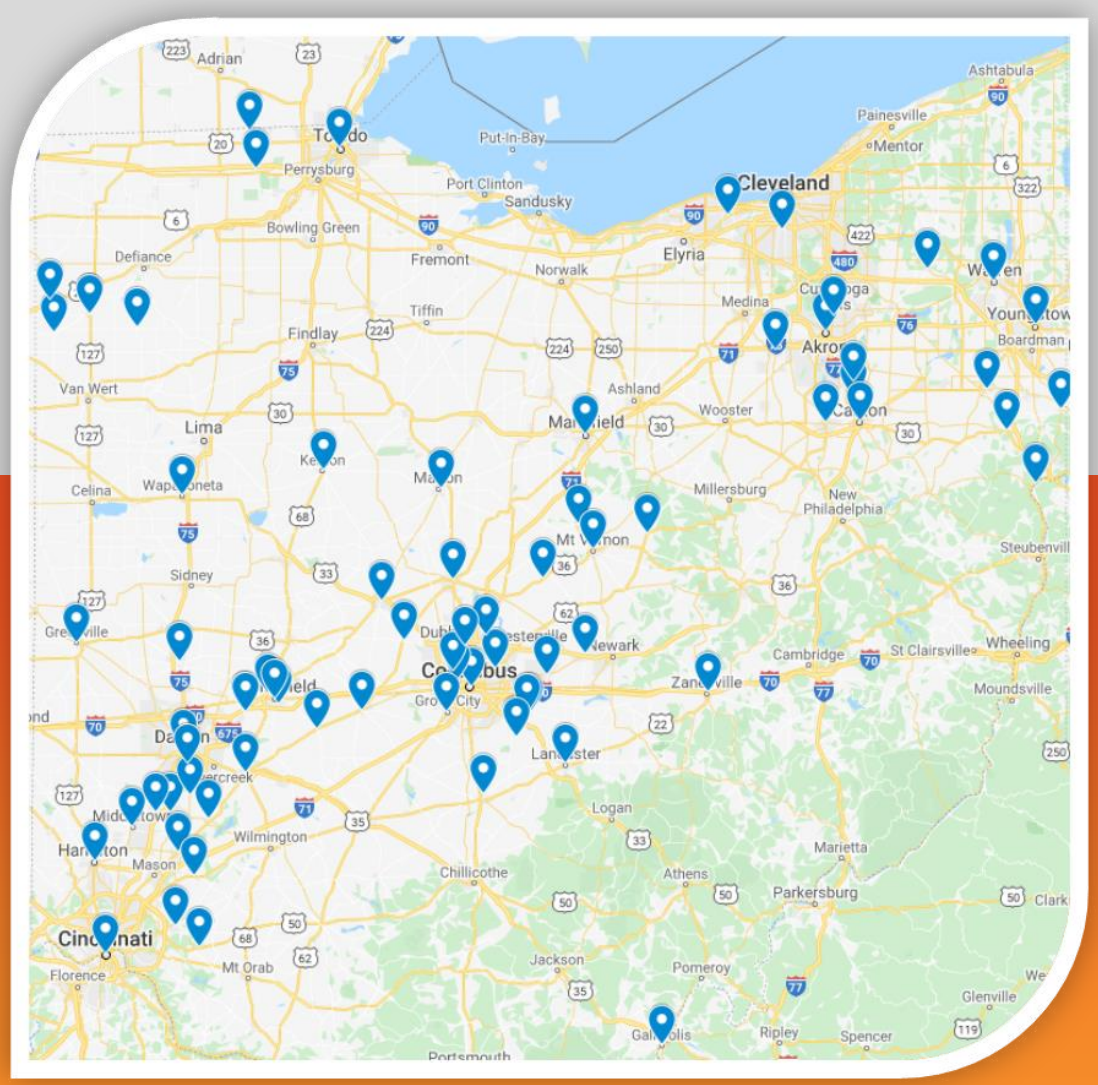


OH-IUG

Innovative Updates

Dean Cooper
Senior Account Manager

October 27, 2023

Agenda

- What's New at Innovative
- What's New with Polaris and Leap
- What's New for Vega
- What's Happening with OhioLINK and SearchOhio
- Question and Answers

Corporate Update

Expanded Support & Technology for our Community

Global, stable company

Shared services

Complementary solutions and assets

Leader in the library field

Center of excellence

Joint offerings and integrations

Continuity and collaboration with the user community

INNOVATIVE interfaces → Innovative → innovative a ProQuest Company → innovative Part of Clarivate

ExLibris innovative

Part of Clarivate

Yariv Kursh
SVP & General Manager

Ex Libris innovative

Part of **Clarivate**

Focus

Allows our teams to focus on specific area of expertise – public vs academic

Continuity

Provides a greater resource base for ideas, collaboration, and execution.

Flexibility

Large organization with greater flexibility to pivot as needed as well as develop shared technologies

Services & Support

Integration
Unified Organization w/ Ex Libris

Professional Services

Implementation Services
Flexible models meeting site needs

Premium Services
Customized services for unique needs

Support & Success

Application/Hosting-Cloud Ops Support
Follow-the-sun 24/7 Support

Customer Success
Advocates for maximum benefit

Our Commitment To You

- Ensure ongoing and transparent communication
- Listen to your changing needs and act upon them
- Continue to innovate
- Constantly improve our products & services
- Strengthen the collaboration with the community

Polaris Update

Sierra

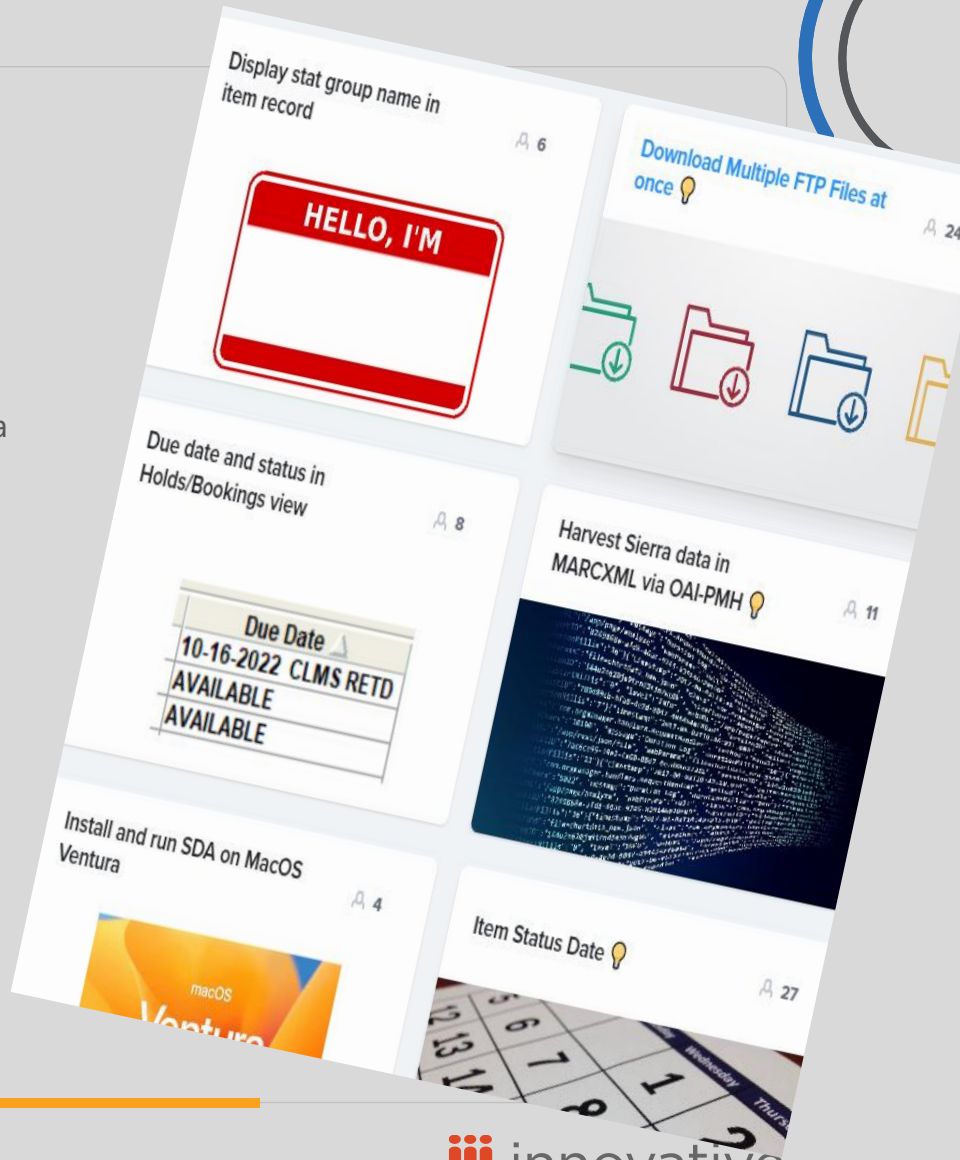
What's New in Sierra

Sierra 6.0

- SAML for Staff and MFA
- View Patrons from Hold Screen
- Item Status Date
- Harvest Sierra data in MARCXML via OAI-PMH
- Scheduler for Everyone.

Sierra 6.1 in Q4 2023

- Export a table of User Permissions.
- Reprint Bills
- Protect Global Updates
- Accessibility Enhancements



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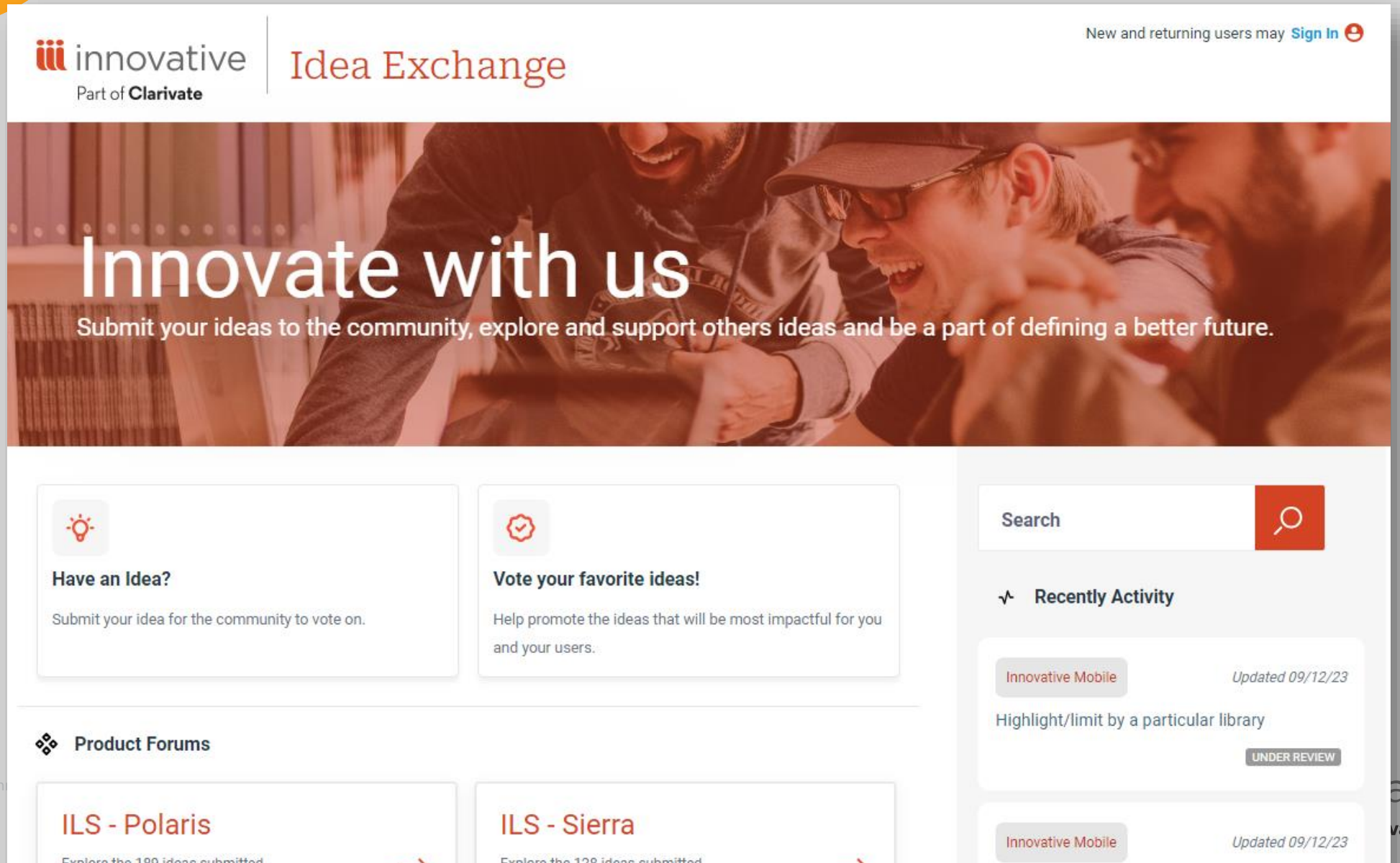
Idea Exchange

https://ideas.iii.com/



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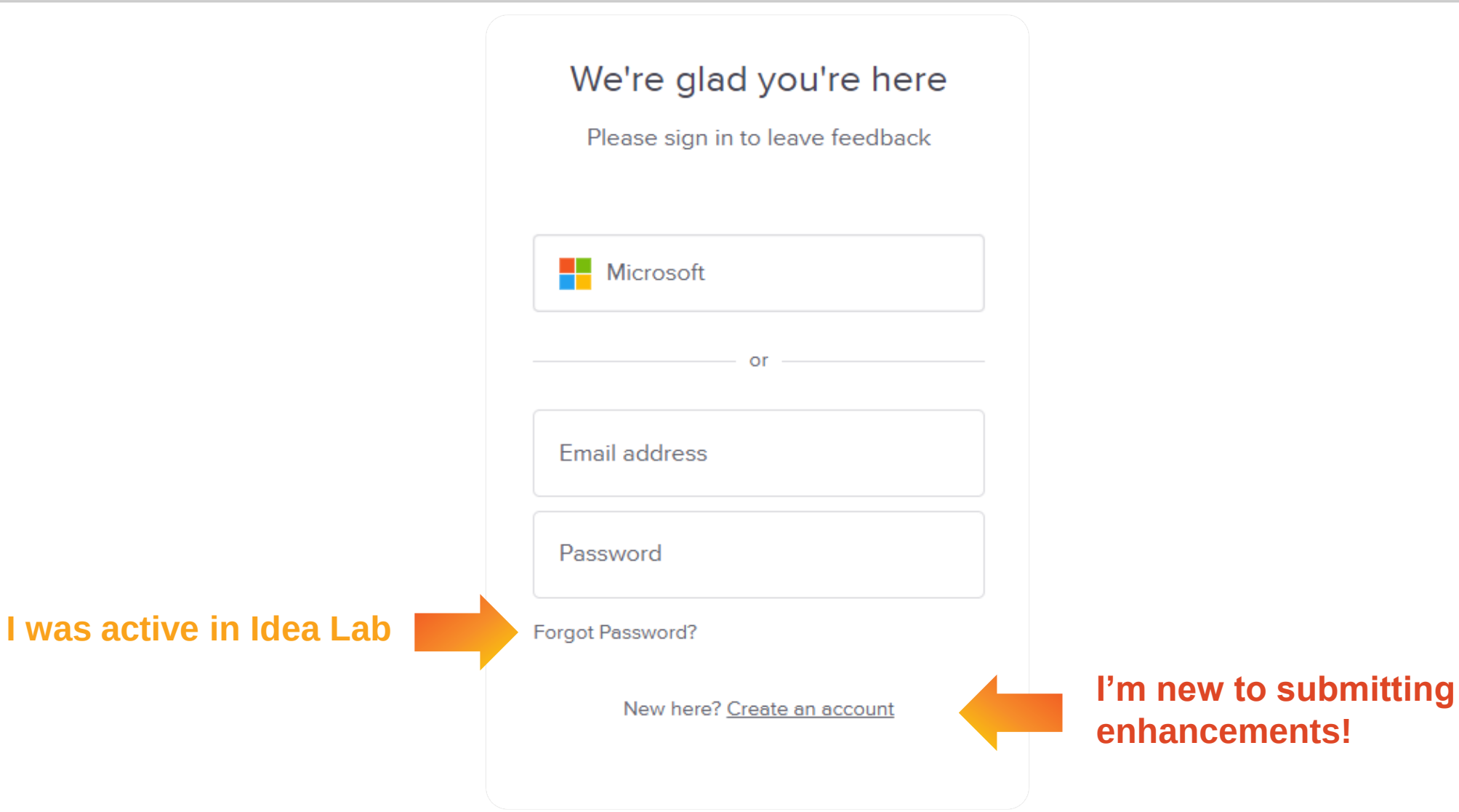
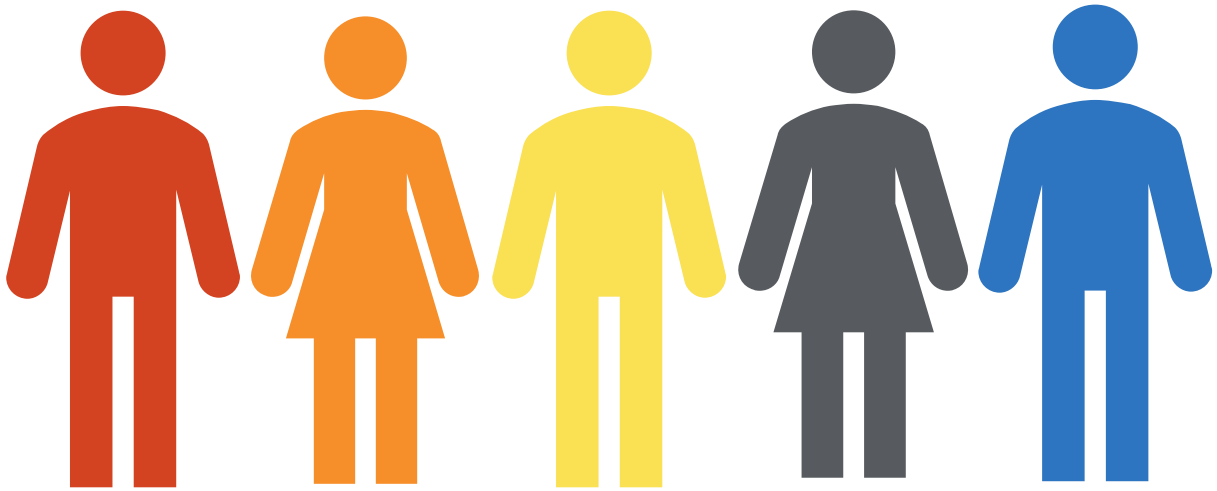


I was active in Idea Lab

I'm new to submitting enhancements!

We’ve Grown!

New Polaris development resources have joined the team and are coming up to speed



Polaris

IN PROGRESS: Polaris 7.5 (Q4 2023)

Multiple Pickup Options 30

Automatically Clear Object Locks 30

Customizable Report Menu Options in Leap 10

Multi-Factor Authenticatic

Serials Labels (Leap)

Age-Related Loan Policies (Minimum Age) 7

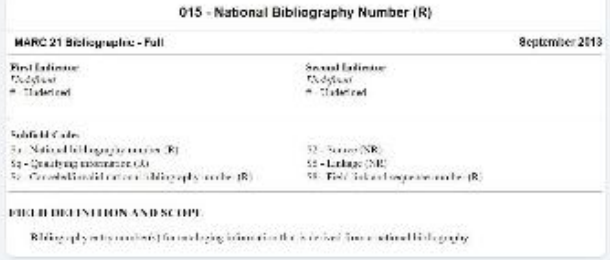
Weeding Workflow 7

Waive Request/Approval Workflow 2

Aeon Special Collections Integration

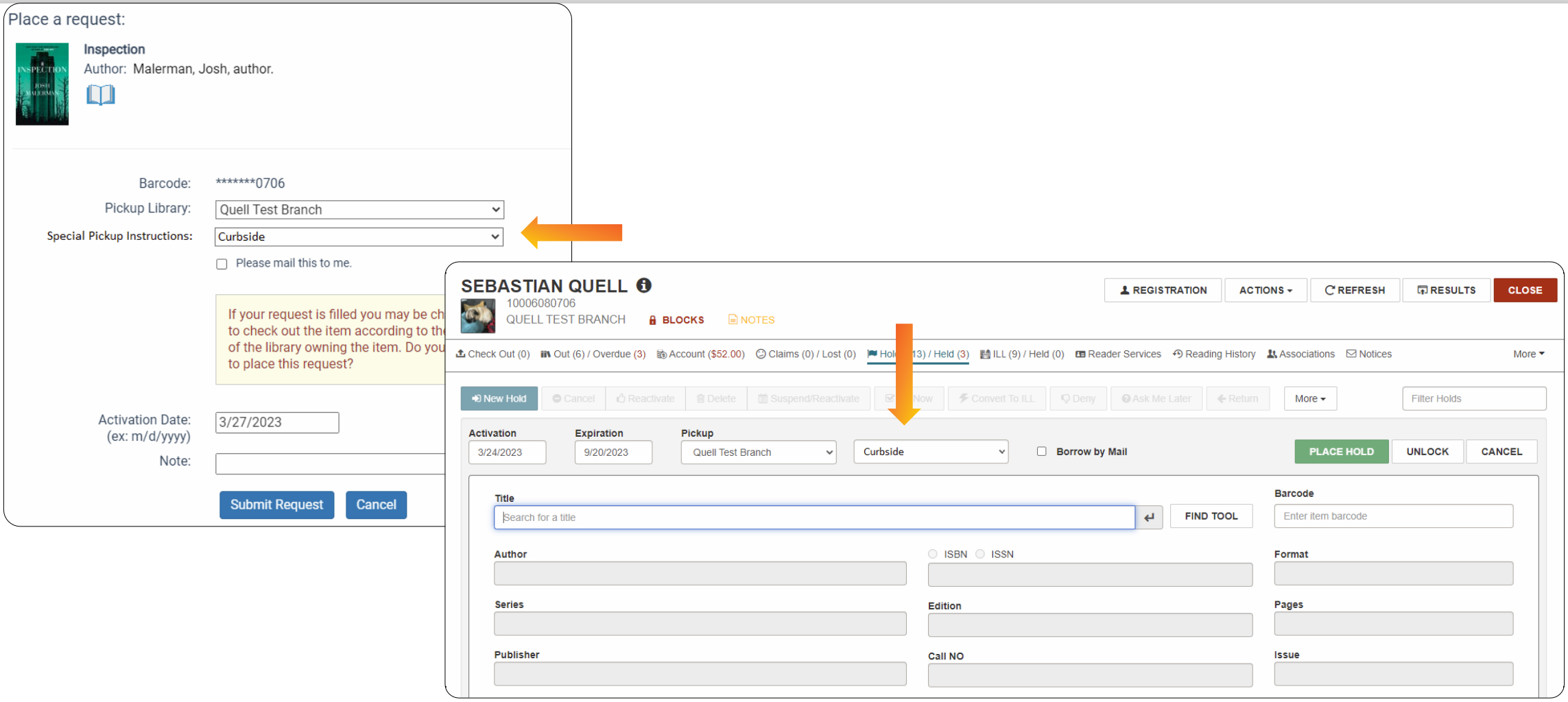
Declare Damaged 11

National Bibliographic Number (015) Index 1

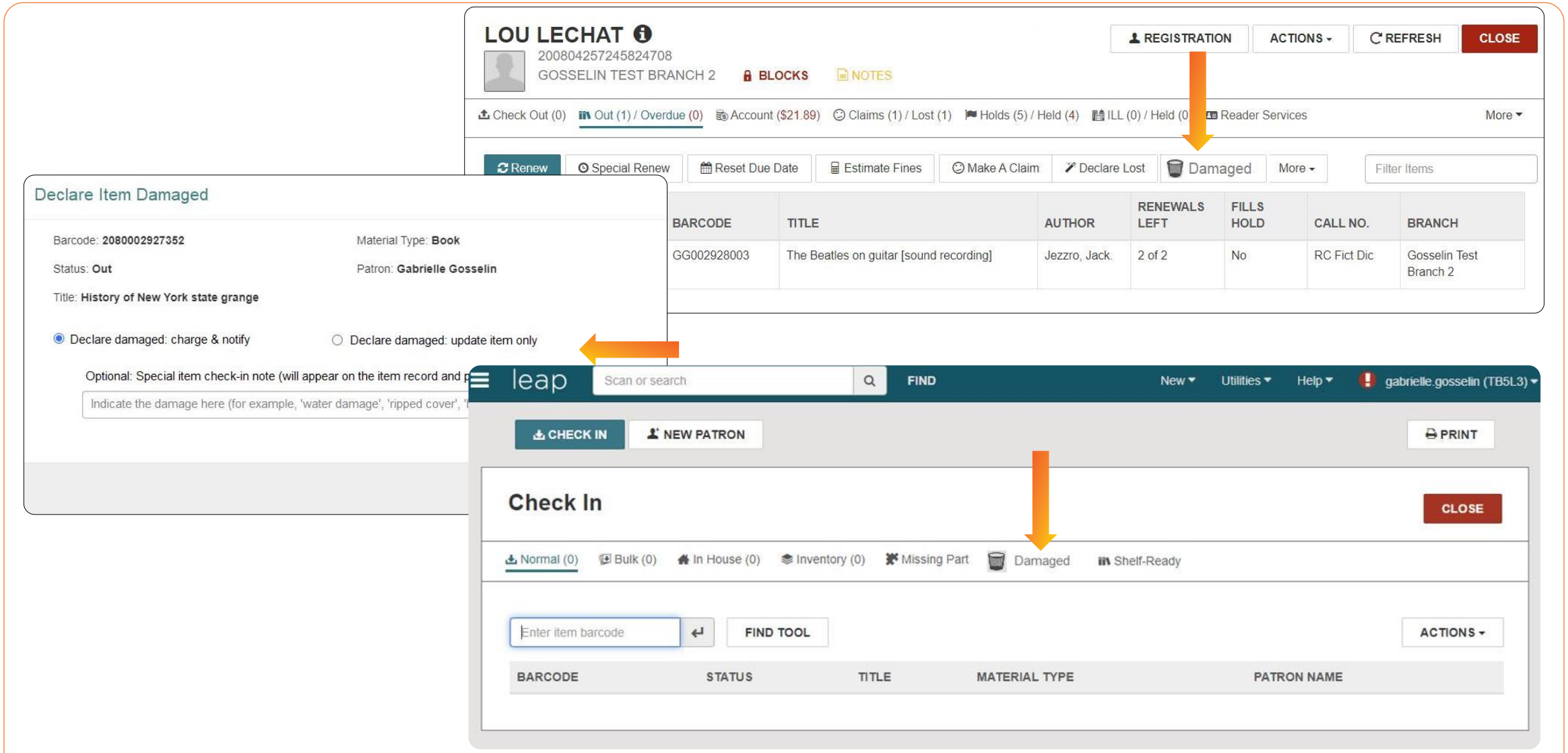


Enable volume level holds for non-integrated serials 1

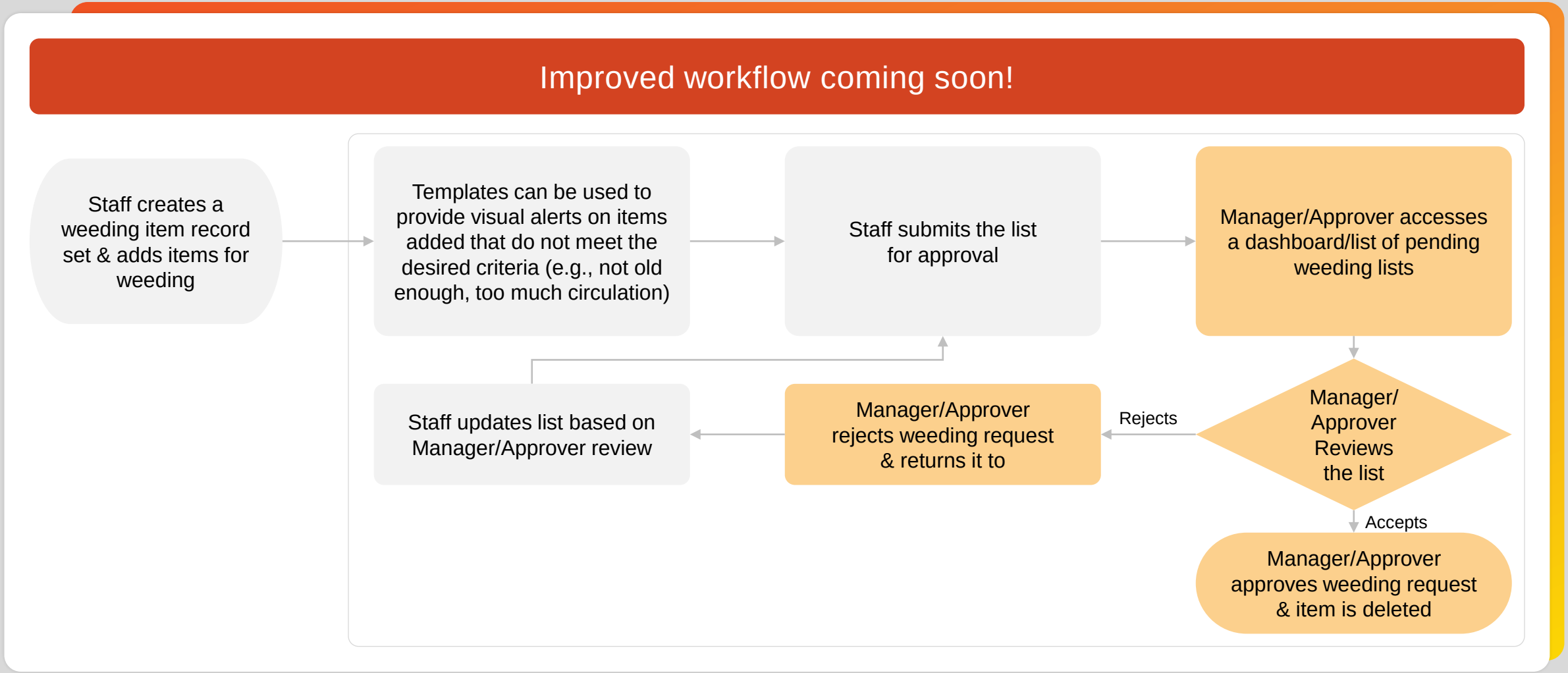
Multiple Pickup Options



Declare Damaged



Weeding Workflow



Age-Related Loan Policies

Material Types

...ID	Description	Minimum Age
1	Book	18
2	New / Popular Book	0
3	Video	0
4	Children's Video	0
5	Audiobook	0
6	Music	0
7	Periodical	0
8	Rental	0
9	Software	0
10	Kit - Audiovisual	0

Beyond 7.5

IN PLANNING: Polaris 7.6 (Q2 2024)

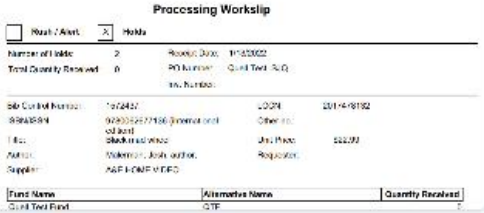
Advanced MARC Editor
13

Item Templates (Leap)
28

Adhoc Item Bulk Change from Find Tool and Bibliographic...
31

Bulk Waive/Resolve Fines
16

Printing Workslips and Vouchers (Leap)
15



Serials Claiming (Leap)
3

Update EDI Transmission to SFTP
8

Innovative Phone Alerts and SMS Notices
6

Aeon Special Collections System Integration...
0

Cookie Banner for Leap Analytics
0

OAUTH Integration with Akamai
0

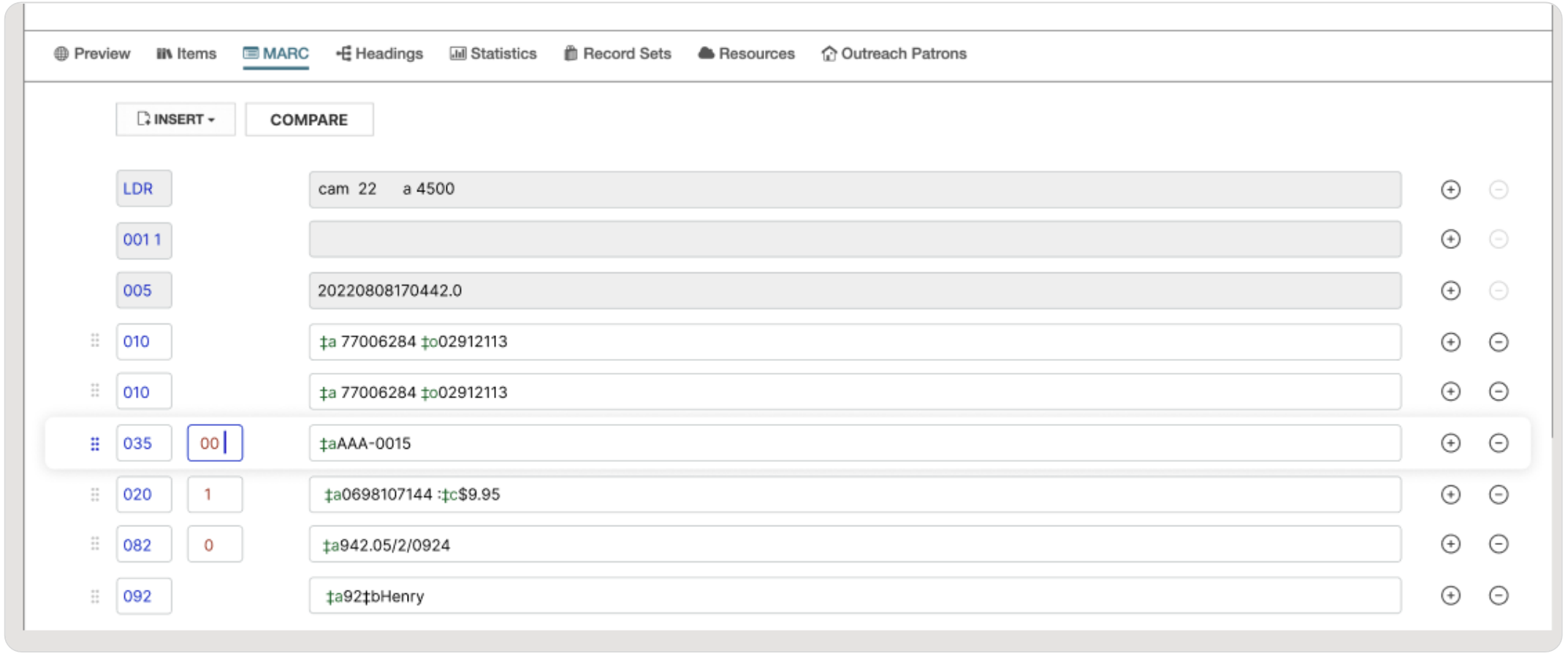
Planning for 2024

Advanced MARC Editor

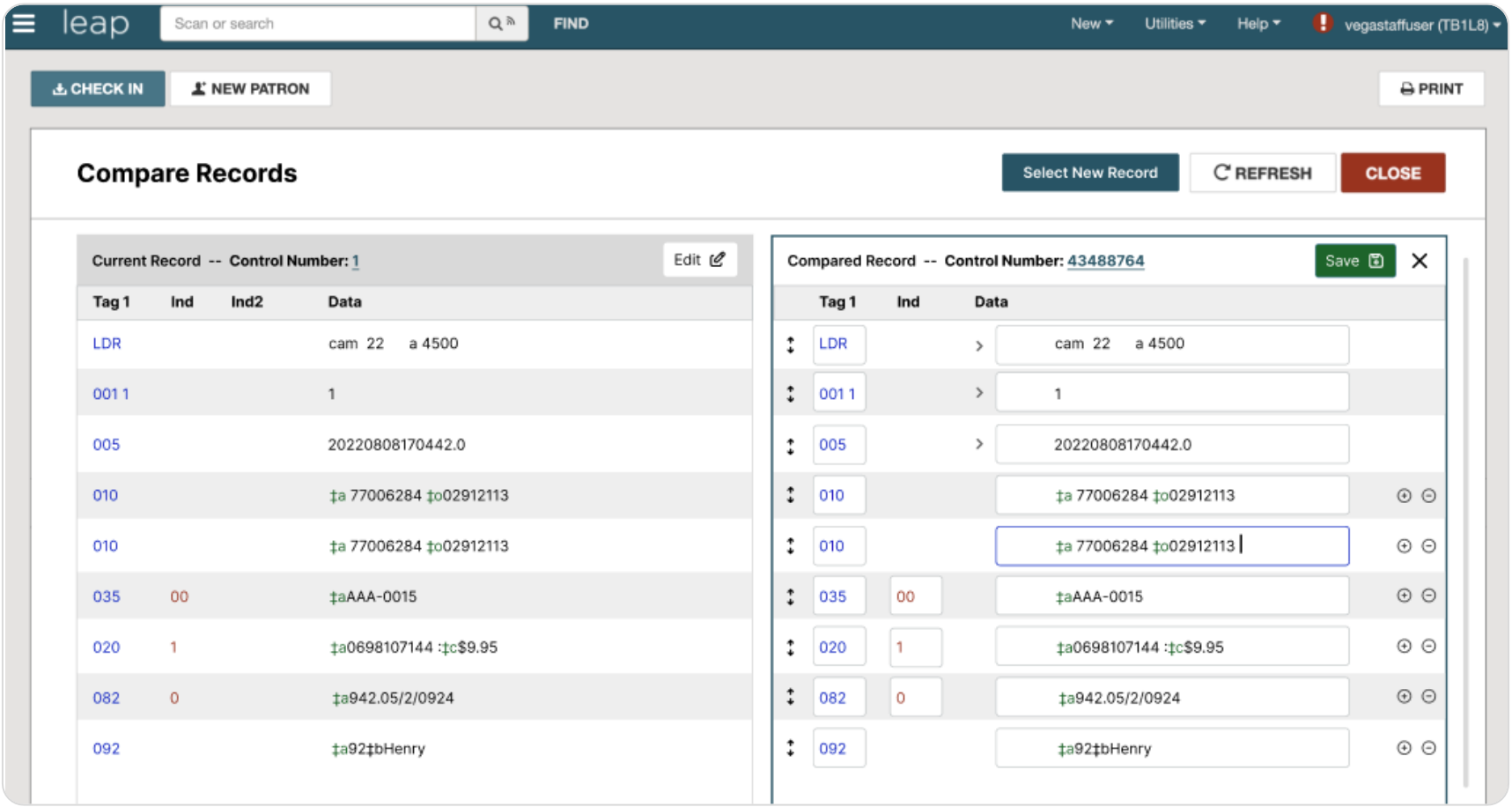
Item Templates in Leap

Bulk Waive Fines

Advanced MARC Editor (DESIGN WORK IN PROGRESS)



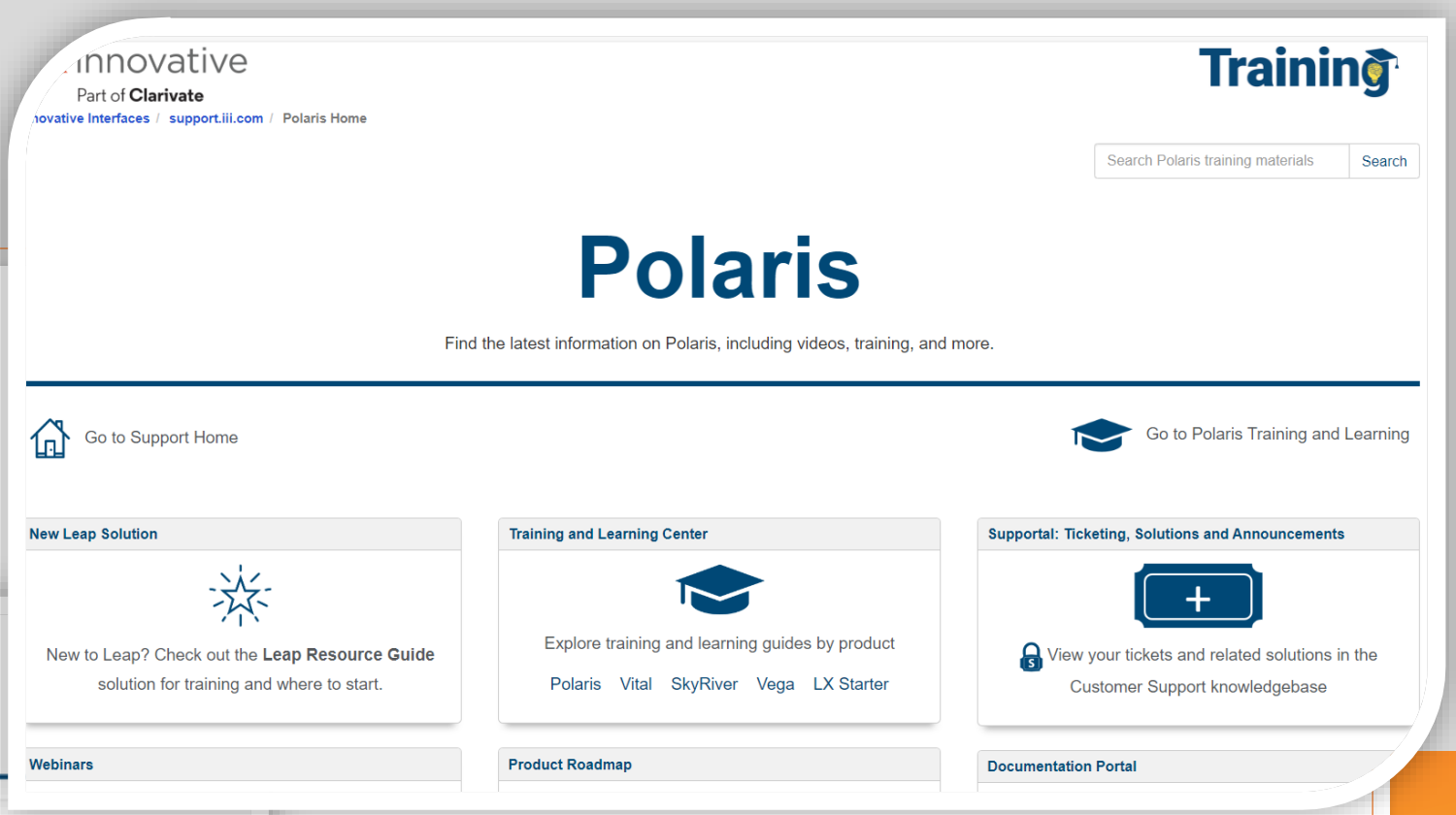
Advanced MARC Editor (DESIGN WORK IN PROGRESS)

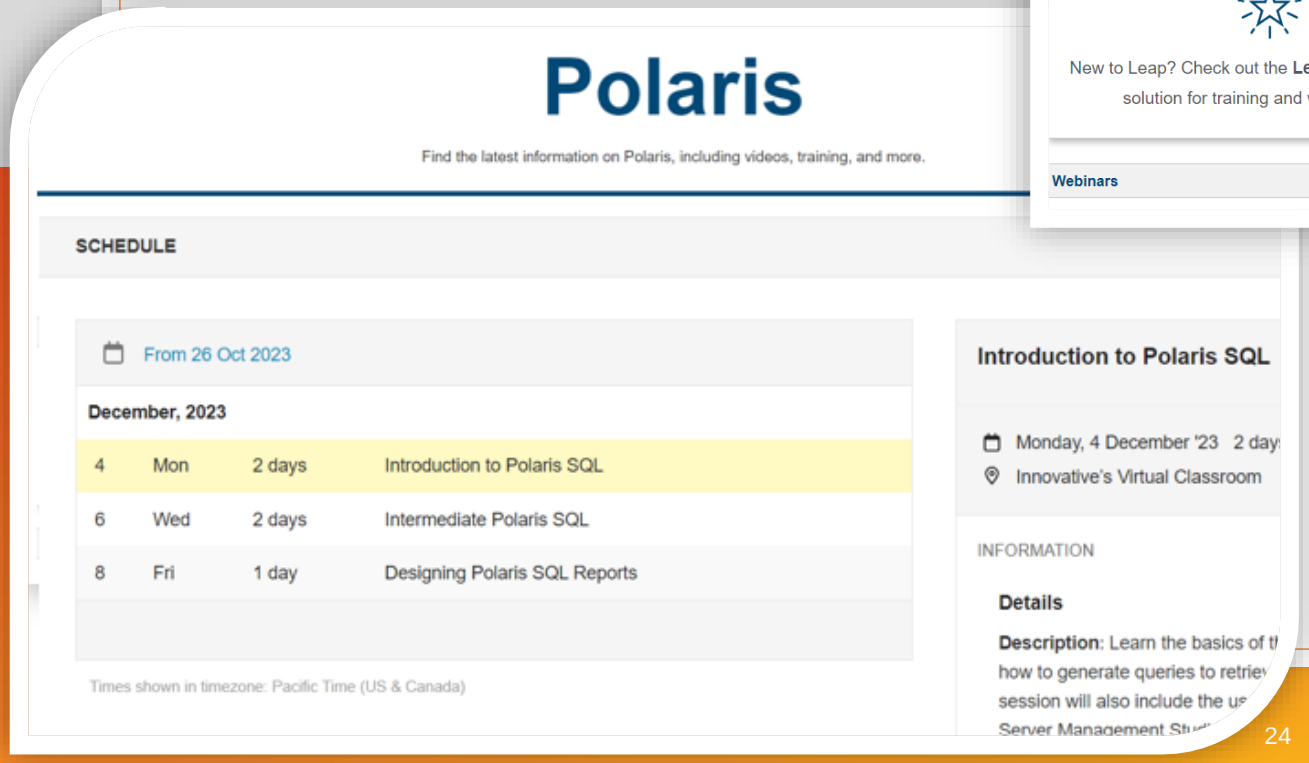


Keep Voting!

POLARIS
INN-REACH
DECISION CENTER
MOBILE WORKLISTS
VEGA
IN PLANNING: Polaris 7.6 (Q2 2024)
Advanced MARC Editor
1
Item Templates (Leap)
25
Adhoc Item Bulk Change from Find Tool and Bibliographic Record
24
Bulk Waive/Resolve Fines
15
Printing Workslips and Vouchers (Leap)
15
Processing Workslip
Serials Claiming (Leap)
1
Update EDI Transmission to SFTP
4
Innovative Phone Alerts and SMS Notices
5
Aeon Special Collections System Integration Enhancements
0
Aeon
Cookie Banner for Leap Analytics
0
OAUTH Integration with Akamai
0
Akamai
UPCOMING
PAC Banner for Emergency Closures
21
Preferred ISBN/UPC for PO Creation
18
ISBN
Shift/Click to Select a Range in Record Sets
23
Bulk Change Held Till Dates
17

Additional Resources



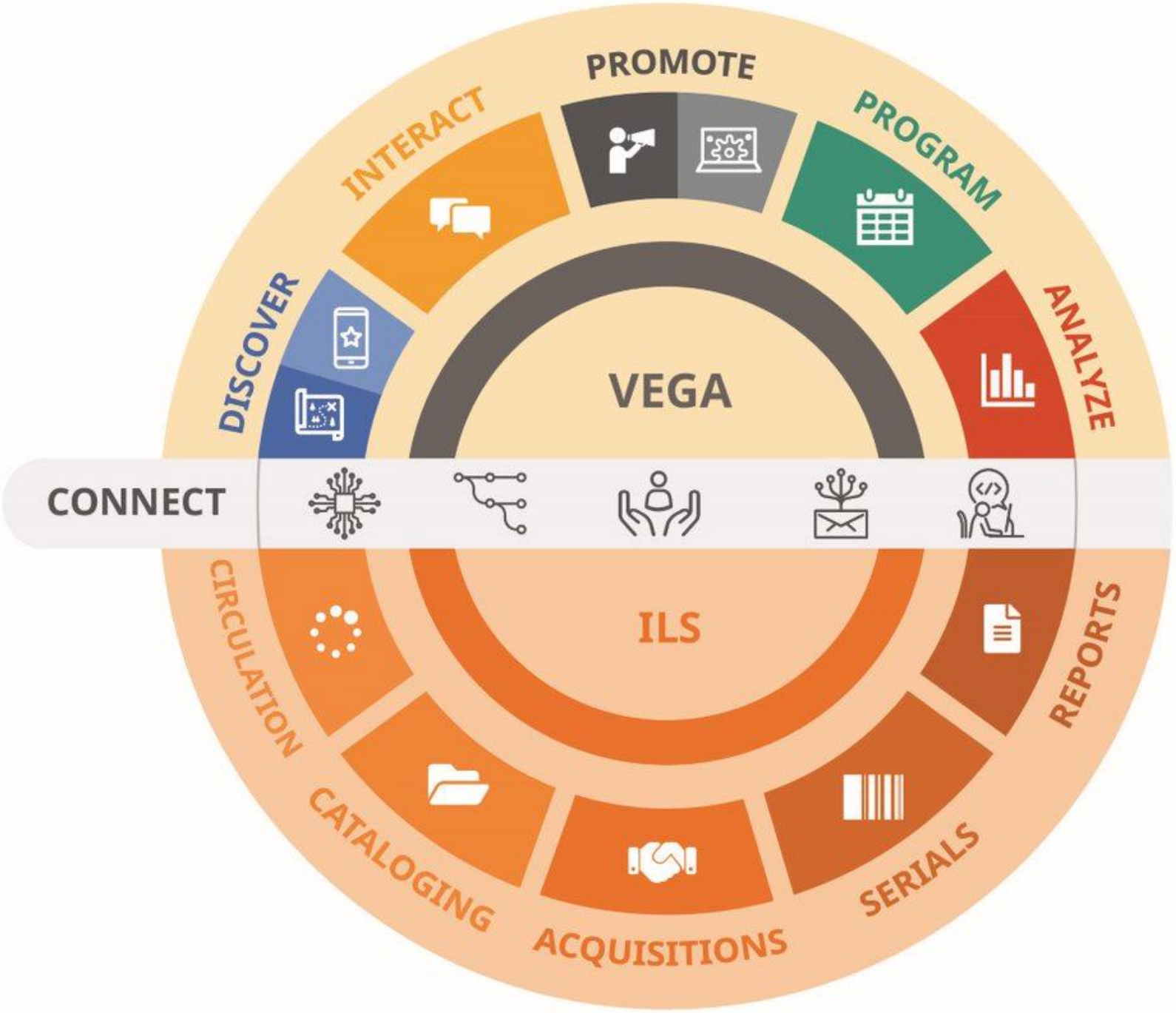


Vega LX

Vega Library Experience (Lx)

Deliver incredible experiences – easily and at scale

#ExperienceMatters



Red Rock Public Library | Main Branch

English (US) | Log in

Consortium Support

All | Vega Public Library | Vega Program and Room Bookings

Refine

BACK

handmaid's tale | All

5 results found for **handmaid's tale**

Save Search

Find from inn-reach

1-5 of 5 | Results per page: 10 | Sorted by Relevancy

The handmaid's tale

Atwood, Margaret, 1939-

Published: 1985-2019 | English

The classic collection

For Later | Options

Book	eBook	Large Print	Audio CD	Audiobook
Available	Available	Available	Unavailable	Check Availability

On shelf at Red Rock Public Library — FIC ATW | Shelf location Fiction | Collection Fiction

My Bookshelf | Bookmarks

Patron Experience

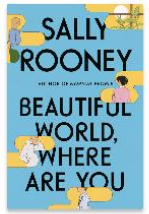
Vega Discover

Homepage customization

Search...

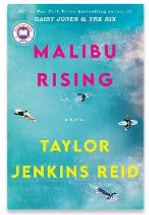
Hero

Popular Reads

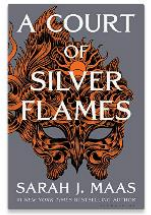


Beautiful World, Where Are You
Sally Rooney

The Last Thing He Told Me
Laura Dune

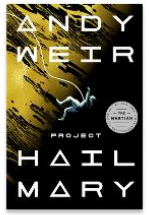


Malibu Rising
Taylor Jenkins Reid



A Court of Silver Flames
Sarah Maas

People We Meet on Vacation
Emily Henry



Hail Mary
Andy Weir

Cover Carousel - Plain

Popular Genres

Fantasy

Horror

Science-Fiction

Crime & Thriller

Showcase Group – Image Pills

Top 10 Fiction Novels Chosen by Librarian Laura McNeil
"These books are a great look into the lives of some pretty weird people who are nothing like me."

Top 10 Young Adult Novels Chosen by Author Layla Yue
"I didn't read these but other people told me they were good!"

Top 10 Sci-fi Novels Chosen by Author Daniel Laurence
We don't have a quote for this guy but here are some books that are probably good if you like aliens.

Showcase Group – Collage Panel

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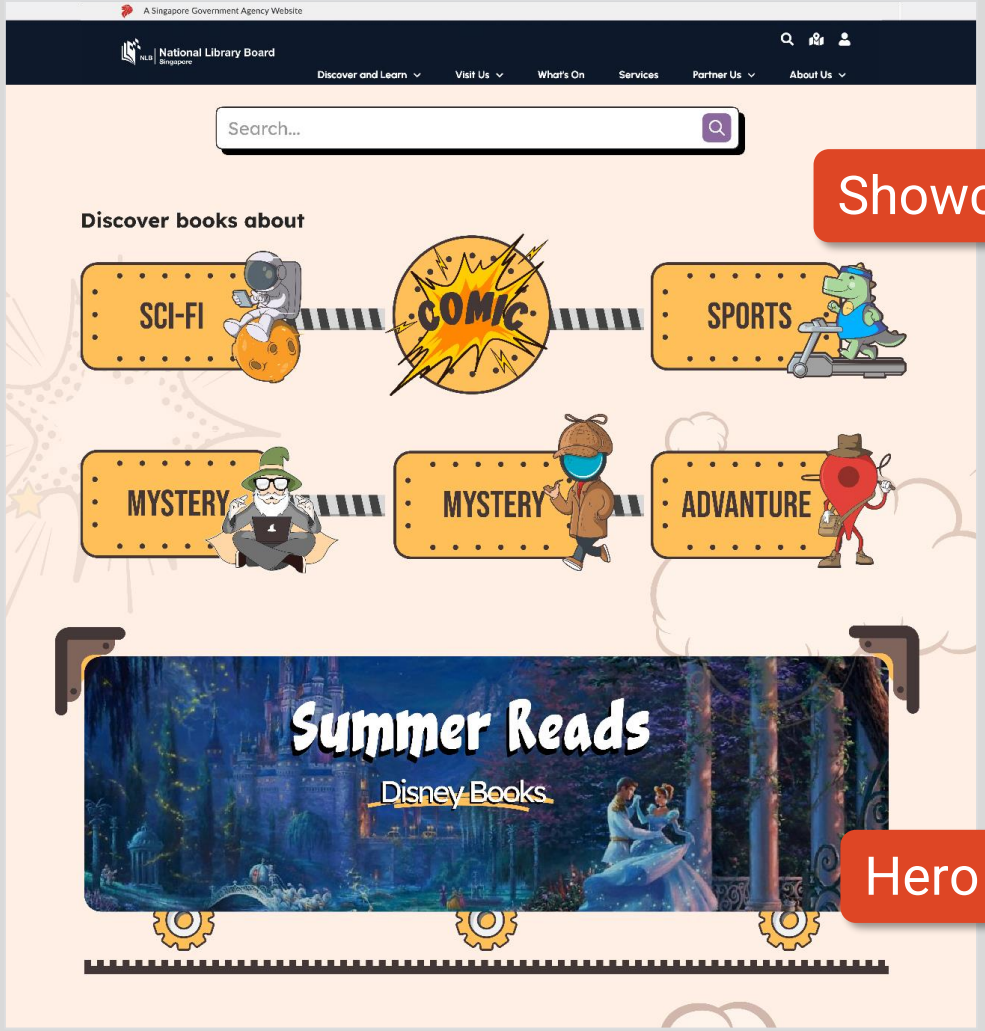


Showcase Group

Hero

Cover Carousel

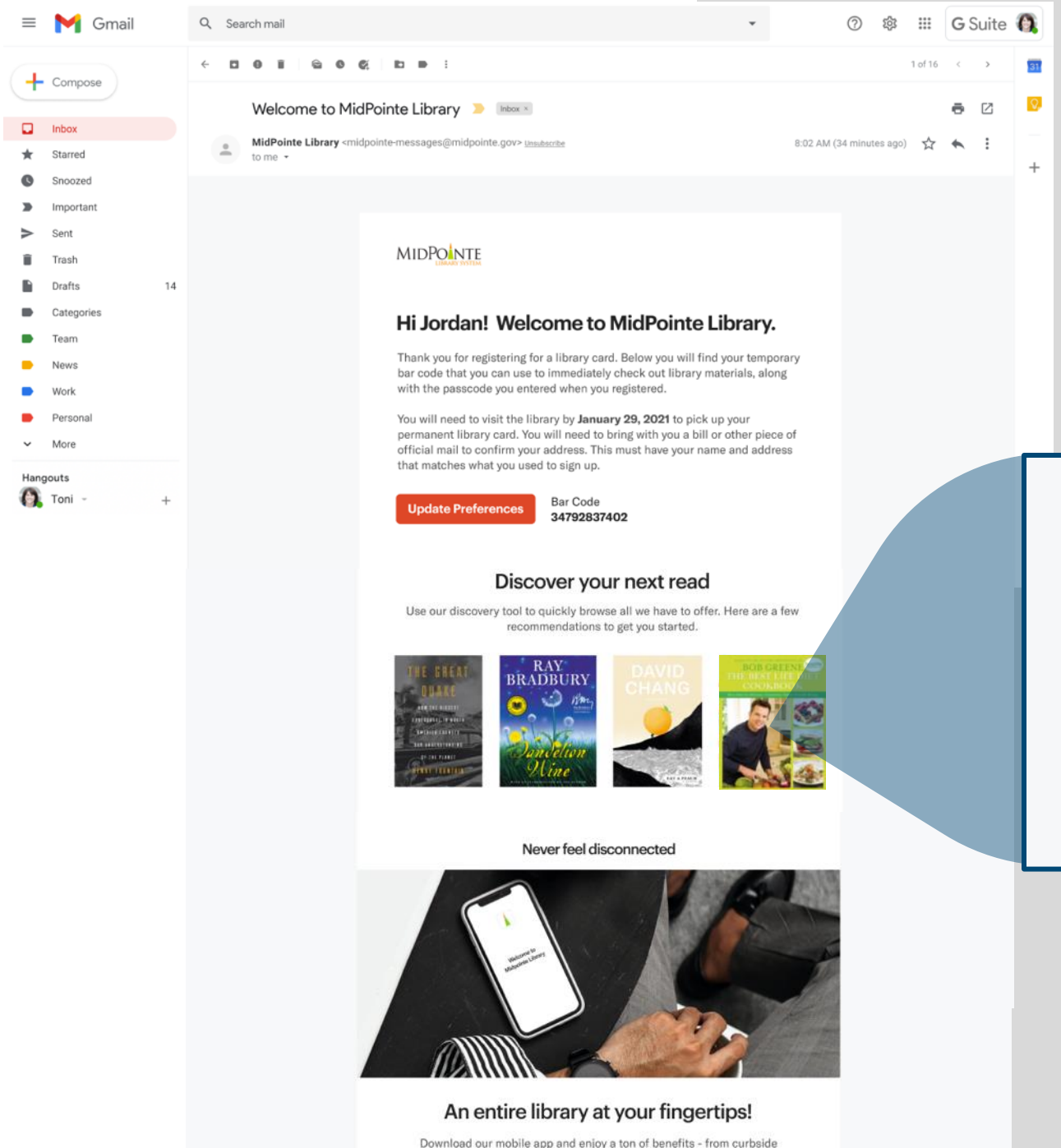
Events

Patron Experience

Vega Discover

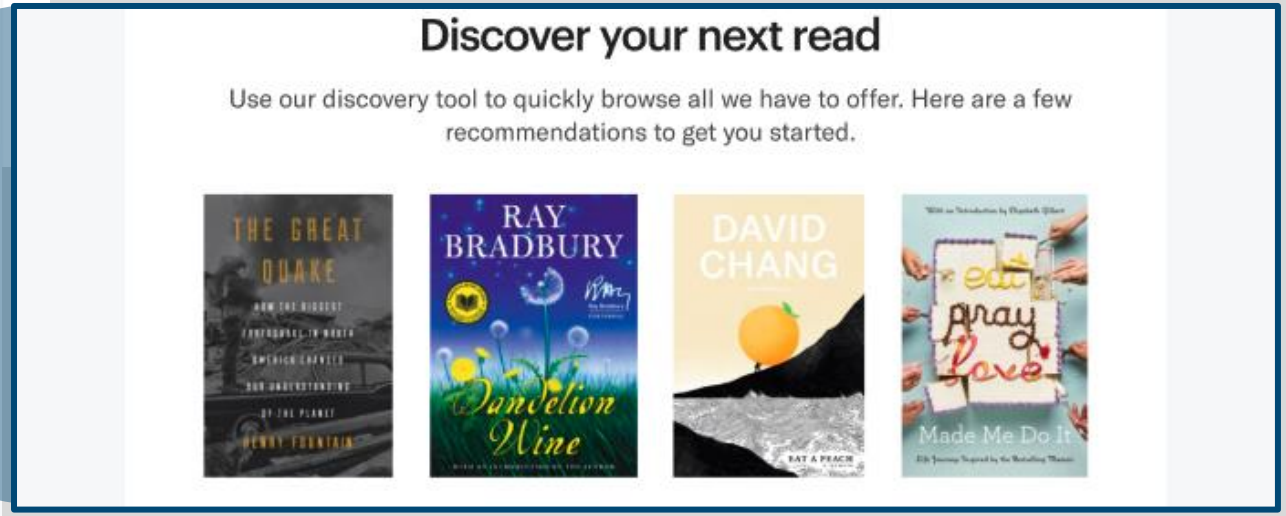
Kids Catalog – Custom Background

LX Starter



Beautiful Emails

Embeddable Showcases for Vega Discover Accounts



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LX Starter Templates for Existing ILS Notices

Notice Type	Supported Now	New in Sierra 6.0
Overdue	• Overdue (level 1) • Overdue (level 2) • Overdue (level 3) • Overdue (level 4) • Overdue (level 5) • Overdue (level 6)	• *Call number, copy number, volume added to all notice data*
Courtesy	• Courtesy	• Additional Courtesy • *Call number, copy number, volume*
Holds	• Hold Pickup	• Hold Cancel • Hold Both • *Call number, copy number, volume*
Fine	• Bill	• Manual Fines • Fines • Adjustments • All bills and all fines • *Call number, copy number, volume*
Other		• Recall Notice • Statement of Charges • Statement of Checkouts • *Call number, copy number, volume*

Notices Supported

- Notice templates provided match ILS options
- Utilizes your current ILS configurations

Notice Type	Polaris	Sierra
Overdue	• 1st Overdue • 2nd Overdue • 3rd Overdue	• Odue (level 1) • Odue (level 2) • Odue (level 3) • Odue (level 4) • Odue (level 5) • Odue (level 6)
Courtesy	• Almost overdue/Auto-renew reminder	• OverdueReminder
Holds	• Hold (Pickup) • 2nd Hold (Pickup)	• Pickup
Fine	• Bill ("4th Overdue" – Charge to replace item) • Fine (Total charges exceed configured amount)	• Bill

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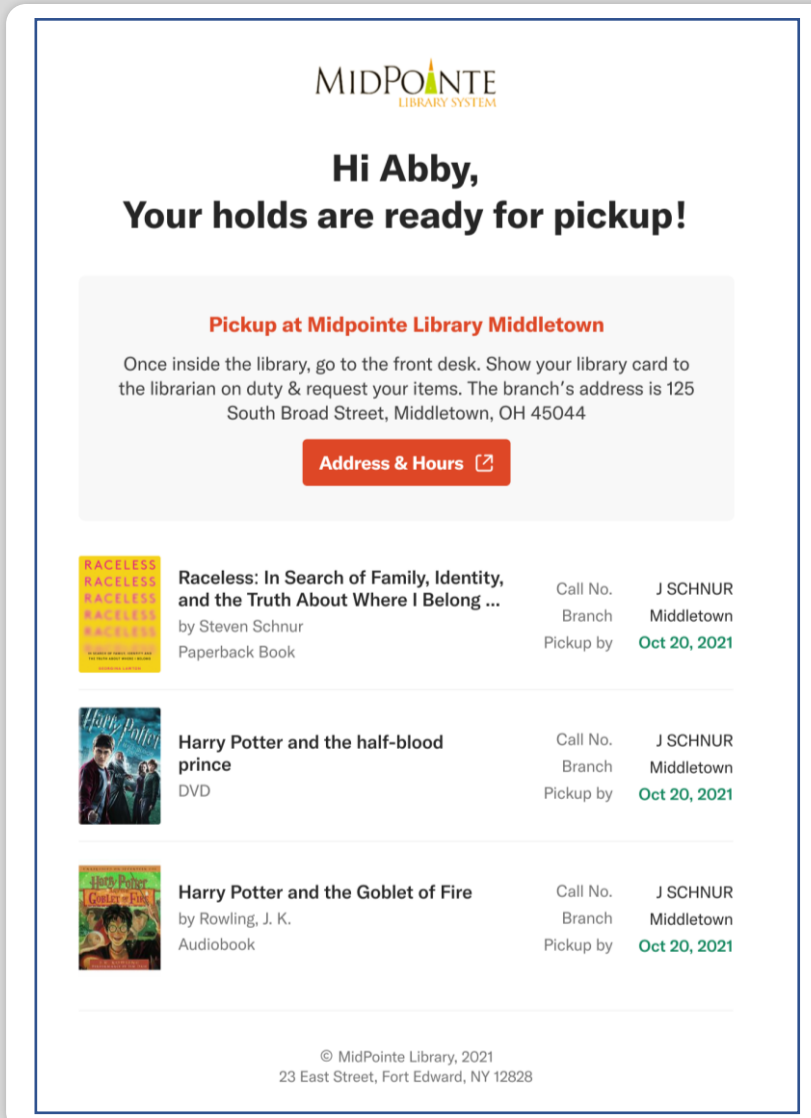
Example Emails with Auto-Populated Content

Included with your ILS!



MIDPOINTE LIBRARY SYSTEM

Hi Abby,
Your holds are ready for pickup!

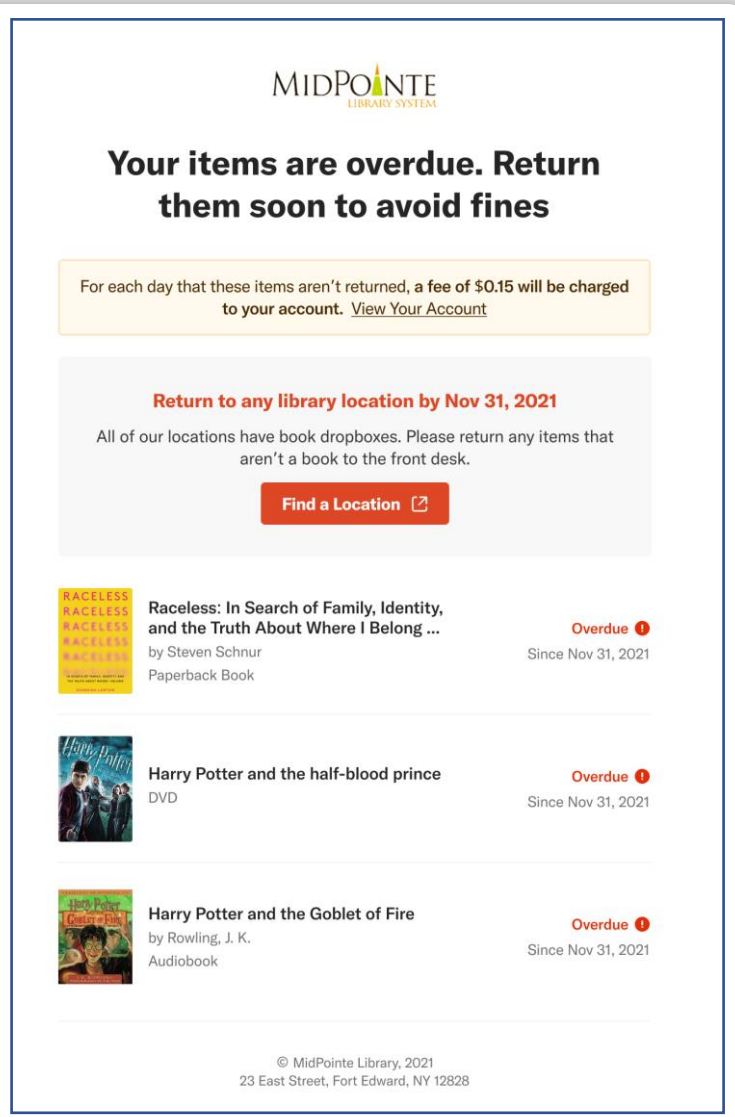
Pickup at Midpointe Library Middletown

Once inside the library, go to the front desk. Show your library card to the librarian on duty & request your items. The branch's address is 125 South Broad Street, Middletown, OH 45044

Address & Hours

Raceless: In Search of Family, Identity, and the Truth About Where I Belong ...	by Steven Schnur Paperback Book	Call No. Branch Pickup by	J SCHNUR Middletown Oct 20, 2021
Harry Potter and the half-blood prince	DVD	Call No. Branch Pickup by	J SCHNUR Middletown Oct 20, 2021
Harry Potter and the Goblet of Fire	by Rowling, J. K. Audiobook	Call No. Branch Pickup by	J SCHNUR Middletown Oct 20, 2021

© MidPointe Library, 2021
23 East Street, Fort Edward, NY 12828



MIDPOINTE LIBRARY SYSTEM

Your items are overdue. Return them soon to avoid fines

For each day that these items aren't returned, **a fee of $0.15 will be charged to your account.** View Your Account

Return to any library location by Nov 31, 2021

All of our locations have book dropboxes. Please return any items that aren't a book to the front desk.

Find a Location

Raceless: In Search of Family, Identity, and the Truth About Where I Belong ...	by Steven Schnur Paperback Book	Overdue Since Nov 31, 2021	
Harry Potter and the half-blood prince	DVD	Overdue Since Nov 31, 2021	
Harry Potter and the Goblet of Fire	by Rowling, J. K. Audiobook	Overdue Since Nov 31, 2021	

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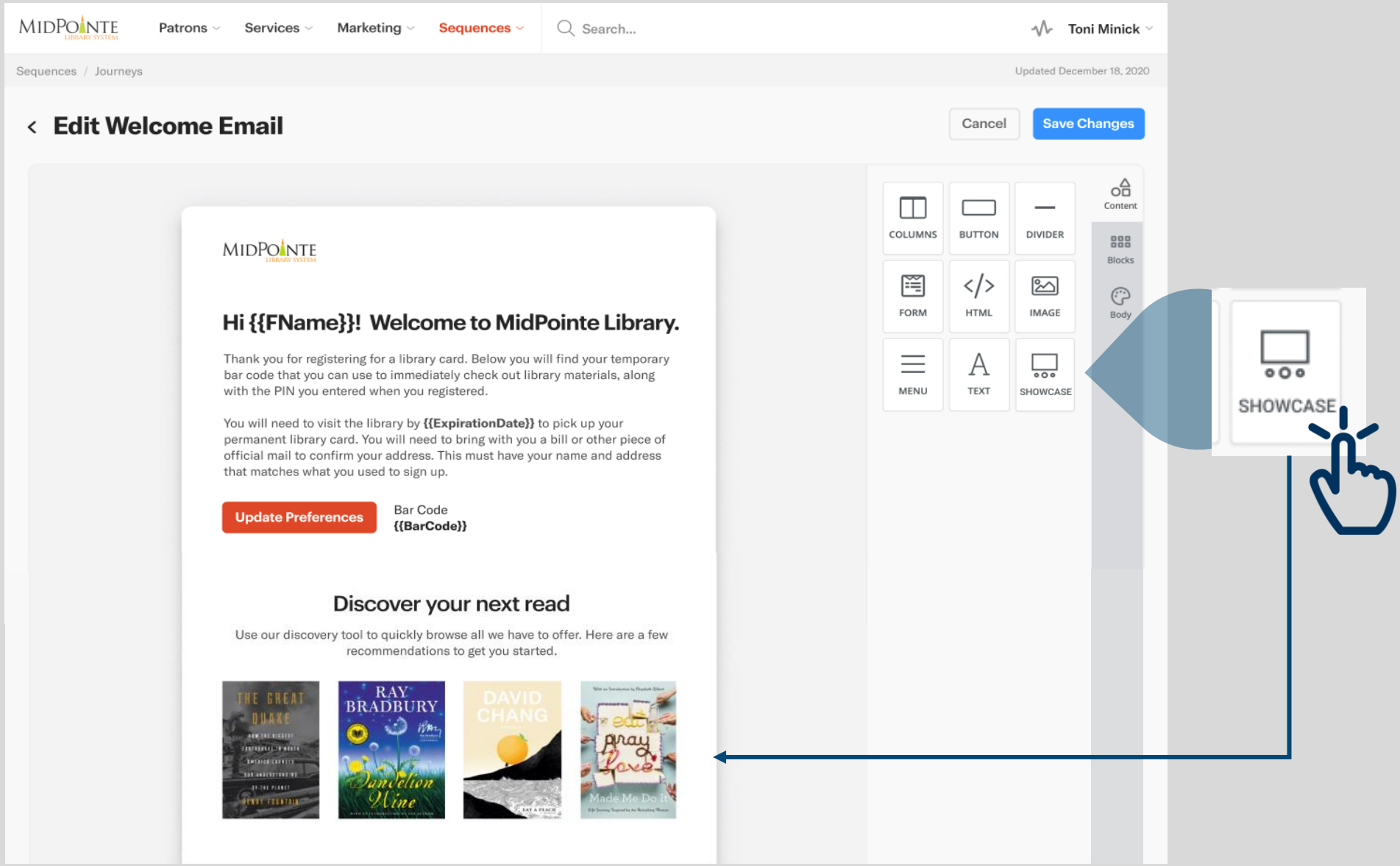
LX Starter

Email Designer



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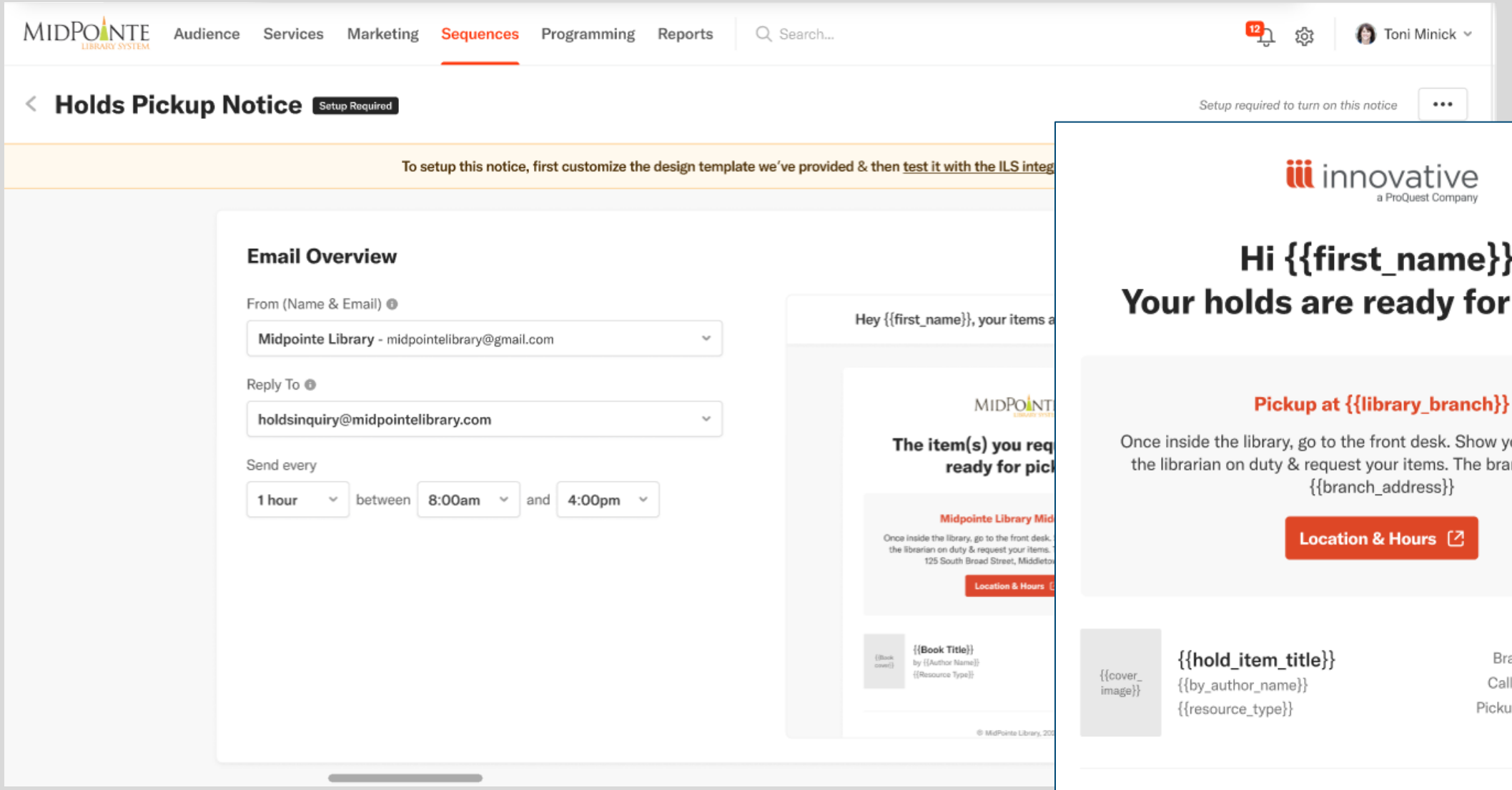
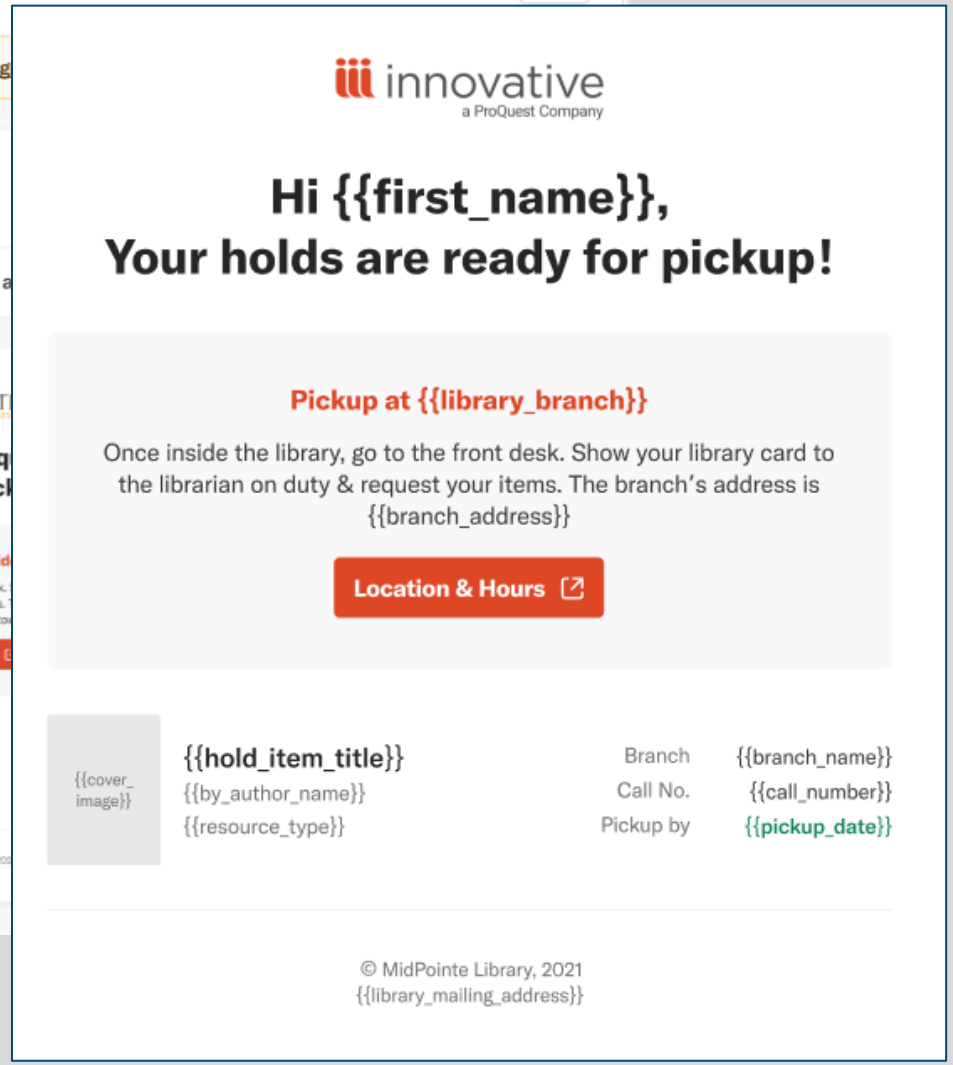
Vega Connect - Notices





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Connect LX Starter

Coming Next

Unified Staff Experience

Extended Patron Record

Patron Preferences

Email Notices w/ Processing Engine

Registration & Welcome Journey

Automated Renewal Process

Anniversary Message

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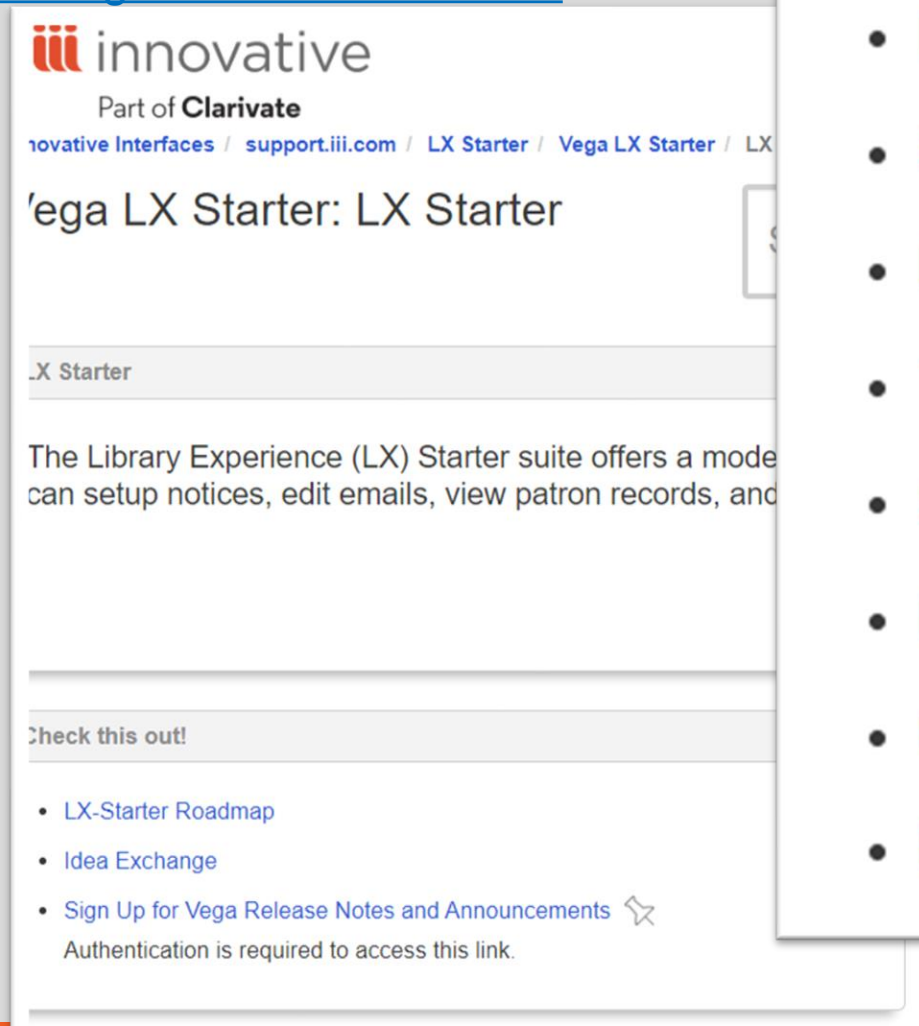
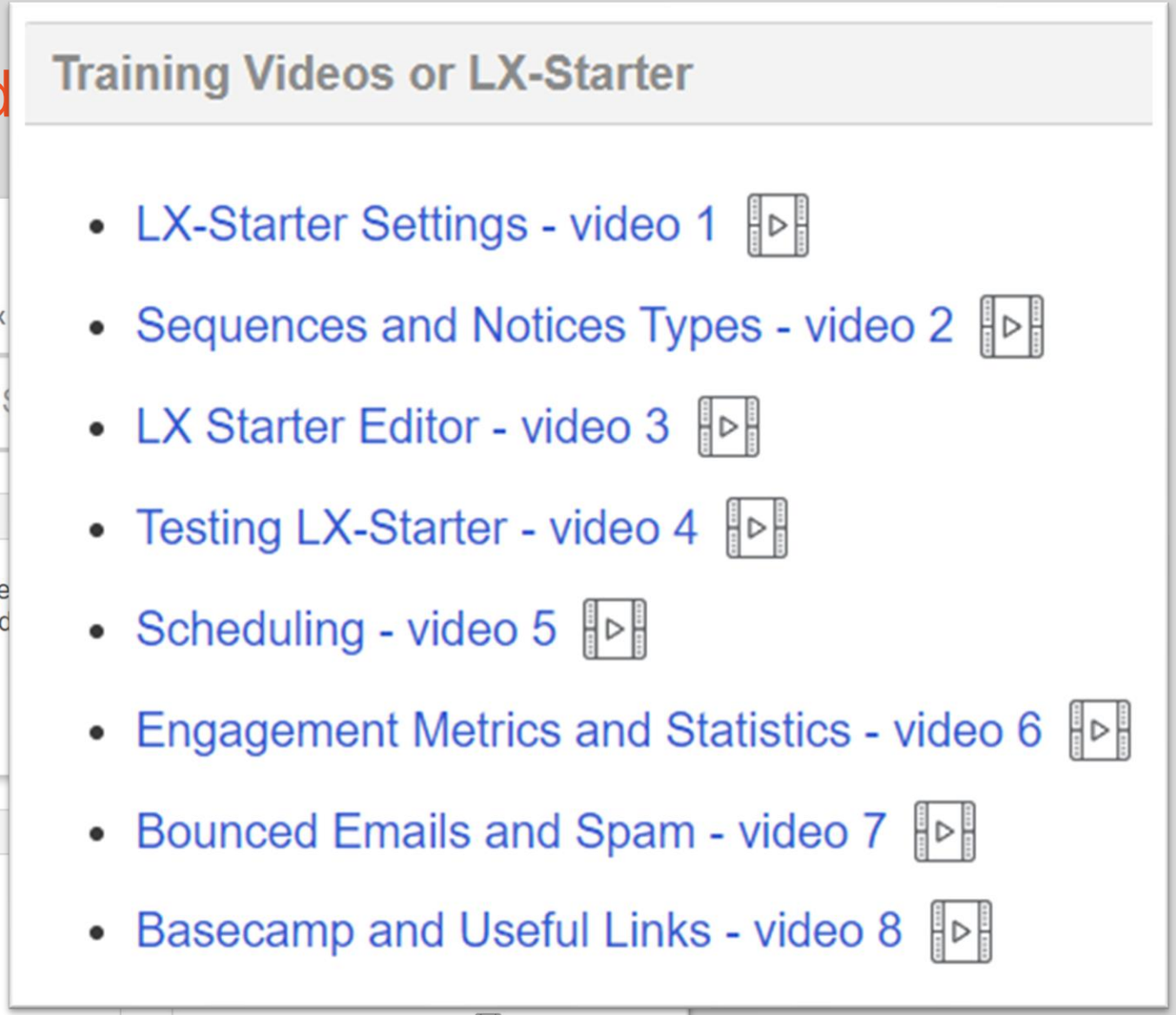
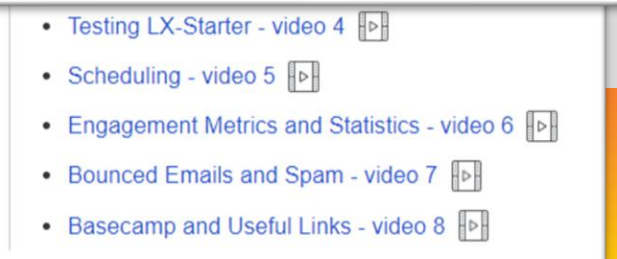
Online resources to get started

https://innovative.libguides.com/LXStarter



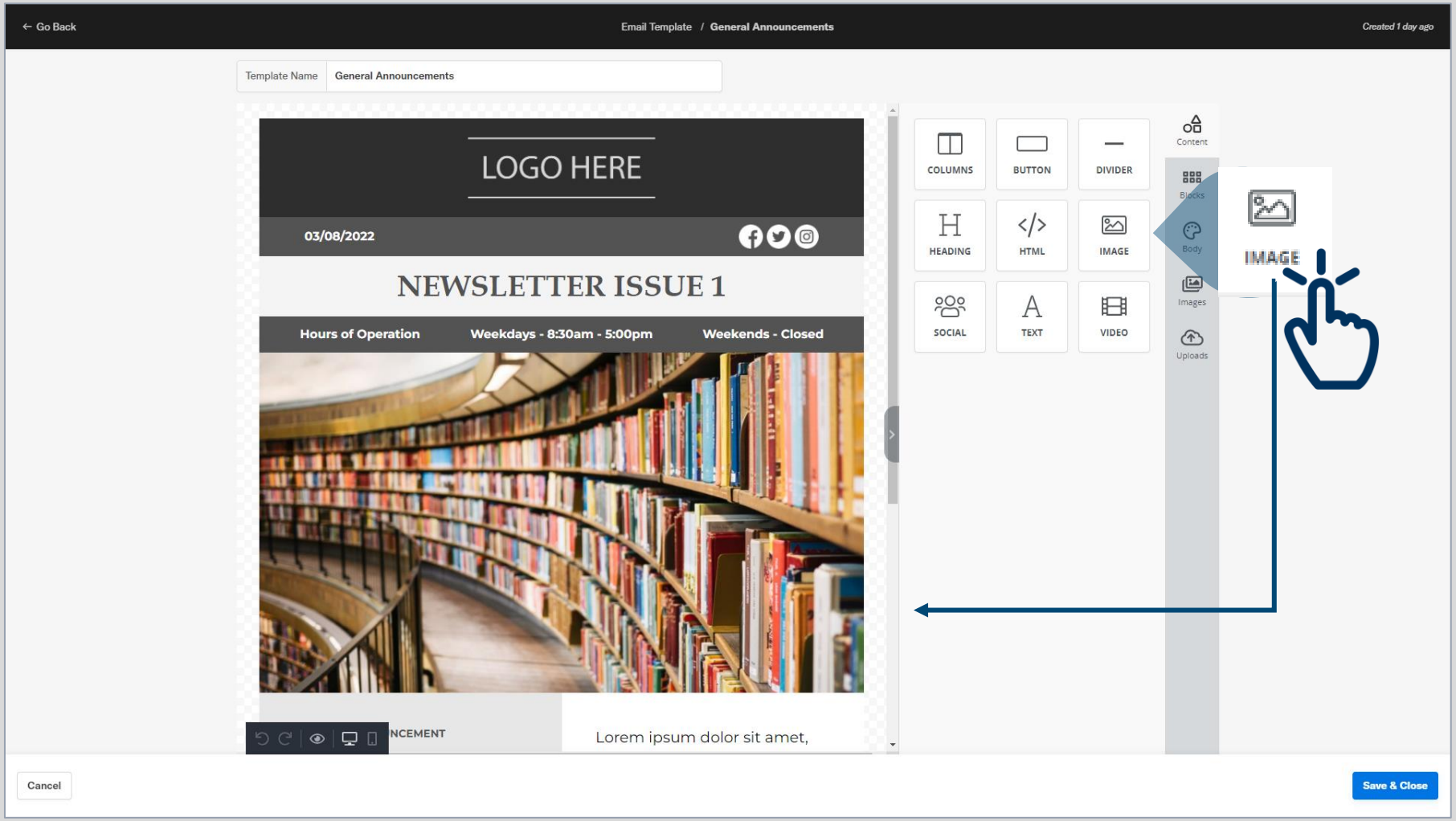




Vega Promote

Vega Promote

Sample default email template and editor



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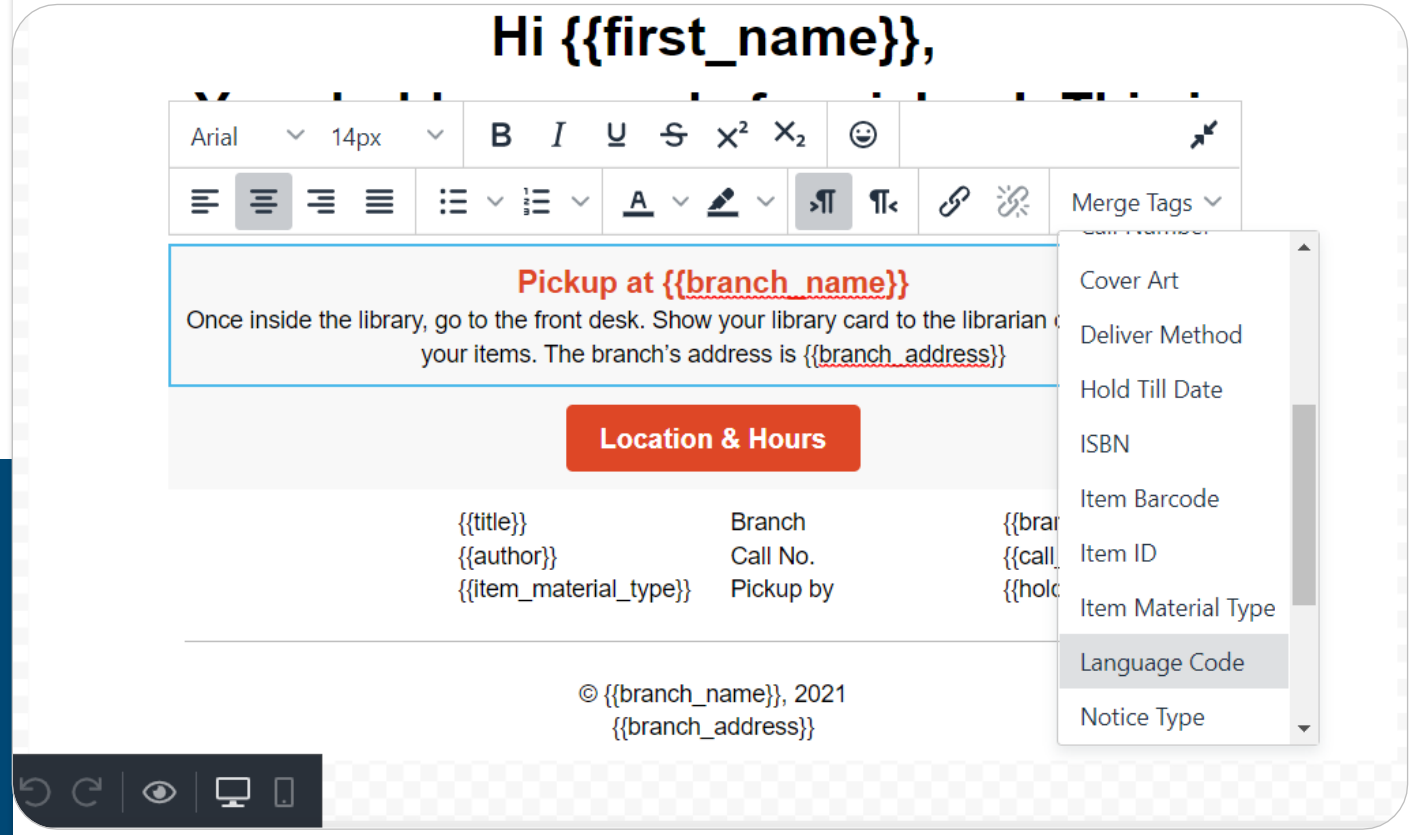
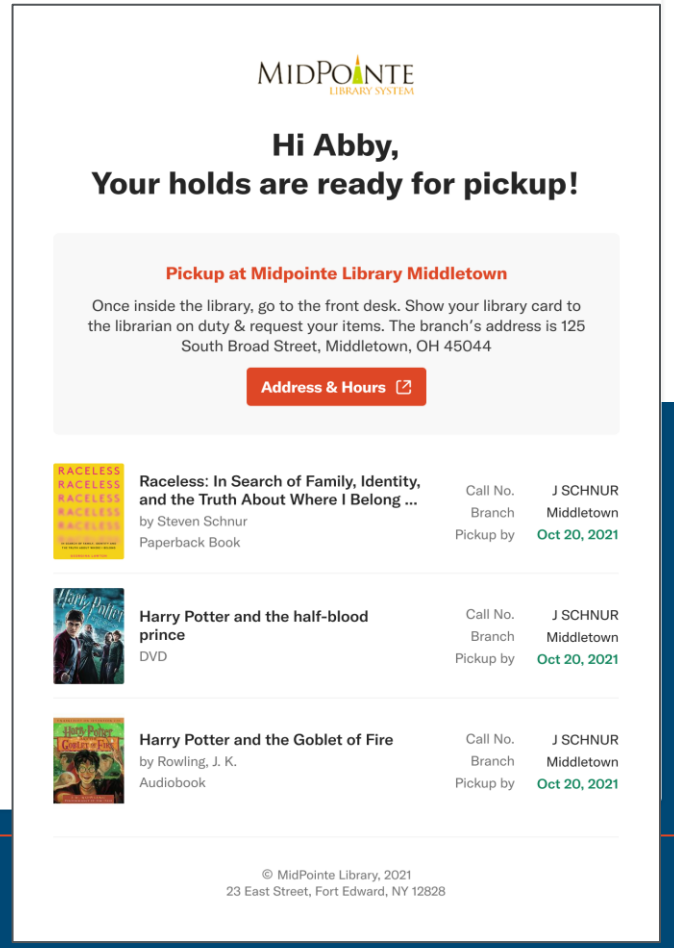
Personalized Notice Content: Merge Tags

Dynamic information is populated from your ILS data

Template merge tags are used in the email editor and fill in with the proper data when the email is sent out.





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Vega Promote: Bounces and Unsubscribes

Audience Marketing Sequences

Library Admin

Bounces and Unsubscribes

Bounces 6
Emails returned because of invalid email addresses

Unsubscribes 0
People who opted out of receiving future emails

EMAIL NAME	TYPE	REASON	INVALID EMAIL ADDRESS	RECIPIENT'S NAME	DATE & TIME
Jacksonville Winter Newsletter	Hardbounce	Unspecified	sandy.baker@geemail.com	Sandy Baker	Jan 11, 2023, 12:39 pm
Jacksonville Winter Newsletter	Hardbounce	Unspecified	august@geemail.com	August Jones	Jan 11, 2023, 12:39 pm
Jacksonville Winter Newsletter	Hardbounce	Unspecified	walowizard@gmail.com	Howard Walowitz	Jan 11, 2023, 12:39 pm
Jacksonville Winter Newsletter	Hardbounce	Email Address Has Had Too Many Issues	sheldon@geemail.com	Sheldon Cooper	Jan 11, 2023, 12:39 pm
Jacksonville Winter Newsletter	Hardbounce	Email Address Has Had Too Many Issues	howard@geemail.com	Howard Walowitz	Jan 11, 2023, 12:39 pm
Jacksonville Winter Newsletter	Hardbounce	Email Address Has Had Too Many Issues	raj@geemail.com	Rajesh Koothrapali	Jan 11, 2023, 12:39 pm

1 Viewing 1 - 6

Show 10 per Page

Sandy Baker

Subscribed (1)

1 Issue Found

The email address sandy.baker@geemail.com is invalid because it bounced the last email that was sent to it. Unless you replace this email address with a valid one, this contact cant be emailed.

Replace Email Address

Overview

Edit

Email address	sandy.baker@geemail.com
First name	Sandy
Last name	Baker
Date added	Nov 1, 2022

Tags

The contact has no tags.

Activity | Segments

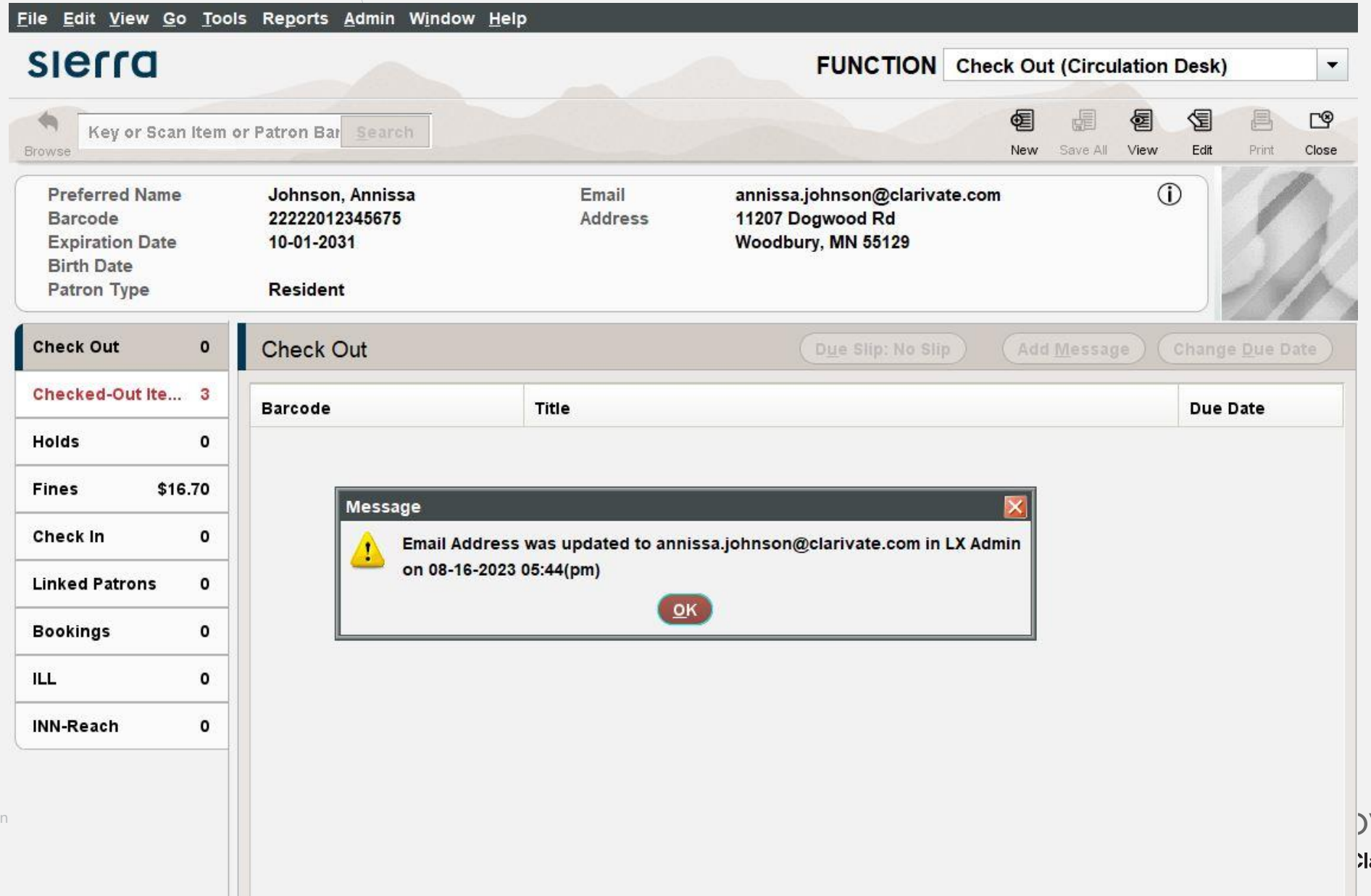
Activity

Select activities

Hard bounced the marketing email Jacksonville Winter Newsletter
Jan 11, 2023, 12:39 pm

Sent marketing email Jacksonville Winter Newsletter
Jan 11, 2023, 12:39 pm

Vega Promote: Immediate update to ILS



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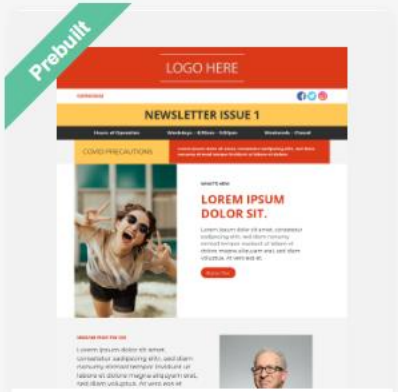
Email Templates

View Design Blocks

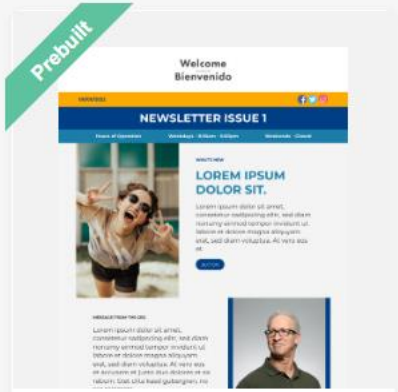
All Custom **Prebuilt**

Search

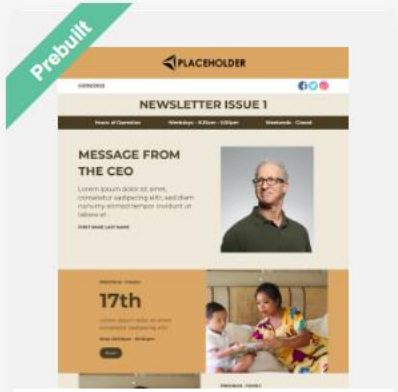
Sort - **Last Edited**



Newsletter 3
Duplicate to edit

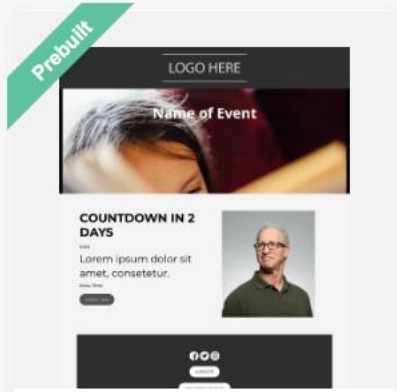


Newsletter 2
Duplicate to edit

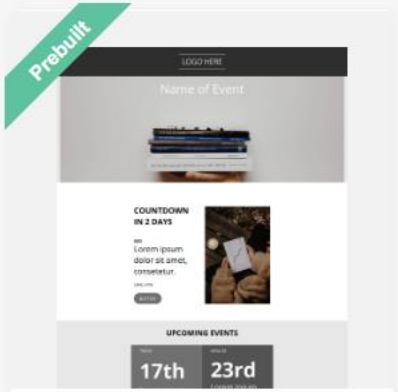


Newsletter 1
Duplicate to edit

General Announcements
Duplicate to edit



Single Event
Duplicate to edit



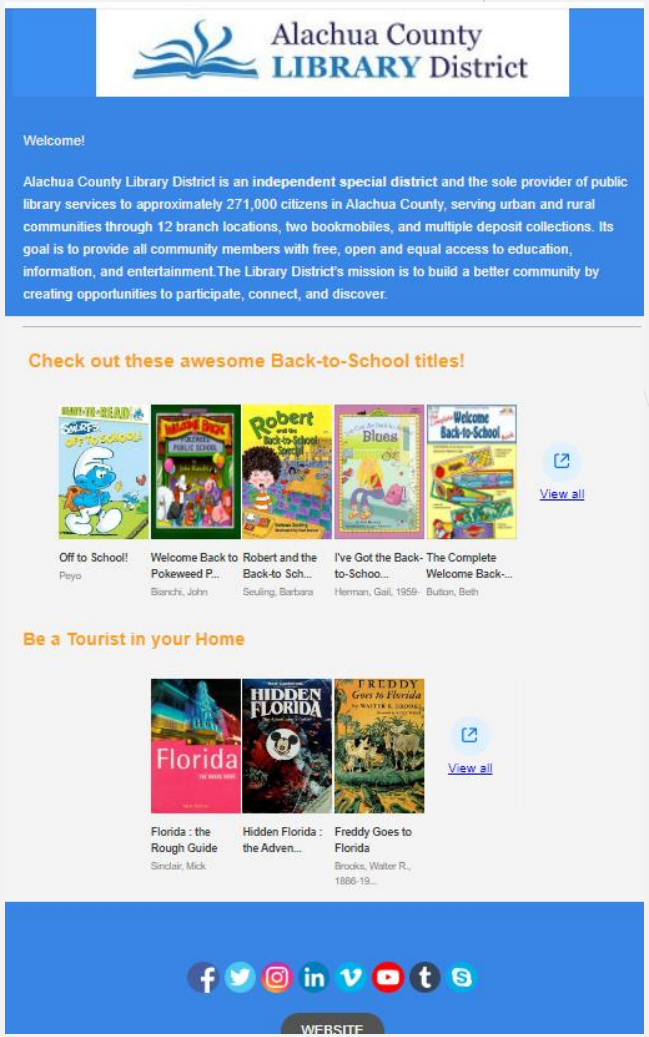
Events 2

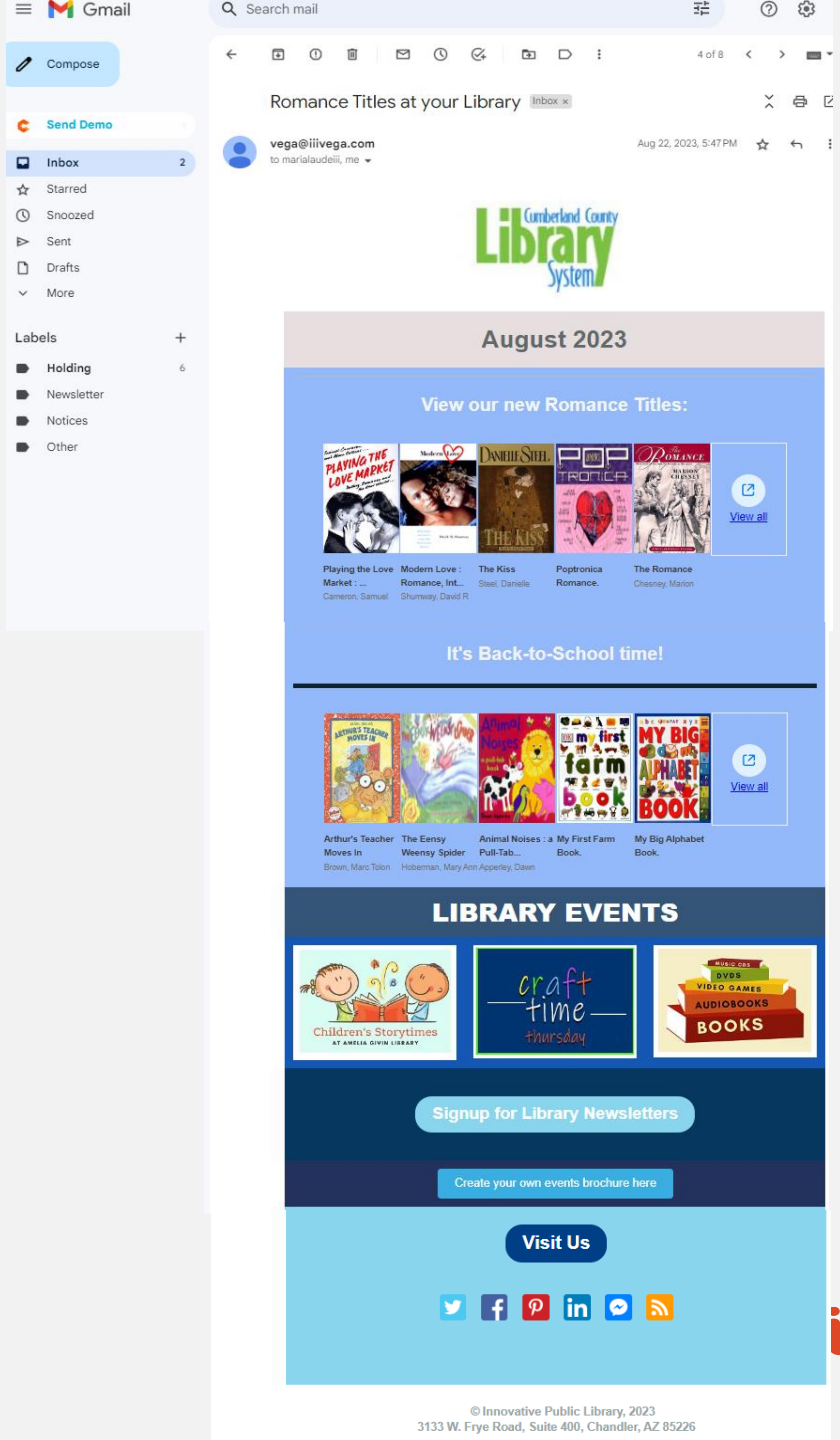
Fundraiser

Events Template

Vega Promote
Prebuilt & custom templates

Vega Promote: Sample Emails





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Vega Promote: Sample Emails

Cherry Valley Public Library District

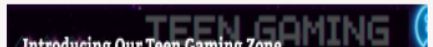
WELCOME TO OUR

Monthly Newsletter

Library Spotlight

The Cherry Valley Public Library District began as a village Library on April 19, 1977 when seven persons were elected to serve as Library trustees. The first building to house the Library was the former Fisher's store at 209 E. State Street.

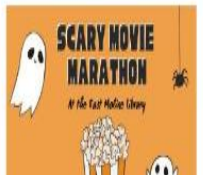
In 1983, a referendum was passed creating the Cherry Valley Public Library District, thus increasing the size of the population served from 1,000 to 10,955 (1990 census). A new, larger Library building was needed. Voters passed a referendum in April, 1988 to build a new Library. The Library moved to its current location at 755 E. State Street in November, 1989.
In 2012, additional space was added to the Adult Services side of the Library, and in 2015 the parking lot was expanded and a garage was built. A drive-through book return and pick-up window were added in 2020 along with a staff workroom, Youth Services program room, and an expanded picture book area. This brings the total library size to 19,850 square feet.



vega@iiivega.com 6:58 AM (0 minutes ago)
to me

East Moline Public Library

Featured Events



Scary Movie Marathon
Thursday, October 5, 2023 at 5:00pm - 7:30pm
Geraldine A. Baecke Meeting Center at East Moline Public Library
Program Type: Age Group:

Vega Promote Web

Appealing to Diverse Needs

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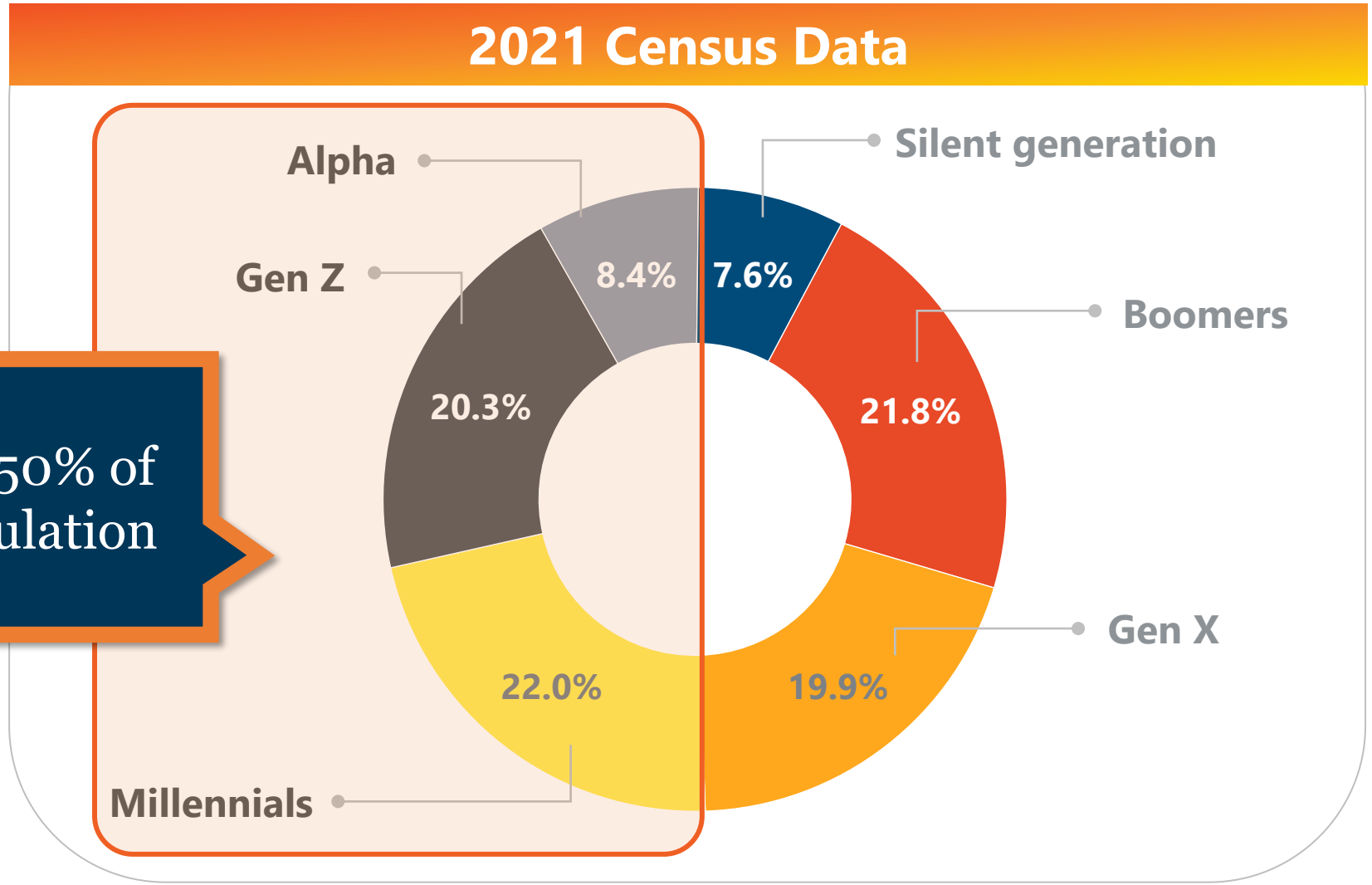
Changing Demographics



More than 50% of the US population

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The Financial Brand © November 2022 **SOURCES** Multiple

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What We Know About Younger Generations

60%

Think digital first impressions are more important than in-person ones

64%

Look up a local business' website before visiting in-person

97%

Learn about new products from social media

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Sources: Truelist https://truelist.co/blog/generation-z-statistics/
Hootsuite https://blog.hootsuite.com/gen-z-statistics/

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Challenges for Libraries Today:

1. Complicated to Integrate Systems

2. Time Consuming to Change

3. Personalization is uphill battle with limited data

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Vega Promote Web

Build an extraordinary digital library brand experience

Easy

Website building with ease

Flexible

Designed for today's libraries

Secure & Supported

Protecting patrons and libraries

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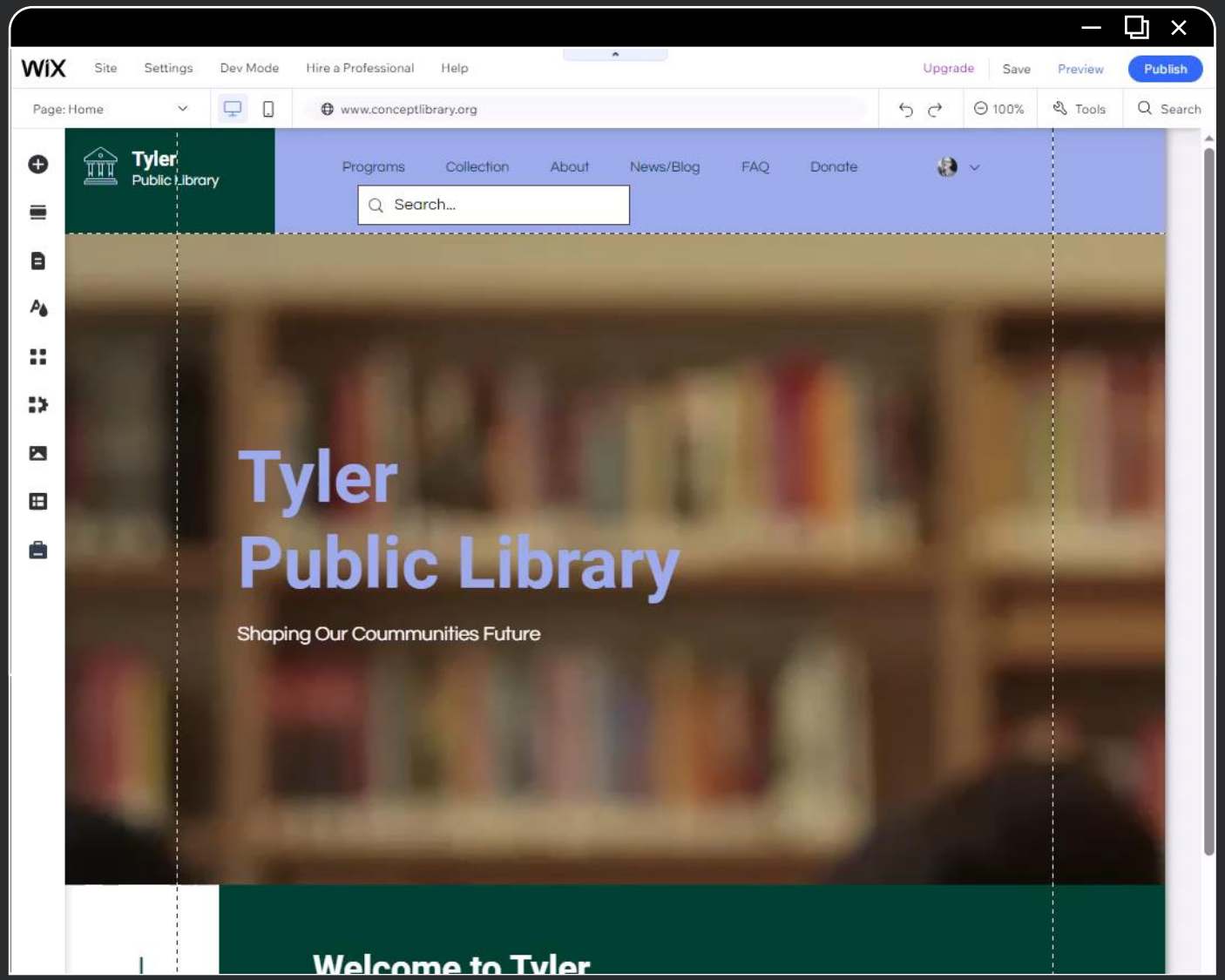
Drag and Drop Editor

- With our no-code solution, you can drag and drop elements onto your website and move things around however you'd like and with complete design freedom.



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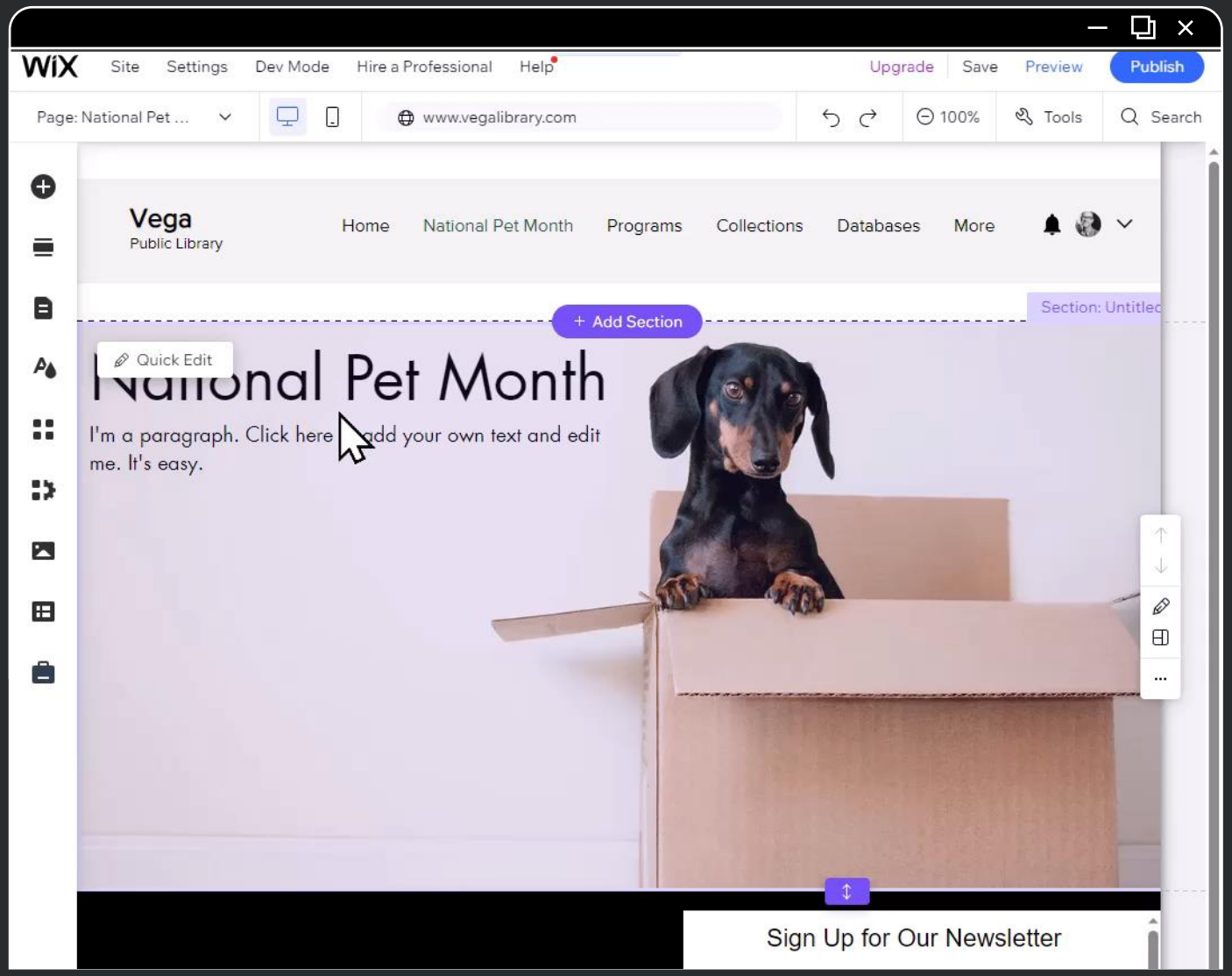
AI Assist

- Use AI (Artificial Intelligence) to generate text that is relevant to your brand or business needs. Enter important information and let the AI do the rest - so you can save time, without needing to compromise on content.
- After you've generated and chosen your text, you can make additional edits to fit your brand voice and site look.



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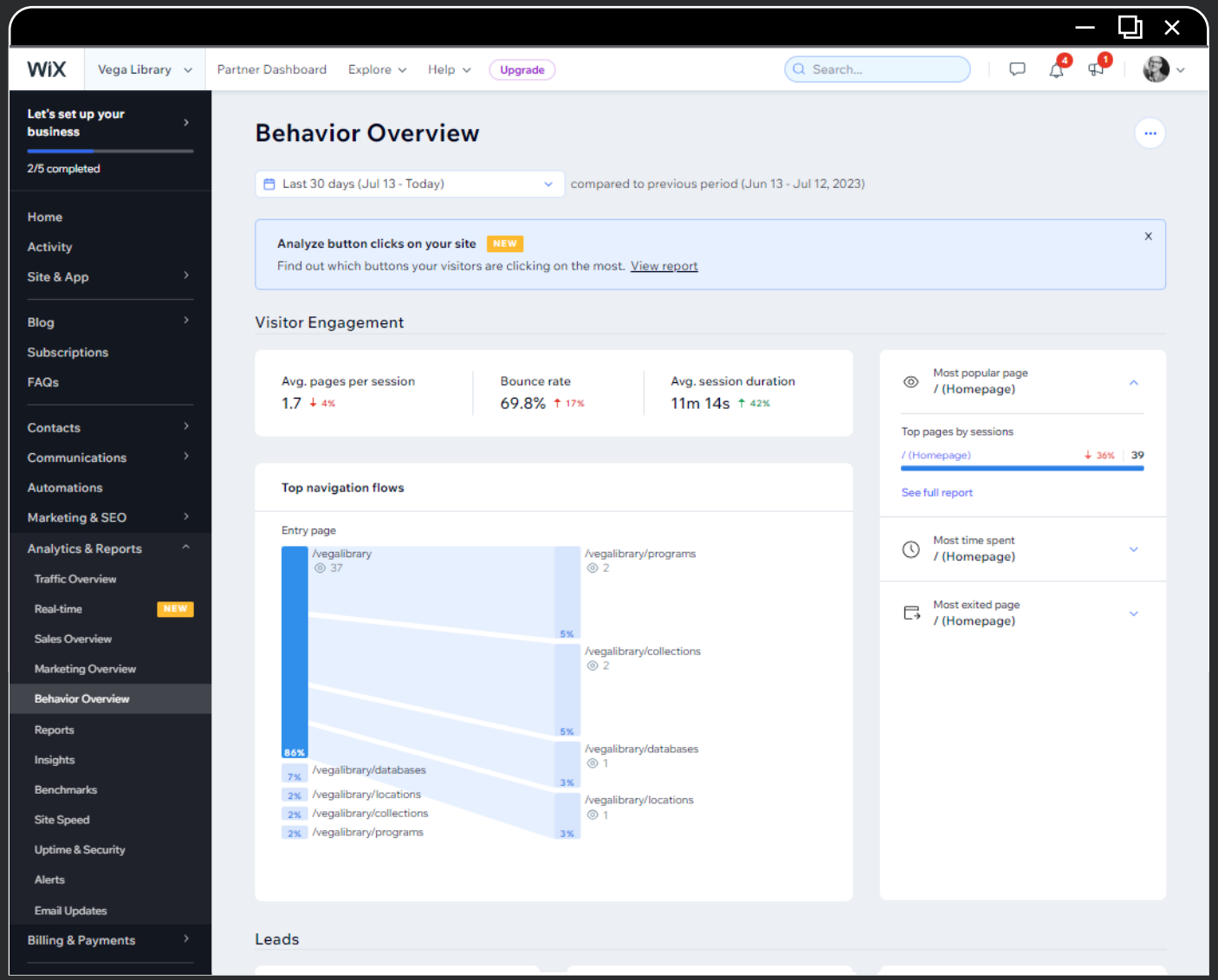
Analytics

- Site analytics are provided in the dashboard with out-of-the-box reports.
- These reports include current information on how visitors are interacting with your site in real-time, in-depth session info on all recent visitors.
- The site also provides quick insights on analytics so you spend less time deciphering.
- Also supports Google Analytics and other tools
- Site performance monitoring reports are also available in the Dashboard



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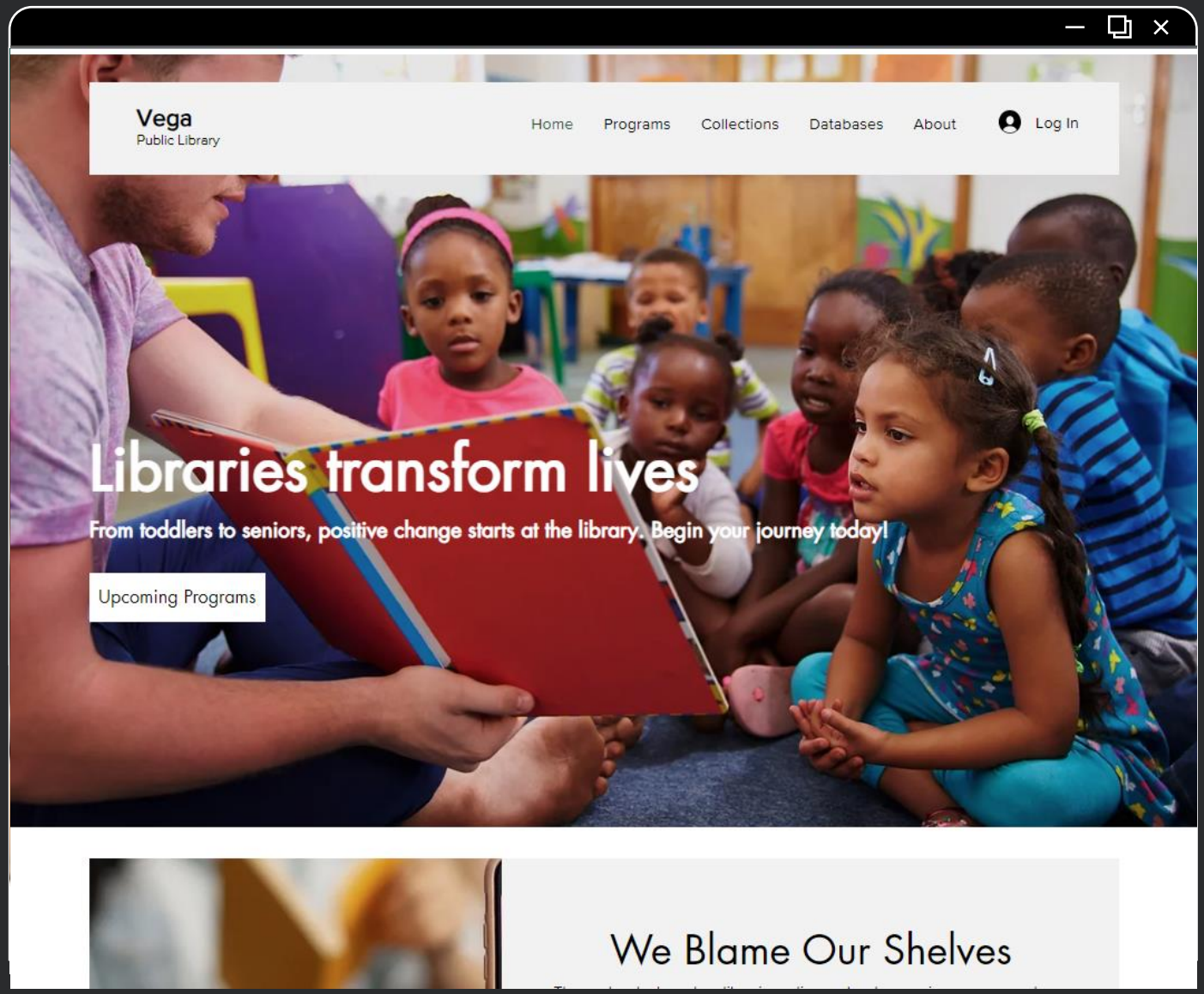
Library-Specific Templates

- To get started quickly, choose from a selection of website templates, designed just for libraries. Site setup consultation and training available for a fee.



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Flexible

Designed for today's libraries

Clarivate™

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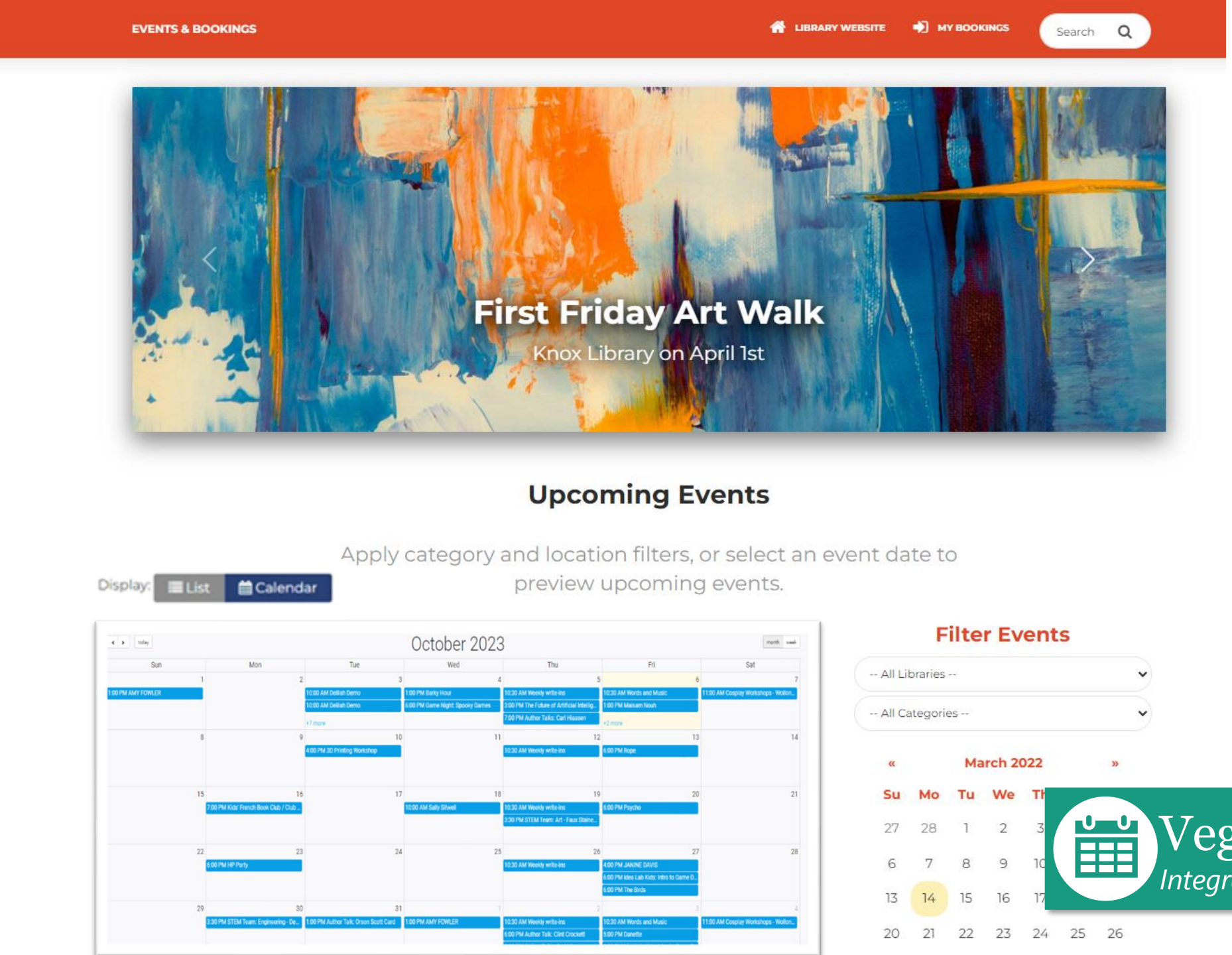
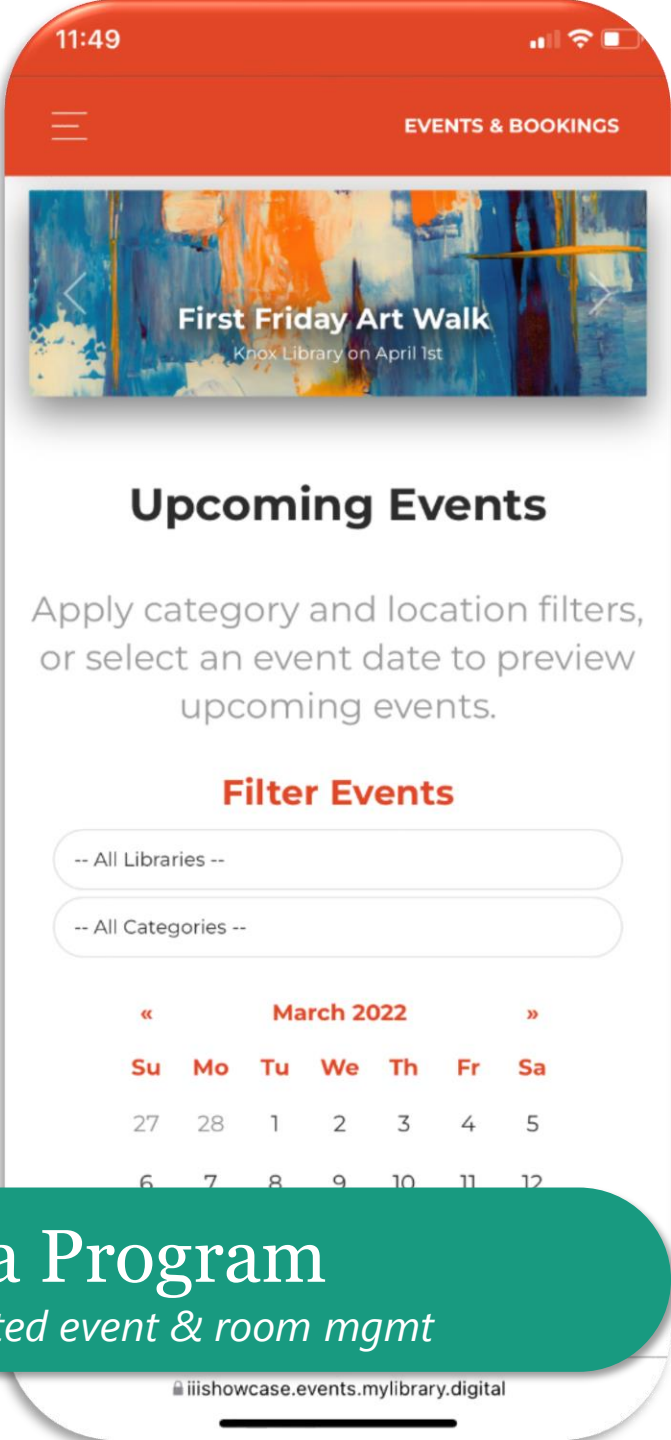
Vega Program

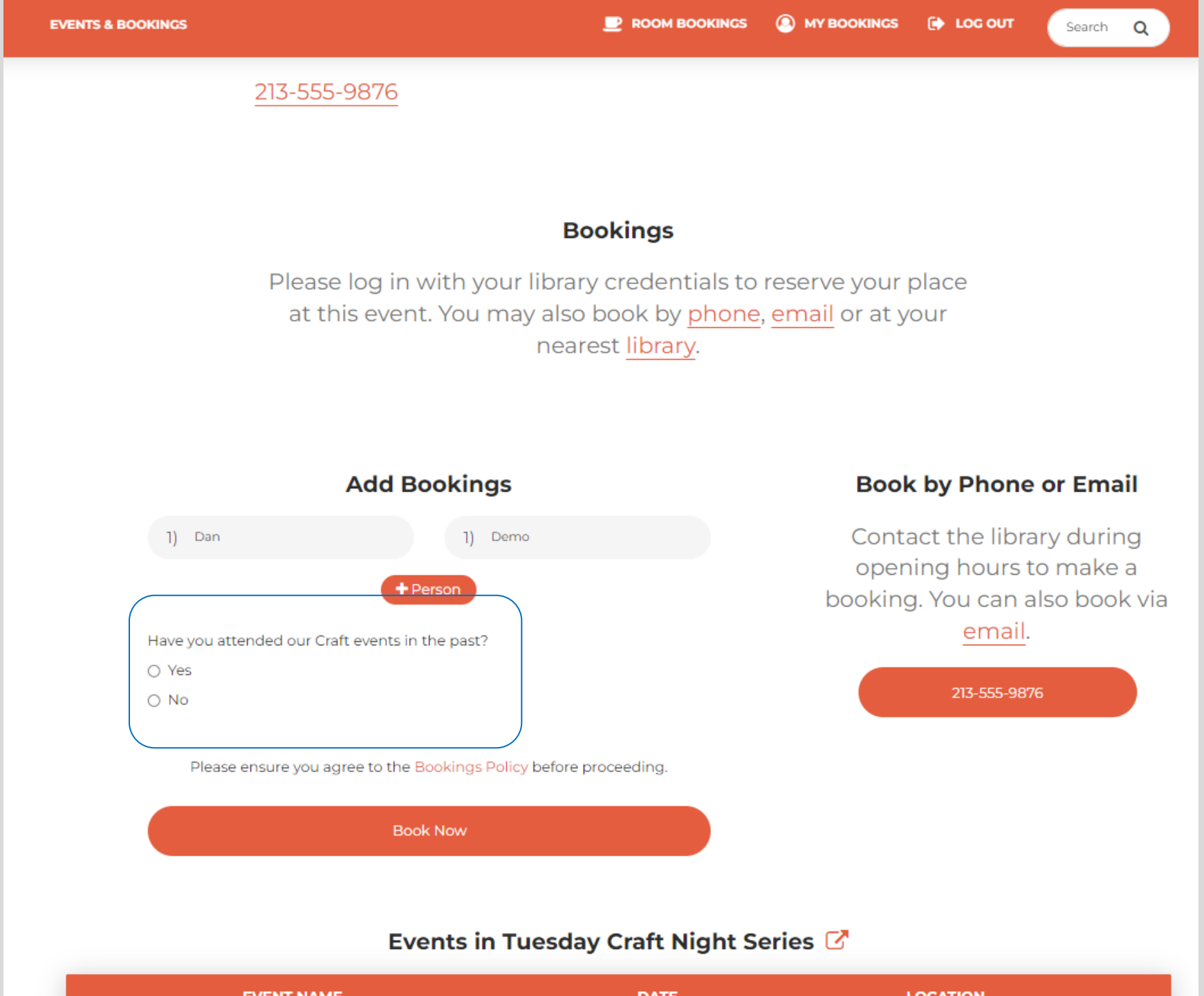




Vega Program

Integrated event & room mgmt

Questions as part of the patron self-registration can be simple or complex.



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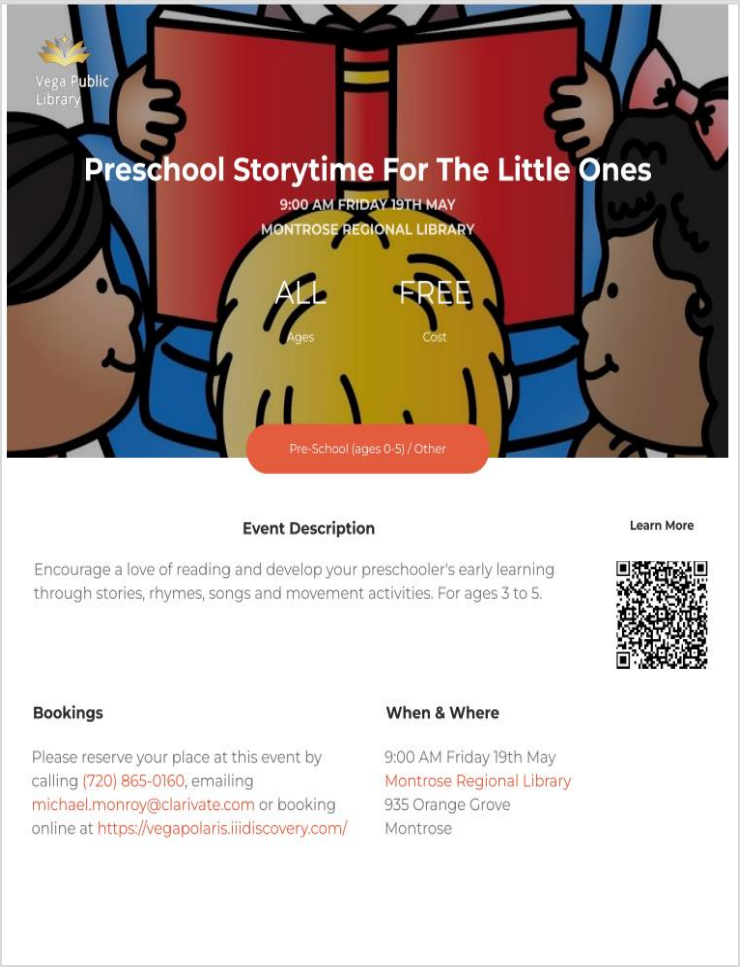
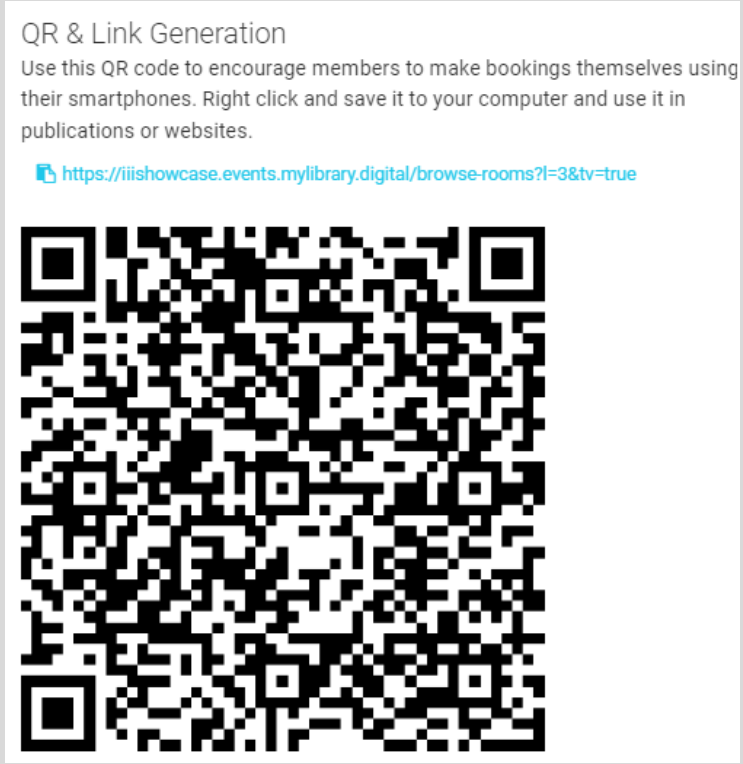
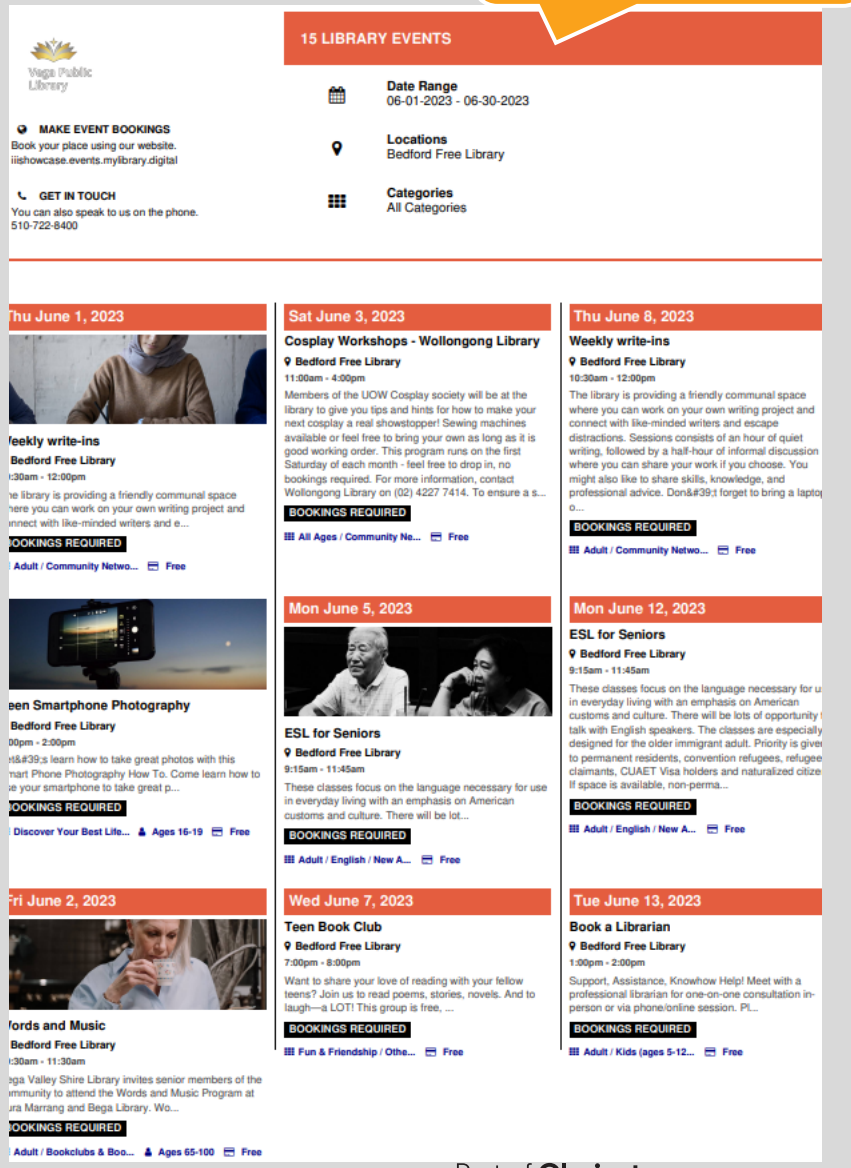
Auto-Generate Flyers Using Program





Patron self-created flyers



Vega Program

Integrated event & room management

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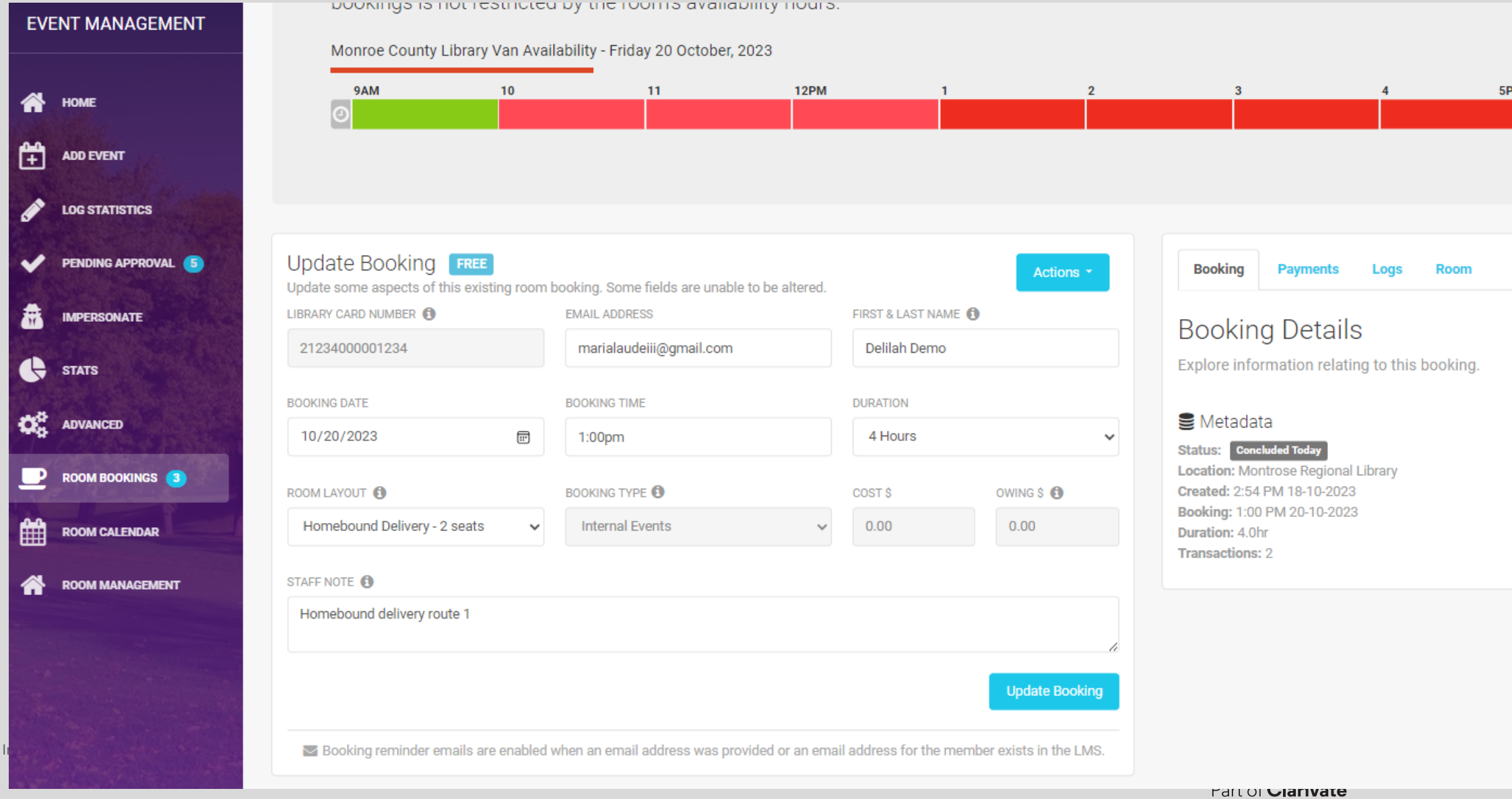
Staff interface with flexible workflows



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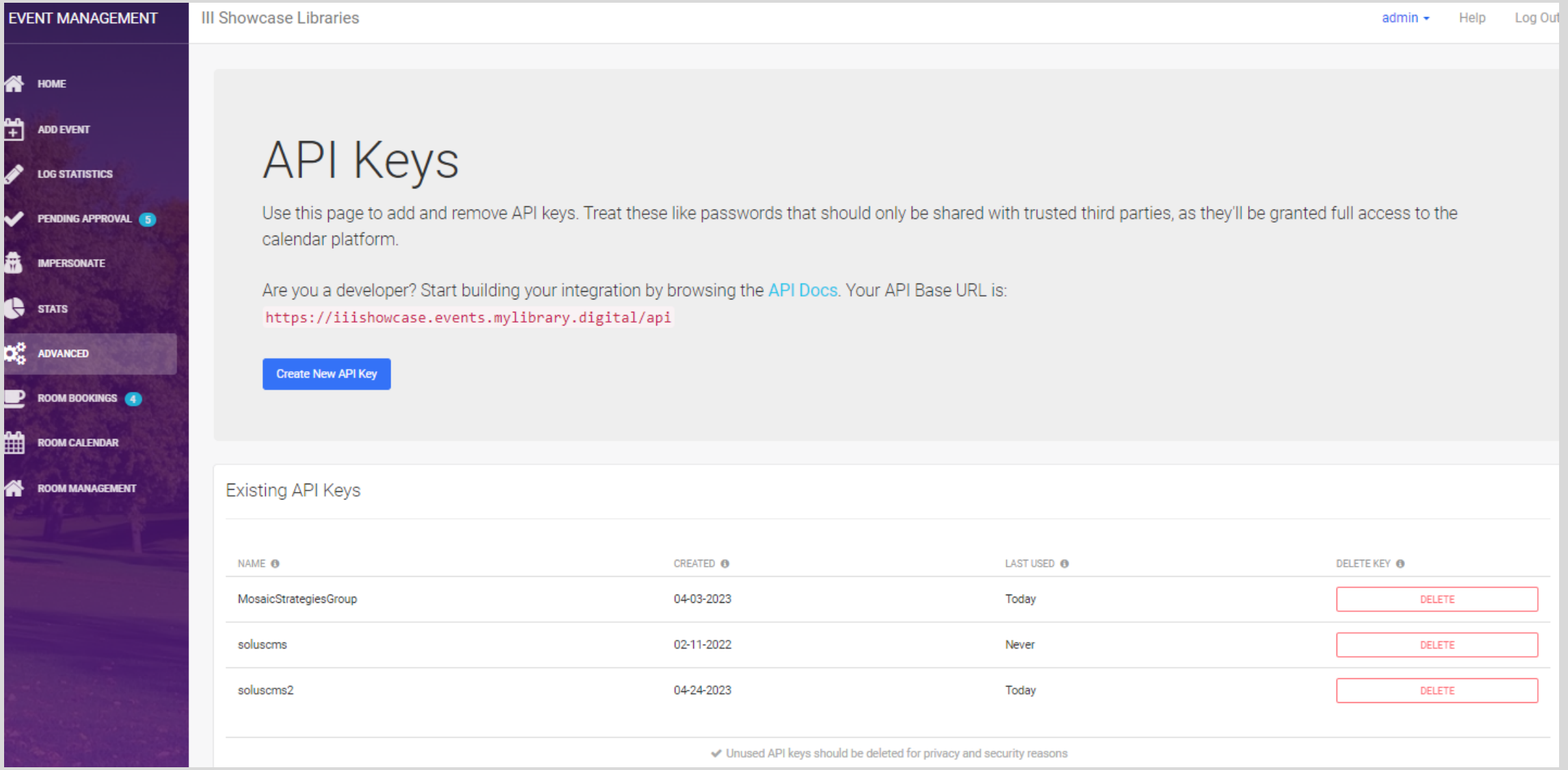
Open system

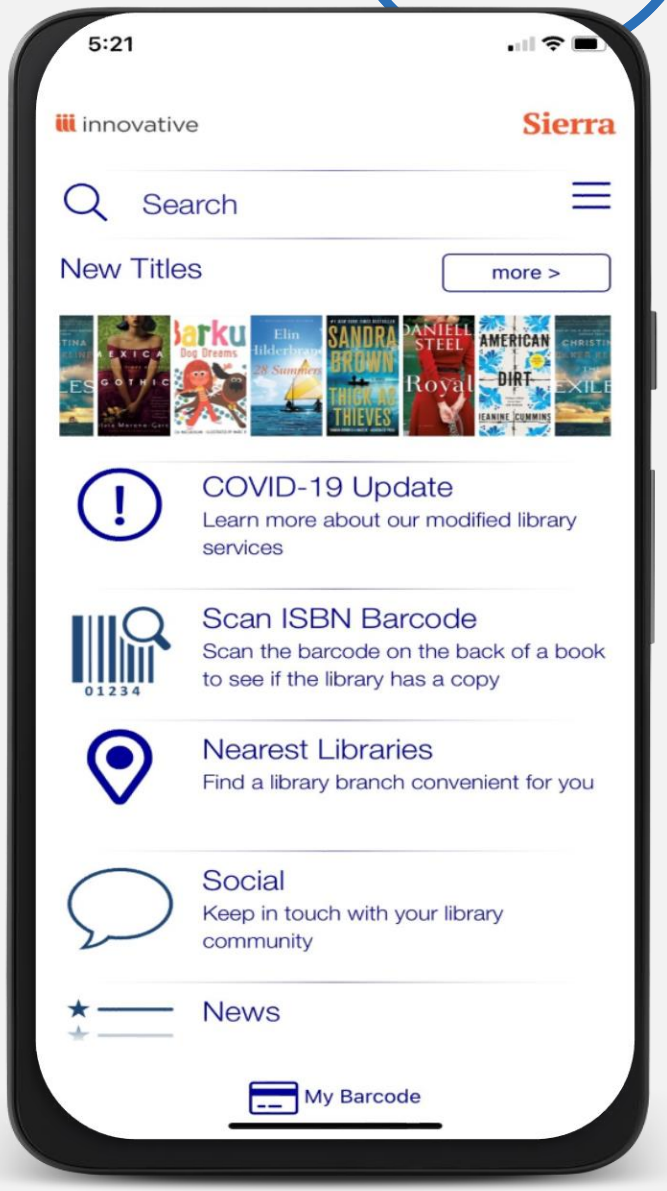

EVENT MANAGEMENT
III Showcase Libraries
admin
Help
Log Out
HOME
ADD EVENT
LOG STATISTICS
PENDING APPROVAL 5
IMPERSONATE
STATS
ADVANCED
ROOM BOOKINGS 4
ROOM CALENDAR
ROOM MANAGEMENT
API Keys
Use this page to add and remove API keys. Treat these like passwords that should only be shared with trusted third parties, as they'll be granted full access to the calendar platform.
Are you a developer? Start building your integration by browsing the API Docs. Your API Base URL is:
https://iiishowcase.events.mylibrary.digital/api
Create New API Key
Existing API Keys
NAME
CREATED
LAST USED
DELETE KEY
MosaicStrategiesGroup
04-03-2023
Today
DELETE
soluscms
02-11-2022
Never
DELETE
soluscms2
04-24-2023
Today
DELETE
Unused API keys should be deleted for privacy and security reasons

Patron Mobile App

Why Innovative Mobile?

Full Patron Functionality:

- Use device camera for ***self-checkout*** of materials
- ***Push Notifications*** for holds and circulation updates
- ***Linked Accounts*** enable users to manage family/children's accounts
- Browse, holds, ***e-book Checkouts***
- ***Completely Integrated*** with Sierra
- ***Highly Customizable***, Menu layout, app colors, icons, etc all customizable
- ***20+ languages*** can be selected and auto-downloads in patrons' native language
- ***Private and Secure*** with TLS 1.2 Encryption & SOC2 compliance



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Push Notifications

- Circulation updates: Holds, Pickups, Overdue…
- Duplicates & reinforces email, phone or SMS notices
- No SPAM filters or other blockers

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Why Innovative Mobile?

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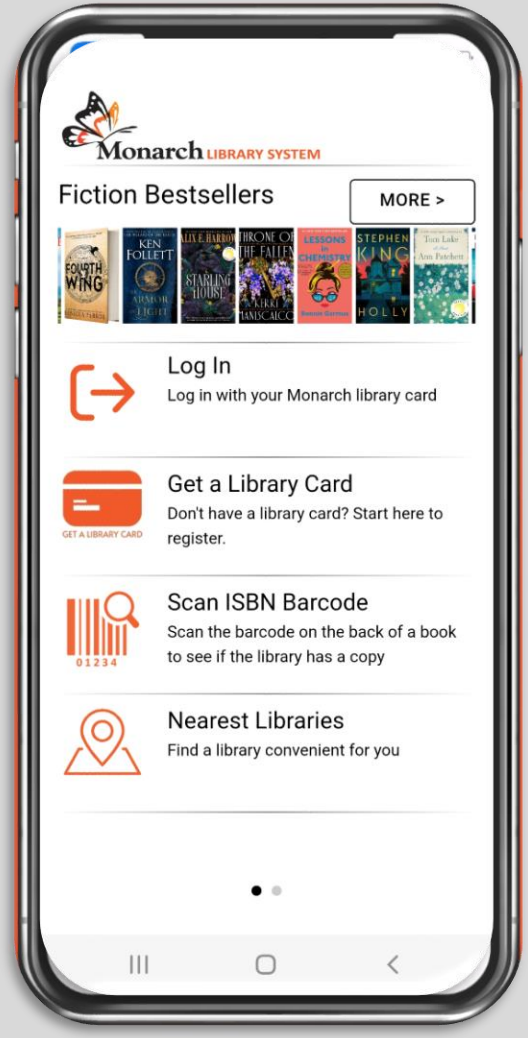
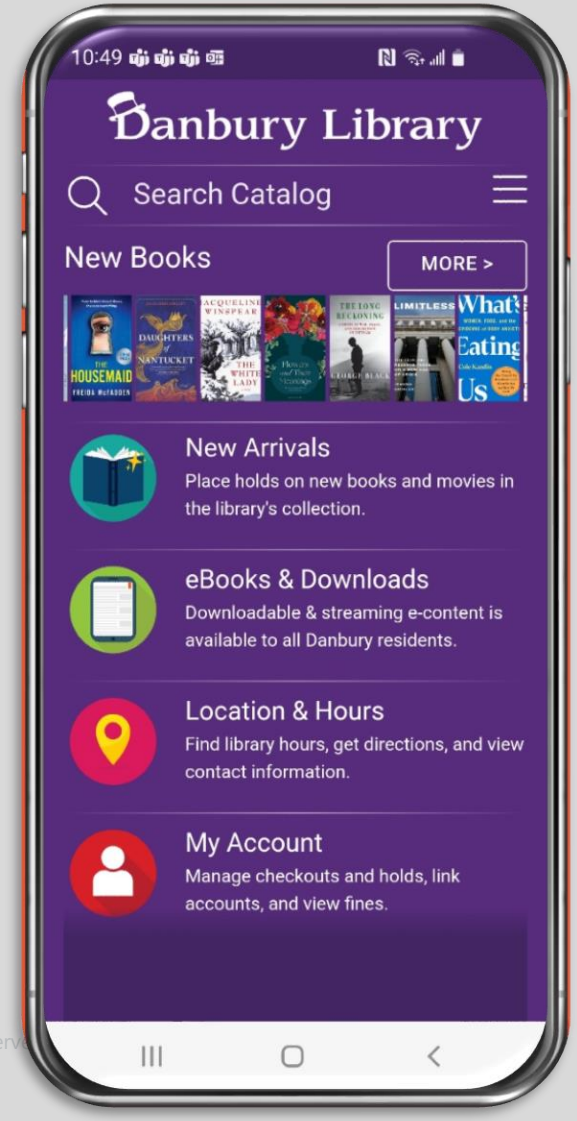
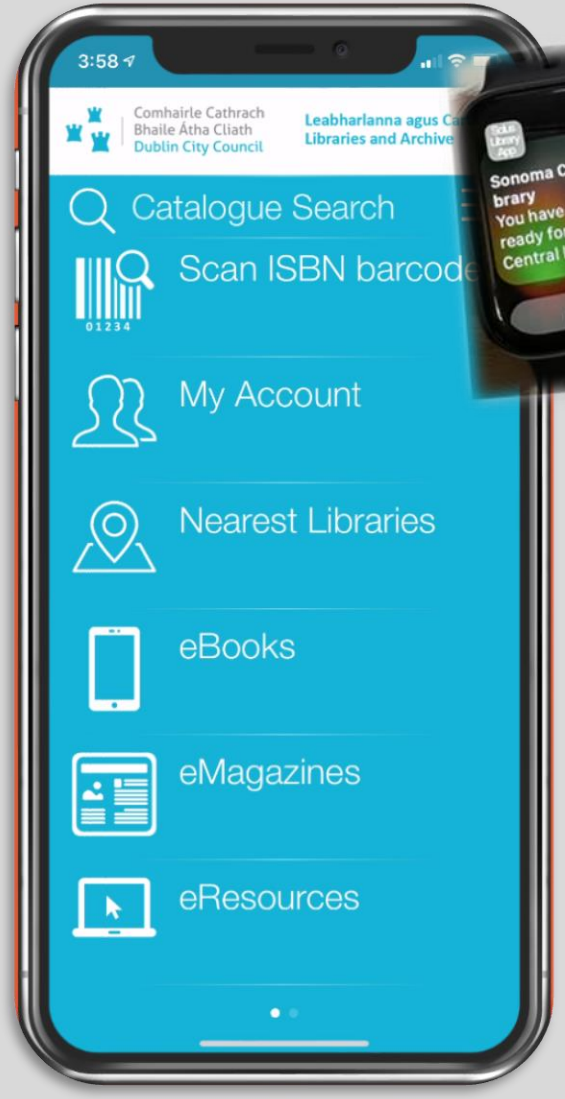
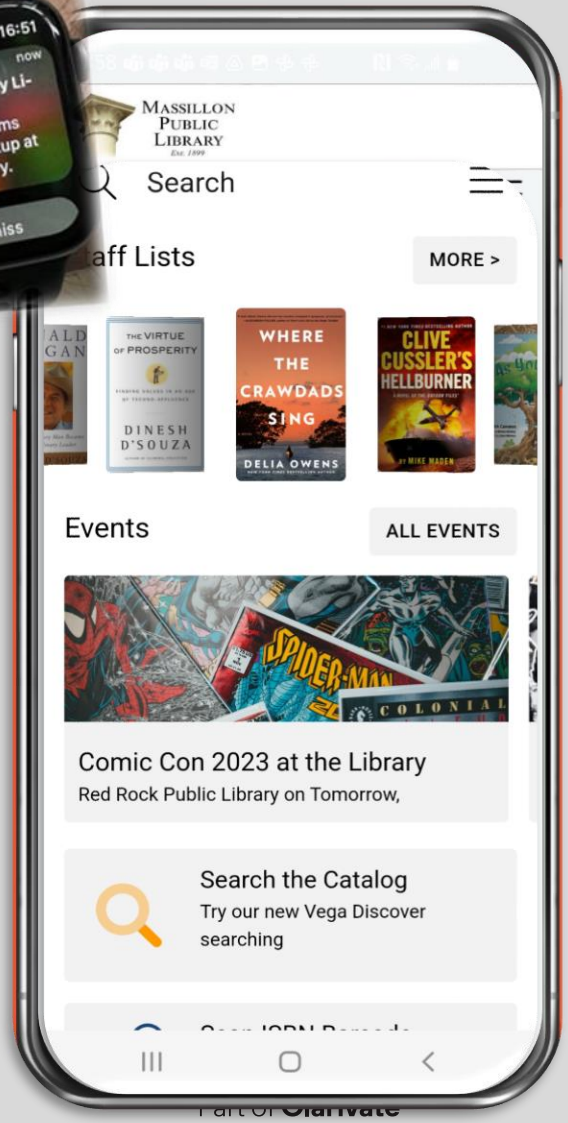
Innovative Mobile – Highly Customizable









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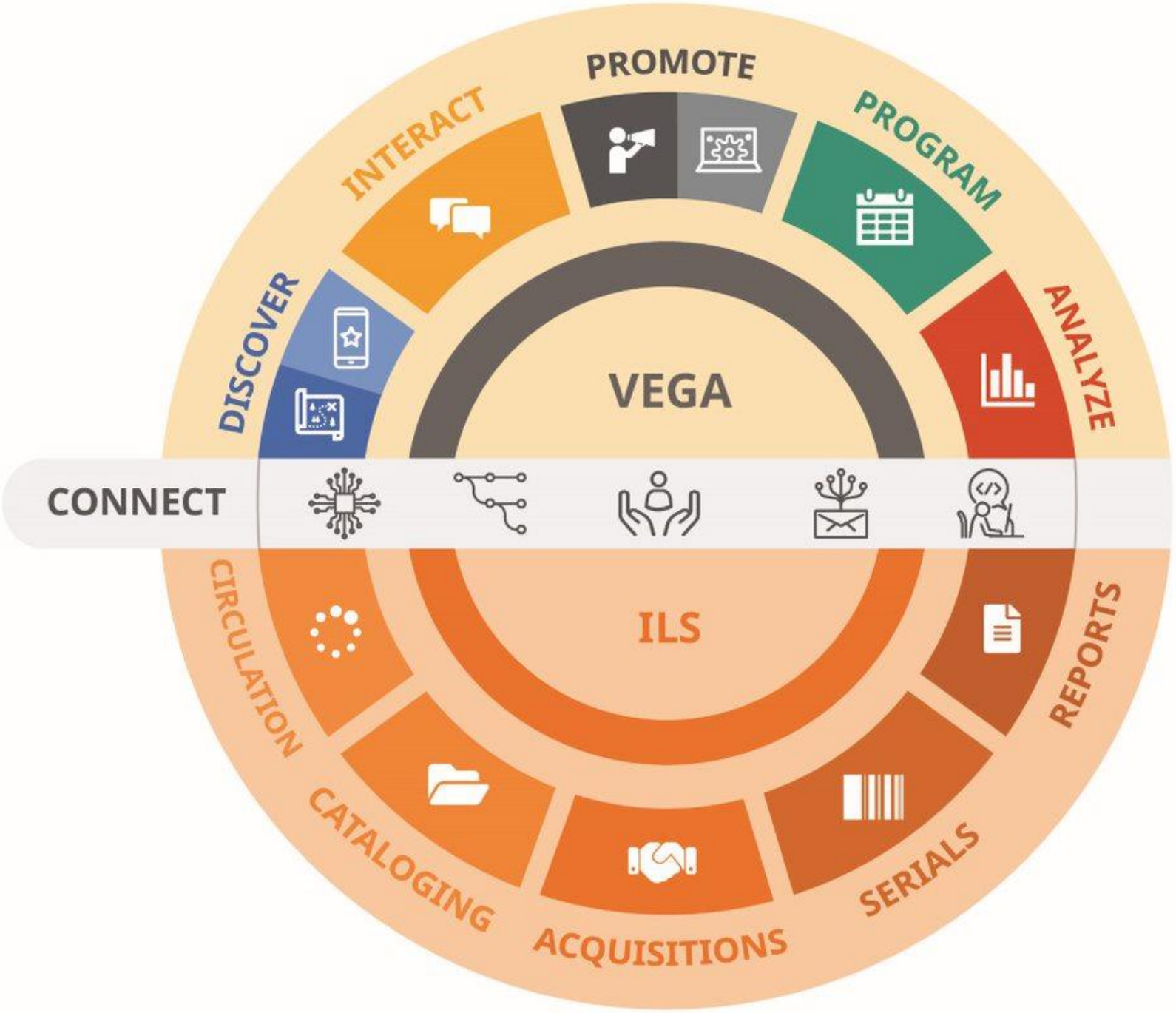
Vega Library Experience (Lx)

Deliver incredible experiences – easily and at scale

#ExperienceMatters



OhioLINK & SearchOhio

SearchOhio

OhioLINK

- OhioLINK institutions are plann[illegible]'ma in June 2025.
- Retaining resource sharin[illegible] public libraries across Ohio is a ve[illegible]ate, OhioLINK and SearchOhio
- Maintain [illegible]isruption, is a high priority.

- Resource s[illegible]een OhioLINK and SearchOhio will be preserved…

Discussion

Questions, Answers

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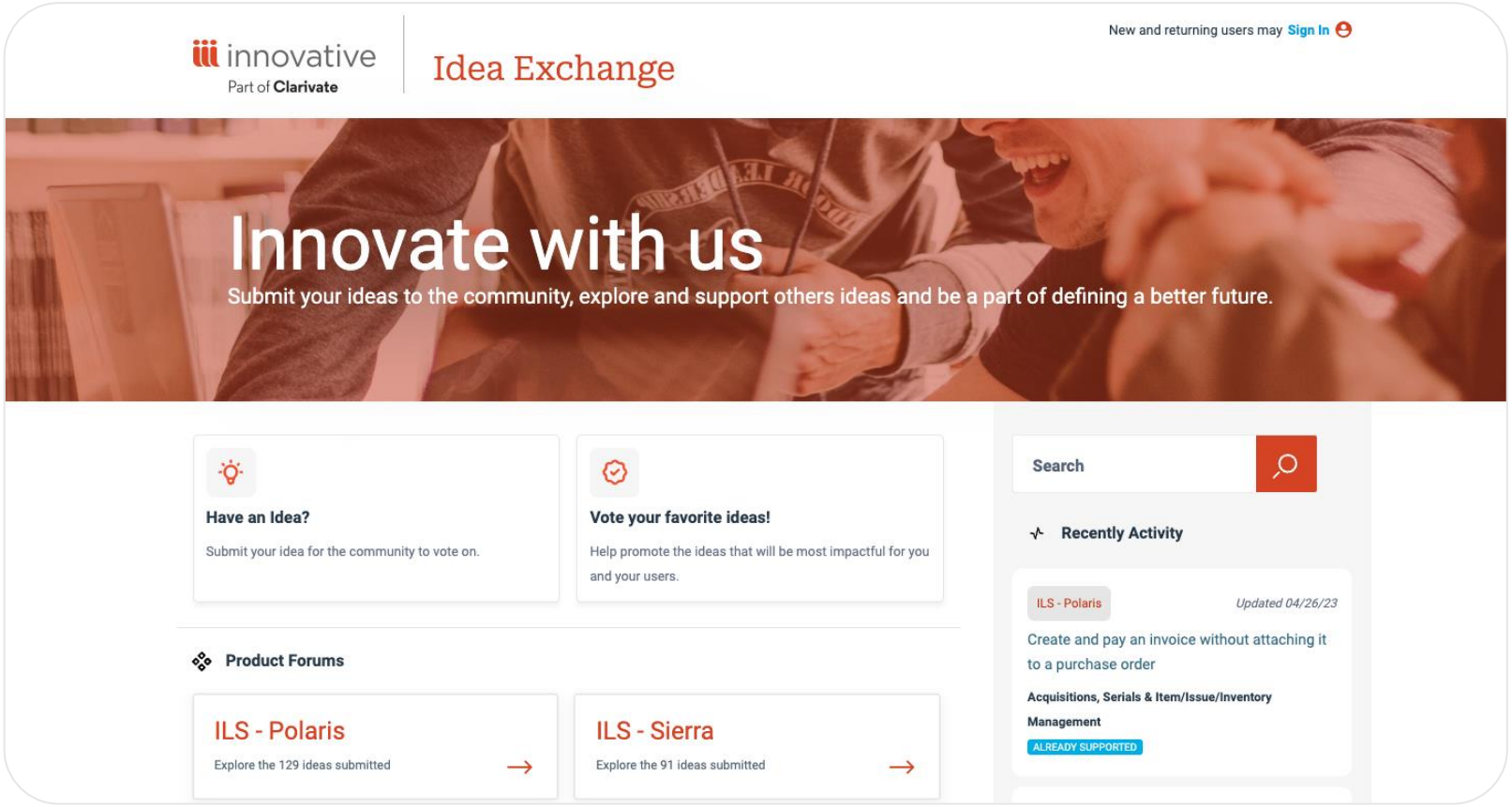
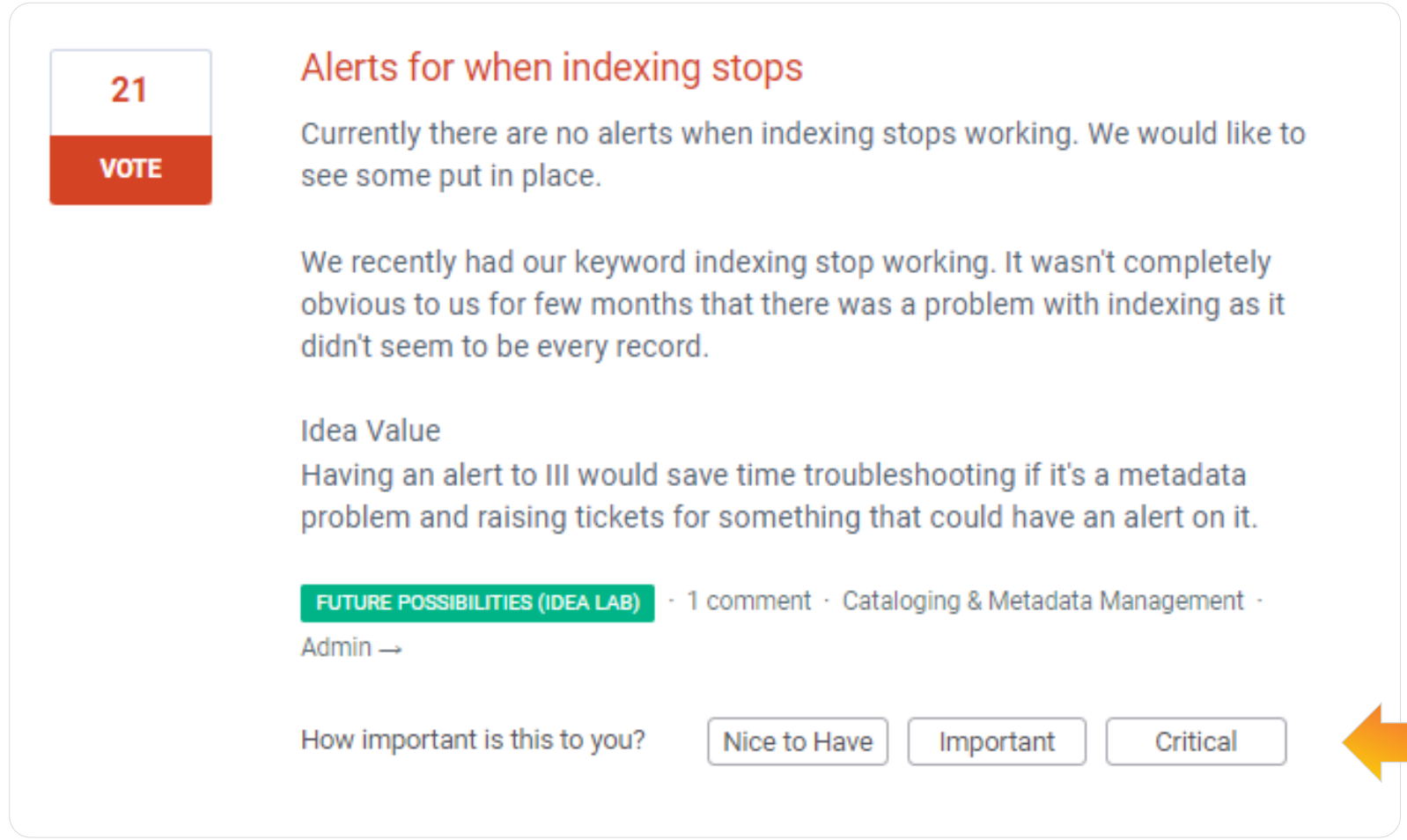
Enhancements

https://ideas.iii.com



Idea Exchange – Please Vote, Comment, Rate Importance!



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THANK YOU!

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