceeds the Lancaster Chamber membership fee it pays.
- The new hosted PBX phone system is far easier to manage and much better for its employees, volunteers and patrons.
- The new system projects a more advanced, positive image to the community, consistent with the quality of Lancaster Public Library.
- Patrons can call the auto attendant and have a bedtime story or poem played for their children.

"It's hard to express how much better our new phone system is and what it has done for the Lancaster Public Library. We are taking full advantage of the many new features. The intuitive interface and portal greatly simplifies system administration, which saves us time, effort and pain. The cost savings are impressive. Rejoining Lancaster Chamber and working with Grudi Advantage was an excellent business decision."

— Cindy Farley, CFO
Lancaster Public Library