



*Providing an Information Management Solution  
for World Leading Independent Policy Institute*

## CHATHAM HOUSE USE SOUTRON FOR THEIR LIBRARY INFORMATION MANAGEMENT SOLUTION

Chatham House, the Royal Institute of International Affairs, is an independent policy institute based in London. Their mission is to help build a sustainably secure, prosperous and just world.

Their library holds a specialist collection of books, pamphlets, periodicals and electronic resources covering international relations, international aspects of economics, security and resource governance. The collection focuses on contemporary issues as well as holding core publications dating back to the 1920s.

### CHALLENGE

In 2011 David Bates joined Chatham House as their Library and Information Services Manager and during an overall revamp of the library realised that their existing library management solution was also in need of an update.



David says, “The legacy system we were using was, clunky, not very user friendly and very much a *library* management system. Looking forward I knew that we needed to extend our work into both archive and records management but what I wanted to avoid was

getting different software to manage each function. With the increasing amount of born digital material produced by the Institute, any new system also had to be able to handle a range of media.”

### SOLUTION

After looking at the market for a new provider, it was clear that the flexibility of Soutron was a perfect match.



David goes on to say, “After meeting with Soutron and discussing what our needs were, it was great to find a supplier who understood not just library management, but information management and who could work with us to provide Chatham House Library with a framework for the future.

“It offered not just a fully functioning library management system, which we could use to further automate many routine tasks, but at the time had an archive module in development *and* could be customised and extended further to help manage other information, including records management.”

## RESULTS

On the changes the solution has brought them, David has been very impressed, he says, “Since bringing Soutron onboard, the software has saved our library team huge amounts of time. For example, the loans management feature now automatically sends email alerts to users 5 days before the expiry date and provides users with easy one click renewals. This saves a lot of staff time *and* makes users’ lives easier.

“We’ve also started to use the archive module which means we only have to search one system for the Institute’s output rather than two. Although the data is by no means ready for wider consumption, the security features in Soutron enable us to specify that only Institute staff see archive material as part of the search results. It’s tools like this that also give us the confidence to move forward with not just archives but also records management as we can specify which user groups can access which content.



“The ability to attach PDFs containing transcripts and summaries of meetings held at the Institute to catalogue records has also been really helpful. This has enabled both members and staff to not only find the content easily via the Search Portal provided by Soutron, but also access it with a single click.”

David finishes by saying “My experience of Soutron over the years is that it’s a very customer focused organisation. Their helpdesk and support have always been very responsive and their ongoing programme of development – often customer driven – gives me the confidence that this is a system we can expect to be using for a very long time to come.”



**“Since bringing Soutron onboard, the software has saved our library team huge amounts of time.”**

David Bates,  
Library and Information Services Manager



To learn more about Chatham House, their mission, publications and new policy ideas, explore their website:

[www.chathamhouse.org](http://www.chathamhouse.org)

To find out how you can migrate to a fast, cloud based and flexible library management system to support your specialist organisation, start a conversation with Soutron today:

[www.soutron.com](http://www.soutron.com)

Please see a new and updated version of this Case Study here:

[www.soutron.com/case-studies/Soutron-Global-Case-Study-Chatham-House-2.pdf](http://www.soutron.com/case-studies/Soutron-Global-Case-Study-Chatham-House-2.pdf)