

About Follett Software Company

Follett Software Company (FSC) is the industry leader in the field of library automation for school, public and special libraries. FSC increases information access and simplifies library resource management by developing, implementing and supporting an integrated suite of library automation and information literacy solutions. These solutions have been successfully implemented by 40,000 customers in 75 countries around the world.

FSC systems help integrate technology and tools that support higher student achievement. This includes library automation software for simplified resource management, data solutions for additional access points to library resources, Internet solutions that provide access to resources inside and outside of customers' collections, and curriculum resources for integrating critical information literacy skills across the curriculum.

In addition to FSC's 15 years of experience in education, their parent company, Follett Corporation, has been a leader in education for 127 years.

Application Overview

Follett Software Company utilizes FairCom technology as part of their Catalog Plus and Circulation Plus library automation systems. Catalog Plus offers powerful searching of entire library collections including books, periodicals, audio and video files, eBooks, and a host of other media. These customizable searching tools allow end-users to search by defined category (author, title, subject, call number) or using Boolean terms and wildcards. Related resources and cross references can also be viewed for each topic. These searches can be performed from within the library or from classrooms.

Follett's Circulation Plus system is designed to minimize the work associated with circulation and inventory management by automating these tasks. This

includes routine circulation tasks that are typically performed by hand such as checking-in and

checking-out books, calculating fines, sending overdue notices, and processing renewals. Circulation Plus puts complete inventory control in the hands of the librarian. A complete inventory can be performed locally or for a remote site while the library is transacting business. Comprehensive reporting tools are also included that allow librarians to select, sort and generate a wide variety of reports, including collection value, shelf statistics and category statistics.

FairCom and Follett

The portability and flexibility that has been part of FairCom's reputation for over 20 years have been fundamentally important to



A Follett Corporation Company

Company:

Follett Software Company

Industry: Library automation

Requirements: Price, ease of installation and administration, portability

"We have found FairCom to be very responsive and accommodating to our development and deployment needs. The product has always performed well and the FairCom group has always released high quality product. But the best thing is that our customers have told us that they love it, they simply install the server and forget about it."

George J. Gatsis
Executive Director,
Development Products



FSC. c-tree Plus' native support for multiple platforms, including Windows, Novell Netware, and Apple Macintosh, means that no changes are required in the database code when moving an application to different operating systems.

The FairCom Server's heterogeneous networking allows FSC's engineers to implement Catalog Plus and Circulation Plus on different server platforms while supporting clients using any combination of Windows and Mac operating systems. FairCom handles all data conversions between the various operating systems and allows FSC to concentrate on what its customers need from the application and how to deliver it most efficiently.

The FairCom Server's client/server architecture allows FSC to maximize performance since database operations take place on the Server machine, thus reducing network I/O common with other databases. Clients access the server only when requesting data and only the results travel across the network, not the entire data search detail. In addition, FairCom's full-featured transaction processing assures that vital data will be preserved even in the face of a catastrophic failure, such as a machine crash or power failure.

The Details

Follett Software Company initially used FairCom's stand-alone multi-user model for its library automation solutions. However, in 1995, the company made the decision to begin using the FairCom Server. This decision was made in order to provide FSC customers better performance, support for more concurrent users, and full heterogeneous network support. While making the switch from FairCom's stand-alone model to full client/server support seemed like a daunting task, FSC discovered that

the conversion was relatively straightforward and the results were realized immediately.

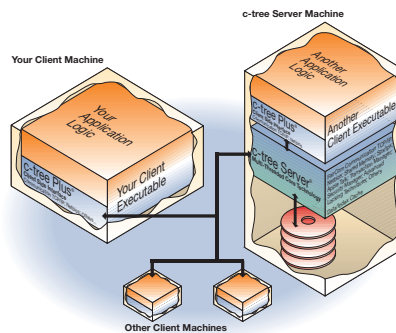
In order to provide customers with another avenue of access to their data, FSC utilized FairCom's Driver SDK to add ODBC driver support to its product line. This custom ODBC implementation gives

librarians the ability to generate custom reports on the circulation data using any ODBC-compliant application.

As FSC looks toward support for new operating systems and platforms, FairCom will be ready to partner with them to make support for these systems a reality.

FairCom Technology

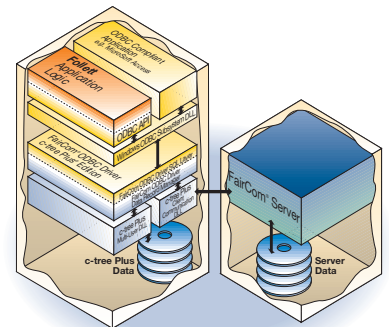
FairCom's Client/Server Database Model



FairCom's robust database Server offers significant throughput enhancements over traditional non-server models by providing reduced network traffic and utilizing the power of true multi-threading. FairCom's advanced client/server implementation supports heterogeneous networks and lets dissimilar clients attach concurrently to any single or combination of FairCom Servers. Portability is afforded through over 25 supported platforms and 5+ supported communication protocols. Applications can be scaled by changing the back-end Server to more robust platforms with ease. FairCom Servers are easy to set up and require no system tuning or DBA. In addition, FairCom offers a robust Server Side Development System, which includes source code to most of

the Server's key components and allows application developers to build their own application specific database Server. Features include encryption, extensive anti-deadlock detection/resolution, caching/index compression, full OLTP (online transaction processing) with complete roll-forward/roll-back, automatic recovery, intermittent save points, file mirroring, full administrative API, and more.

FairCom® ODBC Driver



The FairCom Driver SDK offers the FairCom application developer the ability to customize the FairCom ODBC Driver to meet their application specific needs. The SDK provides alternate types support, individual record control, and custom installation.

For more information on Follett Software Company, visit <http://www.follett.com>



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