



Case Study

The Arab Monetary Fund uses Swets to increase staff productivity by more than 30% and improves end user satisfaction

The Arab Monetary Fund is a regional organization founded in 1976 to promote the development of Arab financial markets and trade among its 22 member nations.

The Arab Monetary Fund is hosted by the government of the United Arab Emirates and operates from Abu Dhabi. The organization carries out important work ensuring good banking governance and development across the Arab world, acting as secretariat to the Arab Committee on Banking Supervision. They are home to the Economic Policy Institute and contribute to the annual Joint Arab Economic Report.

As a research organization developing international finance policy, access to information is crucial to the everyday life of the Arab Monetary Fund. The library has professional librarians to manage information for over two hundred end-users.

The current Head of Library has worked with solutions from Swets for over fifteen years. The organization have been with Swets for 2 years and purchase different journals and titles in both print and digital editions.

In search of a complete overview of holdings

Before moving to a solution from Swets, library staff were handling some subscriptions manually. They did use a subscriptions service, but found that it had limited web-based services, making it time-consuming to use. More disturbingly, the librarians were finding that the service was unable to give an accurate picture of exactly what was available to them. There were missing issues of important journals and the turnaround time to receive new issues was unacceptably long. Librarians had become involved in time-consuming correspondence with publishers.

The library was looking for a new solution that would streamline their publisher correspondence and provide a single platform that contained up to date information they could rely on. In addition they wanted to drive up usage by providing researchers with hard or soft copies depending on individual preference.

The answer is one services that adds value

In 2009 the new Head of Library, who had used Swets for over fifteen years at different academic institutions, undertook a review of procedures. Before deciding to use Swets again he embarked on a thorough assessment and produced checklist to ascertain that the service would indeed meet his needs. As the result the Head of Library felt confident that Swets could provide the added value the library was looking for.

Challenge

The Arab Monetary Fund (AMF) in the United Arab Emirates (UAE) was using a subscription service, it was time-consuming and not user friendly, not giving them full insight in their holdings and claims.

Solution

SwetsWise offers almost everything they need to acquire, access and manage subscriptions together with consolidation services.

Results

Not only were the claims effectively handled, in addition the AMF can now provide up-to-date information, reliable access, and provide their end users with what they require.



SWETSwise

The more efficient information purchasing & management solution SwetsWise, together with the consolidation service for all print journals saves the librarians time and allows them to work far more efficiently. End users can order titles they need from their desks and receive new issues quickly.

Librarians are released from the complexity of communications with a wide range of publishers. They also appreciate an automated system that avoids the re-keying of invoice and delivery information. Receiving print titles in shelf-ready mode reduces their workload still further.

Online help and tutorials from Swets made the transition a simple one. Both librarians and end users were able to orientate themselves to the new platform at a time and pace to suit their needs. Eliminating the need for a time consuming training period makes the system even more attractive. New staff at the organization, both end users and librarians can concentrate on core tasks straight away, rather than spending days learning everyday processes.

On top of fast moving information in today's world

In the current fast moving financial environment international policy-making researchers such as those at the Arab Monetary Fund need reliable access to the most up to date information.

Swets delivers a service that allows the library to add real value for their end users. Staff at the Library can now distribute tables of contents ahead of time, driving up usage by alerting users to vital developments in their field.

The library provides researchers and trainees from 22 member countries with hard copy or soft copy publications according to their preferences. This seemingly simple benefit really reassures the end users that the library is working on their behalf to provide the most useful service possible.

After two years of using Swets services the Arab Monetary Fund estimates that all this added value comes on top of a saving in staff time of approximately one third.

The Future

The Arab Monetary Fund is experiencing the same move to digital reading as is felt by all research organizations and the library are keen to make use of any tools they can that assist researchers no matter how they wish to receive their publications. They are currently discussing implementation of other Swets services and SwetsWise modules including eBook acquisition and access, a newspaper online portal and procuring single articles through Document Delivery.

“Our relationship with Swets helps us to provide a better service for our end users in a cost-effective manner. This improved service is more efficient and less time-consuming than our previous process. We’re very pleased with what Swets has been able to contribute to our library. We look forward to better cooperation and services.”

Mr. Mohamed Sadiq
Head of Library & Publications
The Arab Monetary Fund

Swets

Swets is the global market leader in managing professional information. We develop and deliver innovating services that enable the use of knowledge to its full extent. From more than twenty offices around the world we actively serve clients and publishers in over 160 countries.

Our active role in today's complex information marketplace has led E-Content Magazine to award us regularly in their annual “100 Companies that Matter Most in the Digital Content Industry.” We are the only information agent to be ISO 9001:2008 certified on a global basis, which pays testament to our stringent operation and client service procedures.

Find a business solution that is right for your company.

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