



# Innovative Updates

*Dean Cooper*  
*Senior Account Manager*

October 27, 2023



# Agenda



What's New at Innovative

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What's New with Polaris and Leap

---



What's New for Vega

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What's Happening with OhioLINK and SearchOhio

---



Question and Answers

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# *Corporate Update*

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# 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

→ **iii innovative**  
a ProQuest Company

→ **iii innovative**  
Part of Clarivate

ExLibris®  iii innovative  
Part of **Clarivate**

Yariv Kursh  
SVP & General Manager

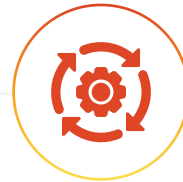


Part of **Clarivate**



**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

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#### Premium Services

Customized services for unique needs



### Support & Success

#### Application/Hosting-Cloud Ops Support

Follow-the-sun 24/7 Support

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#### Customer Success

Advocates for maximum benefit



# Our Commitment To You



Ensure ongoing and transparent communication

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Listen to your changing needs and act upon them

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Continue to innovate

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Constantly improve our products & services

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Strengthen the collaboration with the community



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# ***Polaris Update***

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## What's New in Sierra



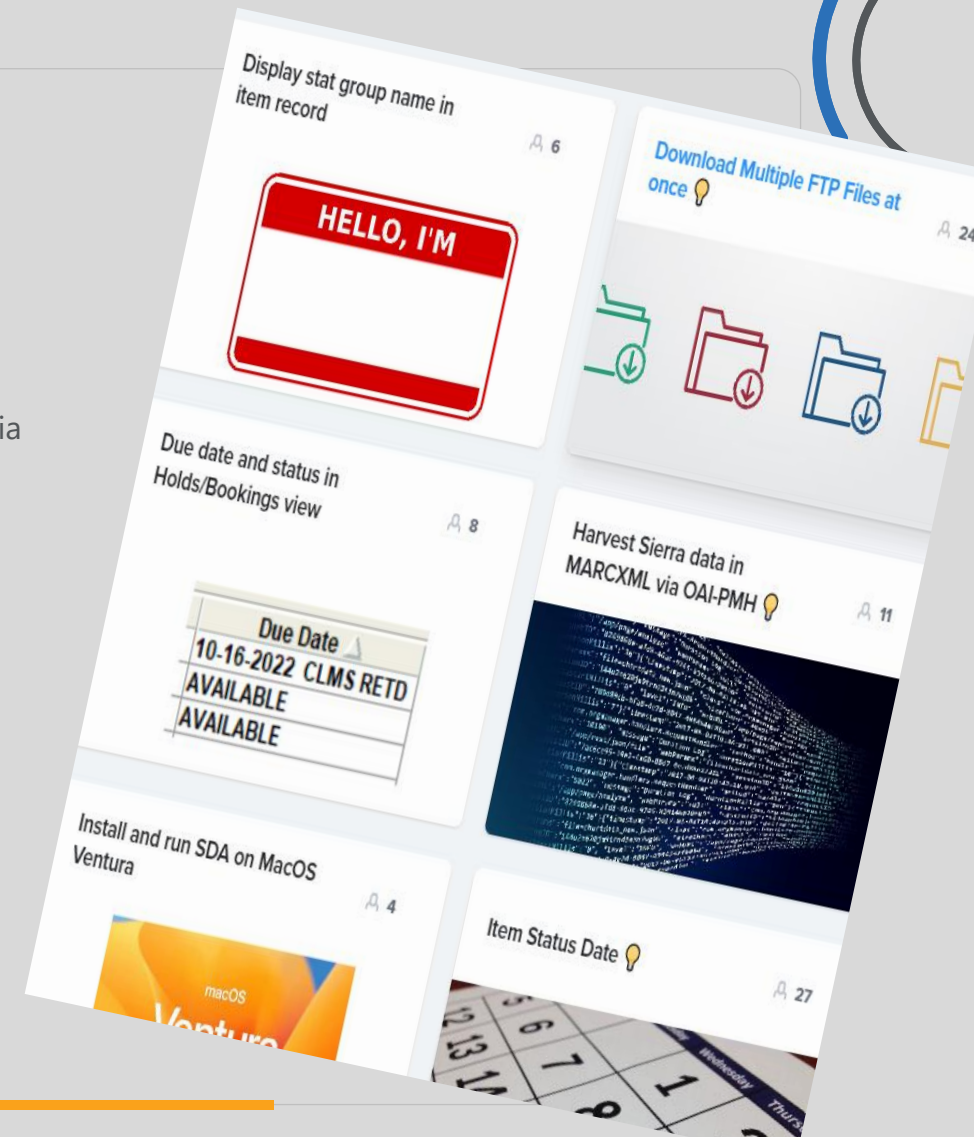
### Sierra 6.0

- 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



# Idea Exchange

<https://ideas.iii.com/>

 **innovative**  
Part of **Clarivate**

## Idea Exchange

New and returning users may [Sign In](#) 

# Innovate with us

Submit your ideas to the community, explore and support others ideas and be a part of defining a better future.



### Have an Idea?

Submit your idea for the community to vote on.



### Vote your favorite ideas!

Help promote the ideas that will be most impactful for you and your users.

Search



### Recently Activity

Innovative Mobile

Updated 09/12/23

Highlight/limit by a particular library

UNDER REVIEW

Innovative Mobile

Updated 09/12/23

### Product Forums

#### ILS - Polaris

Explore the 189 ideas submitted

#### ILS - Sierra

Explore the 128 ideas submitted

We're glad you're here

Please sign in to leave feedback



or

Email address

Password

[Forgot Password?](#)

New here? [Create an account](#)

**I was active in Idea Lab**



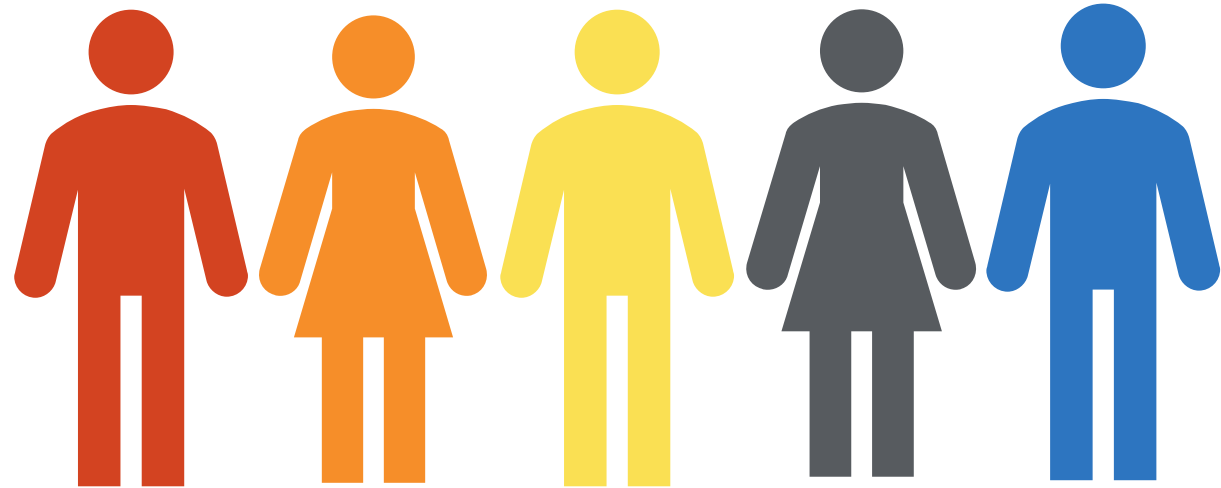
**I'm new to submitting enhancements!**




# We've Grown!




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




**Multiple Pickup Options** 📌 30




**Automatically Clear Object Locks** 📌 30




**Customizable Report Menu Options in Leap** 📌 10




**Age-Related Loan Policies (Minimum Age)** 📌 7




**Weeding Workflow** 📌 7



**Waive Request/Approval Workflow** 📌 2



**Declare Damaged** 📌 11



**National Bibliographic Number (015) Index** 📌 1

015 - National Bibliography Number (R)


MARC 21 Bibliographic - Full September 2013

First Edition	Second Edition
015 - National Bibliography Number (R)	015 - National Bibliography Number (R)
015 - National Bibliography Number (R)	015 - National Bibliography Number (R)
015 - National Bibliography Number (R)	015 - National Bibliography Number (R)


**FIELD DEFINITION AND SCOPE**

Bibliography entries are indexed for knowledge information in the National Bibliography.


**Enable volume level holds for non-integrated serials** 📌 1



Multi-Factor Authentication



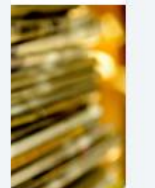
Serials Labels (Leap)



Aeon Special Collections Integration



📌 9



📌 4



📌 3



# Multiple Pickup Options

Place a request:



**Inspection**

Author: Malerman, Josh, author.



Barcode: \*\*\*\*\*0706

Pickup Library:

Special Pickup Instructions:

Please mail this to me.

If your request is filled you may be charged to check out the item according to the policies of the library owning the item. Do you wish to place this request?

Activation Date:

(ex: m/d/yyyy)

Note:

**Submit Request**

**Cancel**

**SEBASTIAN QUELL** ⓘ



10006080706

QUELL TEST BRANCH

**BLOCKS**

**NOTES**

REGISTRATION

ACTIONS ▾

REFRESH

RESULTS

CLOSE

Check Out (0) | In Out (6) / Overdue (3) | Account (\$52.00) | Claims (0) / Lost (0) | **Holds (13) / Held (3)** | ILL (9) / Held (0) | Reader Services | Reading History | Associations | Notices | More ▾

**New Hold** | Cancel | Reactivate | Delete | Suspend/Reactivate | **Now** | Convert To ILL | Deny | Ask Me Later | Return | More ▾ | Filter Holds

Activation	Expiration	Pickup		
3/24/2023	9/20/2023	Quell Test Branch ▾	Curbside ▾	<input type="checkbox"/> Borrow by Mail <b>PLACE HOLD</b> UNLOCK CANCEL

Title

FIND TOOL

Barcode

Author

ISBN  ISSN

Format

Series

Edition

Pages

Publisher

Call NO

Issue

# Declare Damaged

**LOU LECHAT** ⓘ  
200804257245824708  
GOSSELIN TEST BRANCH 2 **BLOCKS** **NOTES**

REGISTRATION ACTIONS REFRESH CLOSE

Check Out (0) **Out (1) / Overdue (0)** Account (\$21.89) Claims (1) / Lost (1) Holds (5) / Held (4) ILL (0) / Held (0) Reader Services More ▾

Renew Special Renew Reset Due Date Estimate Fines Make A Claim Declare Lost **Damaged** More ▾ Filter Items

BARCODE	TITLE	AUTHOR	RENEWALS LEFT	FILLS HOLD	CALL NO.	BRANCH
GG002928003	The Beatles on guitar [sound recording]	Jezzro, Jack.	2 of 2	No	RC Fict Dic	Gosselin Test Branch 2

### Declare Item Damaged

Barcode: **2080002927352** Material Type: **Book**  
Status: **Out** Patron: **Gabrielle Gosselin**  
Title: **History of New York state grange**

Declare damaged: charge & notify  Declare damaged: update item only

Optional: Special item check-in note (will appear on the item record and p  
Indicate the damage here (for example, 'water damage', 'ripped cover', '...

leap Scan or search FIND New Utilities Help gabrielle.gosselin (TBSL3)

CHECK IN NEW PATRON PRINT

### Check In

CLOSE

Normal (0) Bulk (0) In House (0) Inventory (0) Missing Part **Damaged** Shelf-Ready

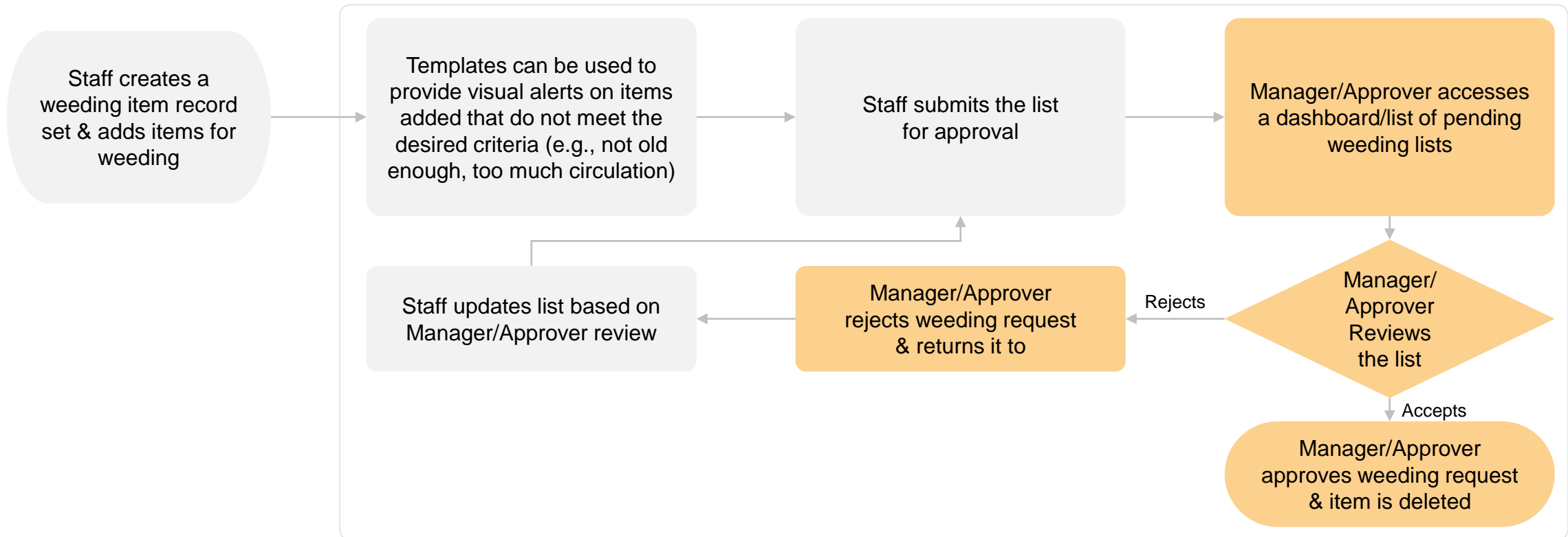
Enter item barcode FIND TOOL ACTIONS ▾

BARCODE	STATUS	TITLE	MATERIAL TYPE	PATRON NAME
---------	--------	-------	---------------	-------------

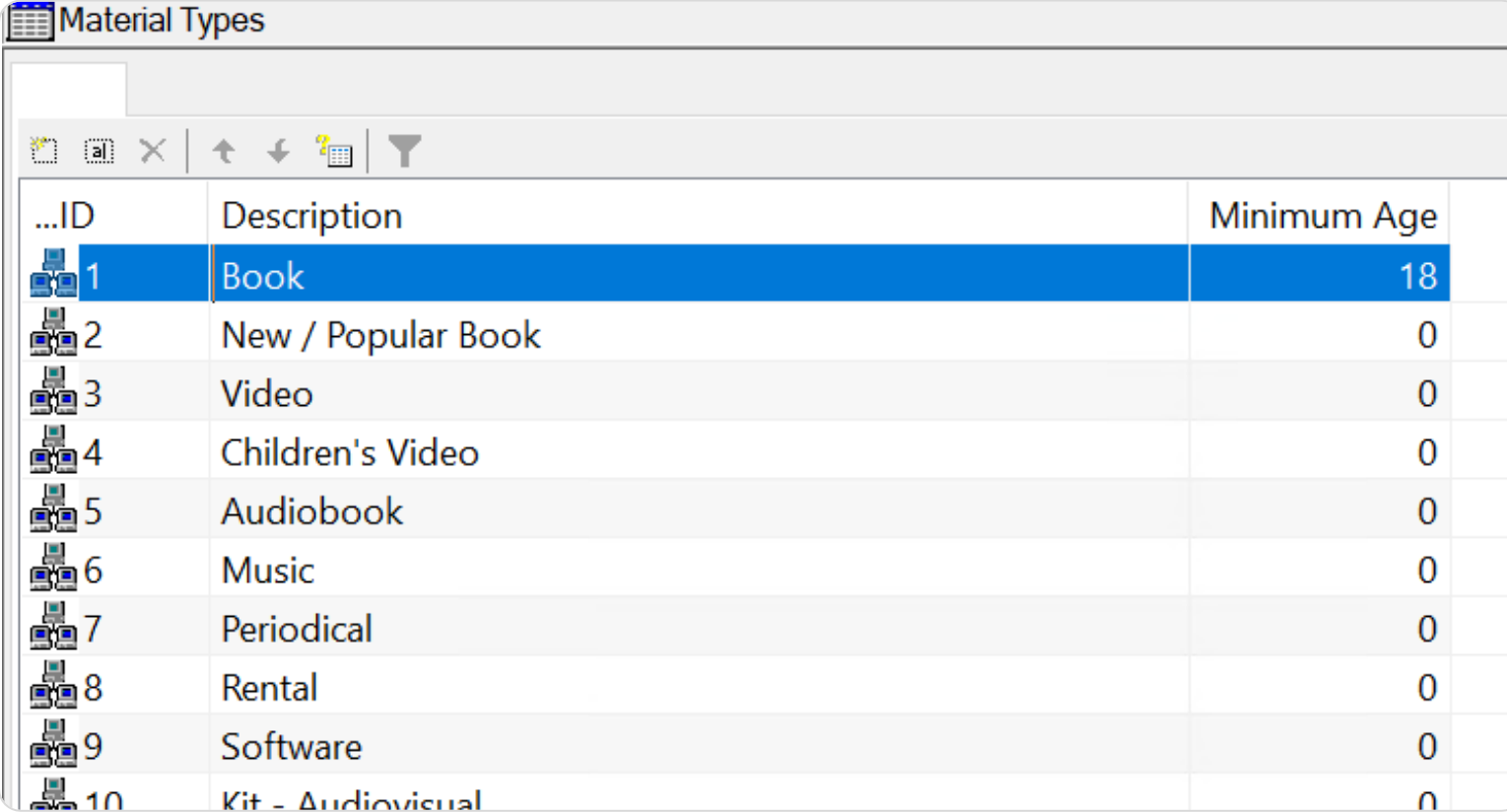


# Weeding Workflow

Improved workflow coming soon!



# Age-Related Loan Policies



The screenshot shows a window titled "Material Types" with a table listing various material categories and their associated minimum loan ages. The table has three columns: "...ID", "Description", and "Minimum Age". The first row, "Book", is highlighted in blue and has a minimum age of 18. Other categories like "New / Popular Book", "Video", "Children's Video", "Audiobook", "Music", "Periodical", "Rental", "Software", and "Kit - Audiovisual" all have a minimum age of 0.

...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



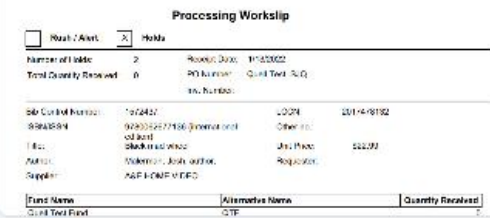
### Bulk Waive/Resolve Fines

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)

The screenshot displays the 'MARC' tab in the Advanced MARC Editor. The interface includes a navigation bar with options: Preview, Items, MARC, Headings, Statistics, Record Sets, Resources, and Outreach Patrons. Below the navigation bar are two buttons: 'INSERT' and 'COMPARE'. The main area shows a list of MARC fields with their values and expand/collapse controls.

Field Number	Subfield	Value	Expand	Collapse
LDR		cam 22 a 4500	+	-
001	1		+	-
005		20220808170442.0	+	-
010		‡a 77006284 ‡o02912113	+	-
010		‡a 77006284 ‡o02912113	+	-
035	00	‡aAAA-0015	+	-
020	1	‡a0698107144 :‡c\$9.95	+	-
082	0	‡a942.05/2/0924	+	-
092		‡a92‡bHenry	+	-

# Advanced MARC Editor (DESIGN WORK IN PROGRESS)

The screenshot displays the 'Compare Records' interface in the 'leap' system. The top navigation bar includes a search field, a 'FIND' button, and user information for 'vegastaffuser (TB1L8)'. Below the navigation, there are buttons for 'CHECK IN', 'NEW PATRON', and 'PRINT'. The main area is titled 'Compare Records' and contains two side-by-side tables for comparison.

**Current Record -- Control Number: 1**

Tag 1	Ind	Ind2	Data
LDR			cam 22 a 4500
001 1			1
005			20220808170442.0
010			⌘a 77006284 ⌘o02912113
010			⌘a 77006284 ⌘o02912113
035	00		⌘aAAA-0015
020	1		⌘a0698107144 ⌘c\$9.95
082	0		⌘a942.05/2/0924
092			⌘a92⌘bHenry

**Compared Record -- Control Number: 43488764**

Tag 1	Ind	Ind2	Data
LDR			cam 22 a 4500
001 1			1
005			20220808170442.0
010			⌘a 77006284 ⌘o02912113
010			⌘a 77006284 ⌘o02912113
035	00		⌘aAAA-0015
020	1		⌘a0698107144 ⌘c\$9.95
082	0		⌘a942.05/2/0924
092			⌘a92⌘bHenry

Keep Voting!

POLARIS INN-REACH DECISION CENTER MOBILE WORKLISTS VEGA

IN PLANNING: Polaris 7.6 (Q2 2024)

- Advanced MARC Editor** (A 1)
- Item Templates (Leap)** (A 25)
- Adhoc Item Bulk Change from Find Tool and Bibliographic Record** (A 24)
- Bulk Waive/Resolve Fines** (A 15)
- Printing Workslips and Vouchers (Leap)** (A 15)
- Serials Claiming (Leap)** (A 1)
- Update EDI Transmission to SFTP** (A 4)
- Innovative Phone Alerts and SMS Notices** (A 5)
- Aeon Special Collections System Integration Enhancements** (A 0)
- Cookie Banner for Leap Analytics** (A 0)
- OAUTH Integration with Akamai** (A 0)
- PAC Banner for Emergency Closures** (A 21)
- Preferred ISBN/UPC for PO Creation** (A 18)
- Shift/Click to Select a Range in Record Sets** (A 23)
- Bulk Change Held Till Dates** (A 17)

# Additional Resources

## Polaris

Find the latest information on Polaris, including videos, training, and more.

### SCHEDULE

From 26 Oct 2023

December, 2023

4	Mon	2 days	Introduction to Polaris SQL
6	Wed	2 days	Intermediate Polaris SQL
8	Fri	1 day	Designing Polaris SQL Reports

Times shown in timezone: Pacific Time (US & Canada)

### Introduction to Polaris SQL

Monday, 4 December '23 2 days  
Innovative's Virtual Classroom

#### INFORMATION

##### Details

**Description:** Learn the basics of the Polaris SQL interface. This session will also include the use of the Polaris Server Management Studio.

Innovative

Part of Clarivate

[Innovative Interfaces](#) / [support.iii.com](#) / [Polaris Home](#)


Training


Search Polaris training materials

Search

## Polaris

Find the latest information on Polaris, including videos, training, and more.

 [Go to Support Home](#)

 [Go to Polaris Training and Learning](#)

#### New Leap Solution



New to Leap? Check out the [Leap Resource Guide](#) solution for training and where to start.


#### Training and Learning Center



Explore training and learning guides by product  
[Polaris](#) [Vital](#) [SkyRiver](#) [Vega](#) [LX Starter](#)

#### Supportal: Ticketing, Solutions and Announcements



 View your tickets and related solutions in the Customer Support knowledgebase

#### Webinars

#### Product Roadmap

#### Documentation Portal



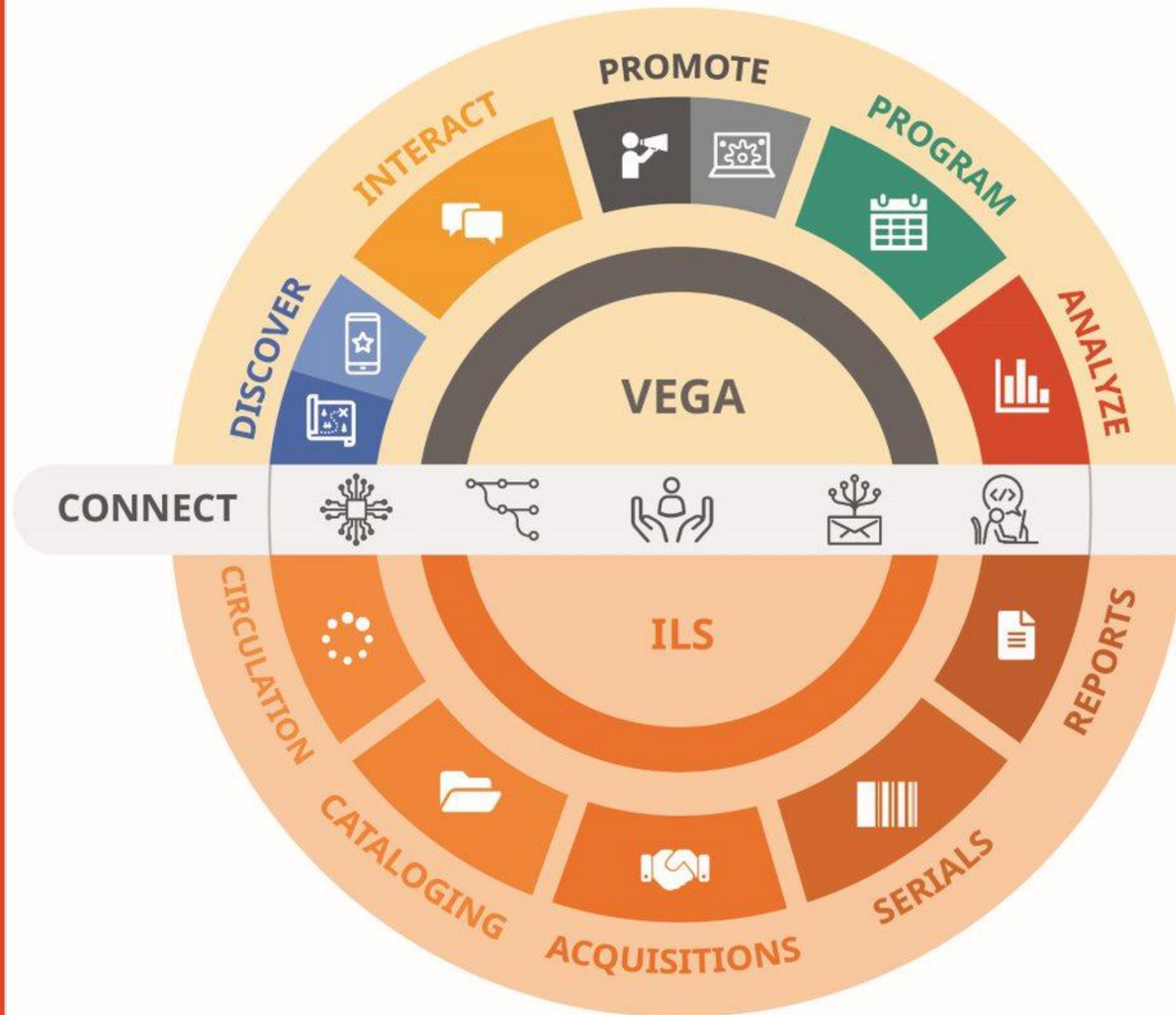
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# Vega LX

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# Vega Library Experience (Lx)

Deliver incredible experiences – easily and at scale



#ExperienceMatters



> Refine

← BACK

🔍 handmaid's tale X All ▾

5 results found for handmaid's tale

🔍 Save Search

Find from



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**  
Available
- eBook  
Available
- Large Print  
Available
- Audio CD  
Unavailable
- Audiobook  
Check Availability

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



Search...



Patron Experience



Hero

Popular Reads



Cover Carousel - Plain

Popular Genres



Showcase Group – Image Pills

# Vega Discover

Homepage customization

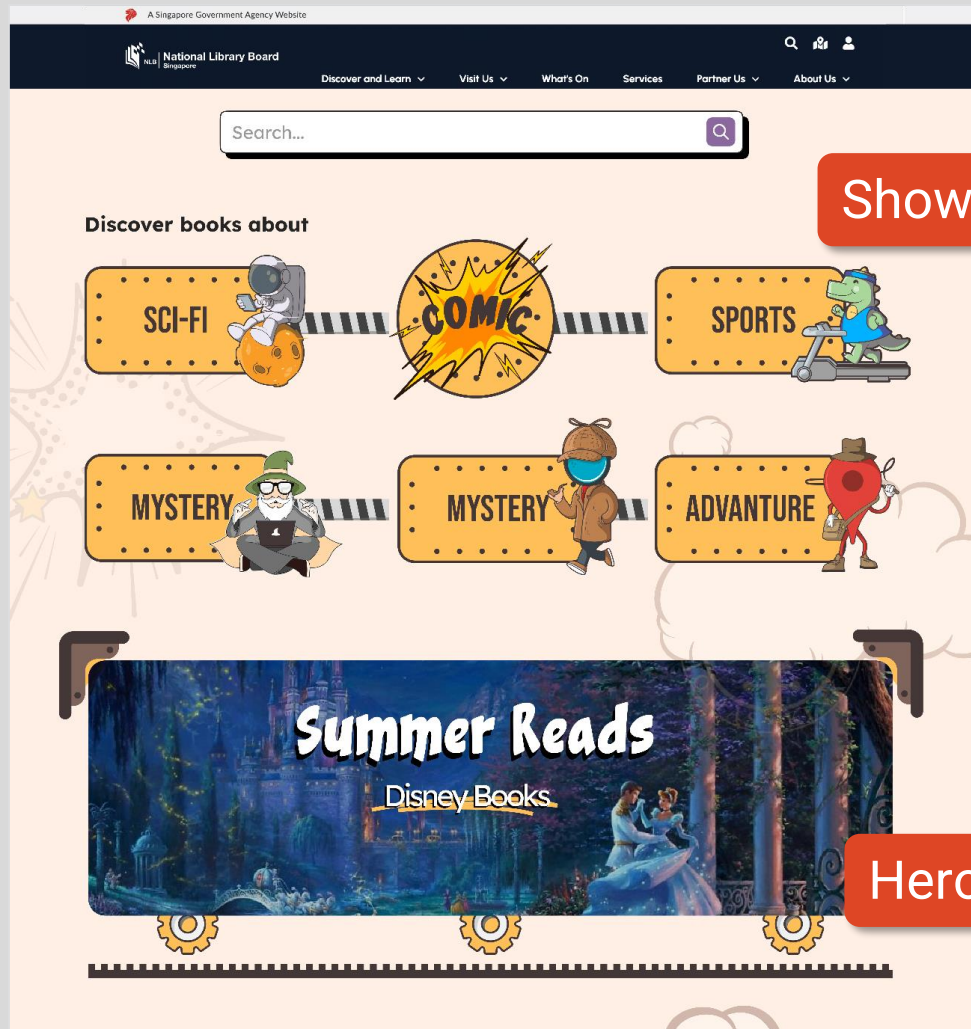


Showcase Group – Collage Panel

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



Cover Carousel

**Featured Books**

Ballet kids Sterling, Holly	The last kids on Earth Brallier, Max.	Wildfires Furgang, Kathy.	Karate kids Sterling, Holly	The dog encyclopedia for kids Garcia, Merriam	The horse encyclopedia for kids Pembroke, Ethan

**Upcoming Events**

<b>18</b> Nov 4:00 PM - 5:30 AM	<b>Lego Block Party</b> Come to the library for an unstructured, creative play open-house.	<b>22</b> Nov 4:00 PM - 6:00 PM	<b>Tutoring</b> Volunteer tutors provide homework help for primary students.	<b>30</b> Nov 5:00 PM - 6:30 AM	<b>Girls Who Code</b> Join Girls Who Code and learn to code with Scratch. Meet each week and develop your coding skills.
---------------------------------------	---	---------------------------------------	---	---------------------------------------	---

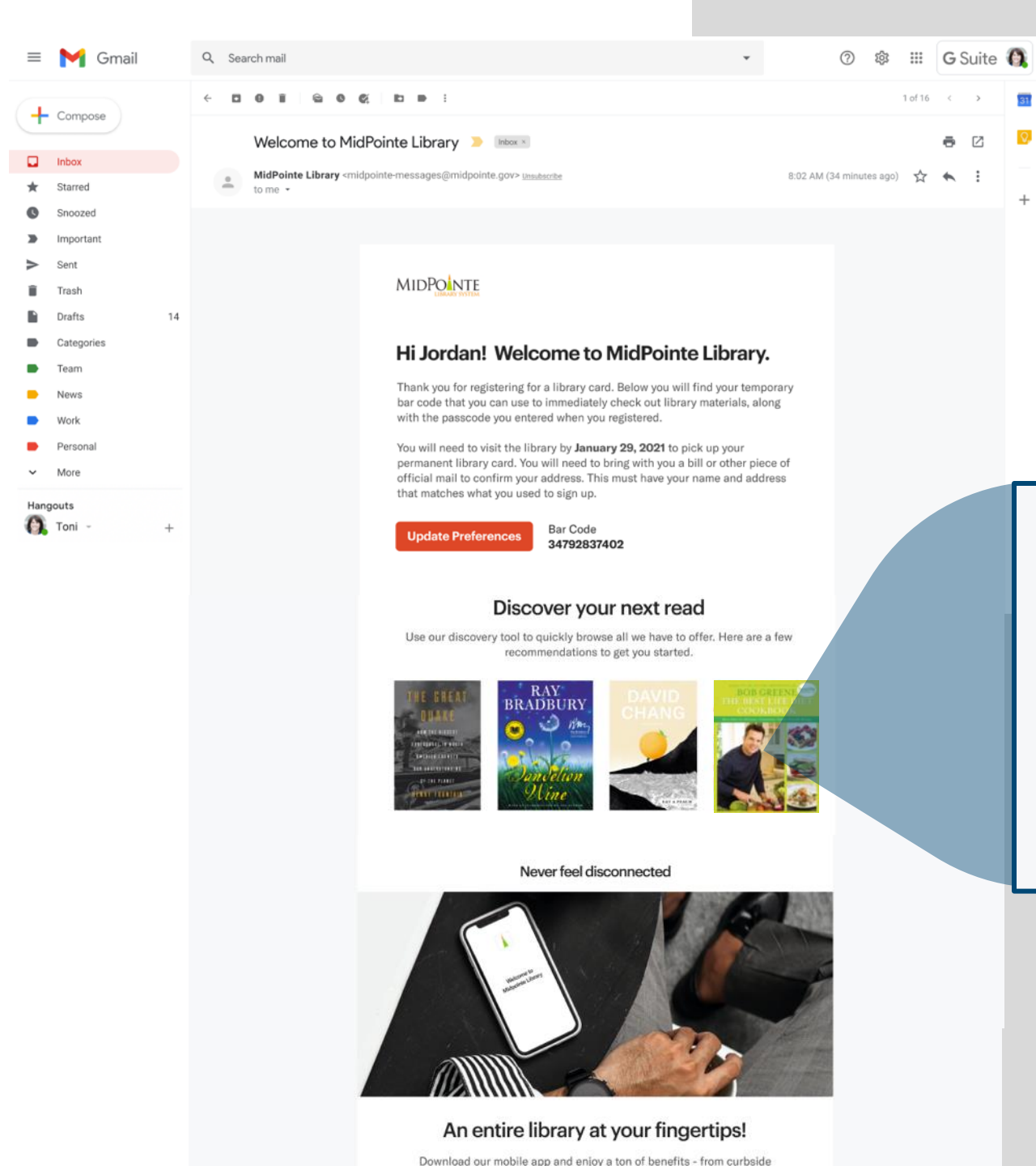
Hero

Events

---

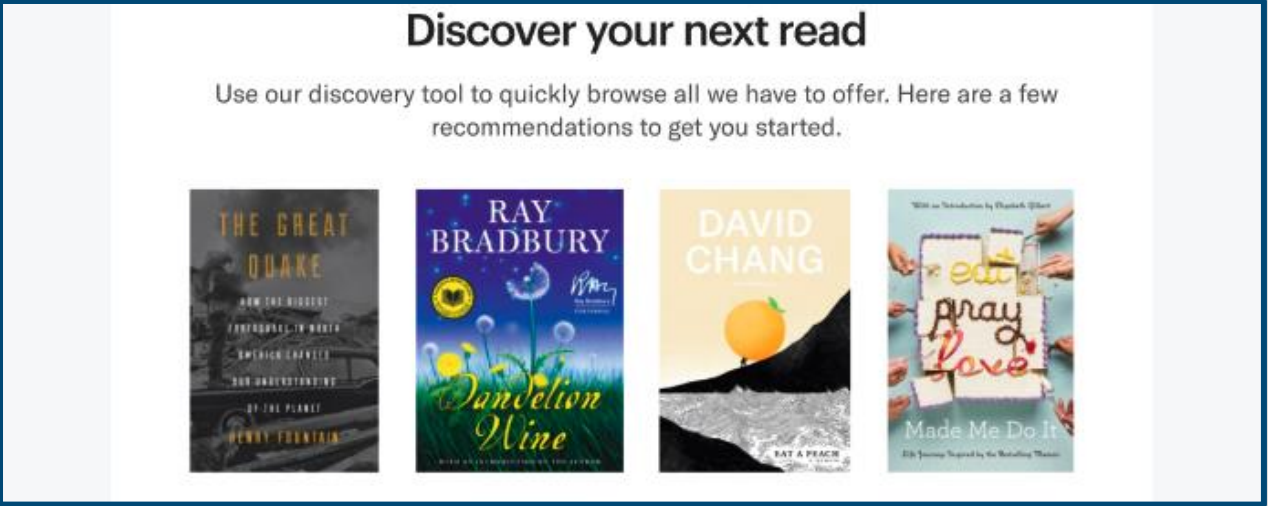
# LX Starter

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# Beautiful Emails

## Embeddable Showcases for Vega Discover Accounts



# LX Starter Templates for Existing ILS Notices



## Notice Type



## Supported Now



## New in Sierra 6.0

<b>Overdue</b>	<ul style="list-style-type: none"><li>• Overdue (level 1)</li><li>• Overdue (level 2)</li><li>• Overdue (level 3)</li><li>• Overdue (level 4)</li><li>• Overdue (level 5)</li><li>• Overdue (level 6)</li></ul>	<ul style="list-style-type: none"><li>• <i>Call number, copy number, volume added to all notice data</i></li></ul>
<b>Courtesy</b>	<ul style="list-style-type: none"><li>• Courtesy</li></ul>	<ul style="list-style-type: none"><li>• Additional Courtesy</li><li>• <i>Call number, copy number, volume</i></li></ul>
<b>Holds</b>	<ul style="list-style-type: none"><li>• Hold Pickup</li></ul>	<ul style="list-style-type: none"><li>• Hold Cancel</li><li>• Hold Both</li><li>• <i>Call number, copy number, volume</i></li></ul>
<b>Fine</b>	<ul style="list-style-type: none"><li>• Bill</li></ul>	<ul style="list-style-type: none"><li>• Manual Fines</li><li>• Fines</li><li>• Adjustments</li><li>• All bills and all fines</li><li>• <i>Call number, copy number, volume</i></li></ul>
<b>Other</b>		<ul style="list-style-type: none"><li>• Recall Notice</li><li>• Statement of Charges</li><li>• Statement of Checkouts</li><li>• <i>Call number, copy number, volume</i></li></ul>



# Notices Supported

Notice templates provided match ILS options

Utilizes your current ILS configurations

Notice Type	Polaris	Sierra
<b>Overdue</b>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> Overdue</li> <li>• 2<sup>nd</sup> Overdue</li> <li>• 3<sup>rd</sup> Overdue</li> </ul>	<ul style="list-style-type: none"> <li>• Odue (level 1)</li> <li>• Odue (level 2)</li> <li>• Odue (level 3)</li> <li>• Odue (level 4)</li> <li>• Odue (level 5)</li> <li>• Odue (level 6)</li> </ul>
<b>Courtesy</b>	<ul style="list-style-type: none"> <li>• Almost overdue/Auto-renew reminder</li> </ul>	<ul style="list-style-type: none"> <li>• OverdueReminder</li> </ul>
<b>Holds</b>	<ul style="list-style-type: none"> <li>• Hold (Pickup)</li> <li>• 2nd Hold (Pickup)</li> </ul>	<ul style="list-style-type: none"> <li>• Pickup</li> </ul>
<b>Fine</b>	<ul style="list-style-type: none"> <li>• Bill ("4<sup>th</sup> Overdue" – Charge to replace item)</li> <li>• Fine (Total charges exceed configured amount)</li> </ul>	<ul style="list-style-type: none"> <li>• Bill</li> </ul>

# Example Emails with Auto-Populated Content

LX Starter



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](#)

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

© 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](#)

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

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

# Email Designer

## Edit Welcome Email

Cancel

Save Changes



### Hi {{FName}}! Welcome to MidPointe Library.

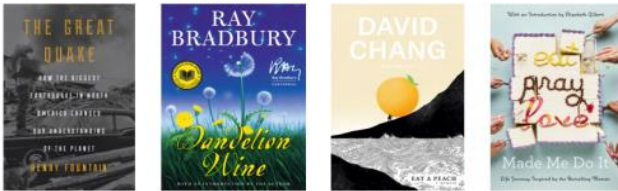
Thank you for registering for a library card. Below you will find your temporary bar code that you can use to immediately check out library materials, along with the PIN you entered when you registered.

You will need to visit the library by {{ExpirationDate}} to pick up your permanent library card. You will need to bring with you a bill or other piece of official mail to confirm your address. This must have your name and address that matches what you used to sign up.

[Update Preferences](#) Bar Code  
{{BarCode}}

### Discover your next read

Use our discovery tool to quickly browse all we have to offer. Here are a few recommendations to get you started.

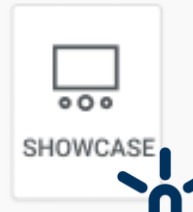


Content

- COLUMNS
- BUTTON
- DIVIDER
- FORM
- HTML
- IMAGE
- MENU
- TEXT
- SHOWCASE

Blocks

Body



# Vega Connect - Notices

MIDPOINTE LIBRARY SYSTEM Audience Services Marketing **Sequences** Programming Reports Search...

12 Toni Minick

## < Holds Pickup Notice Setup Required

Setup required to turn on this notice

To setup this notice, first customize the design template we've provided & then test it with the ILS integ

### Email Overview

From (Name & Email) ⓘ  
Midpointe Library - midpointelibrary@gmail.com

Reply To ⓘ  
holdsinquiry@midpointelibrary.com

Send every  
1 hour between 8:00am and 4:00pm

Hey {{first\_name}}, your items a

MIDPOINTE LIBRARY SYSTEM

### The item(s) you req ready for pick

Midpointe Library Mid

Once inside the library, go to the front desk. the librarian on duty & request your items. 125 South Broad Street, Middleto

Location & Hours

{{Book Title}} by {{Author Name}} {{Resource Type}}

© MidPointe Library, 2021

iii innovative  
a ProQuest Company

## Hi {{first\_name}}, Your holds are ready for pickup!

**Pickup at {{library\_branch}}**

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 {{branch\_address}}

[Location & Hours](#)

{{cover_image}}	<b>{{hold_item_title}}</b>	Branch	{{branch_name}}
	{{by_author_name}}	Call No.	{{call_number}}
	{{resource_type}}	Pickup by	{{pickup_date}}

© MidPointe Library, 2021  
{{library\_mailing\_address}}

# 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

# Online resources to get started

<https://innovative.libguides.com/LXStarter>

 innovative

Part of **Clarivate**


[Innovative Interfaces](#) / [support.iii.com](#) / [LX Starter](#) / [Vega LX Starter](#) / [LX Starter](#)

## Vega LX Starter: LX Starter

### LX Starter









The Library Experience (LX) Starter suite offers a mode can setup notices, edit emails, view patron records, and






### Check this out!

- [LX-Starter Roadmap](#)
- [Idea Exchange](#)
- [Sign Up for Vega Release Notes and Announcements](#) 

Authentication is required to access this link.

## Training Videos or LX-Starter

- [LX-Starter Settings - video 1](#) 
- [Sequences and Notices Types - video 2](#) 
- [LX Starter Editor - video 3](#) 
- [Testing LX-Starter - video 4](#) 
- [Scheduling - video 5](#) 
- [Engagement Metrics and Statistics - video 6](#) 
- [Bounced Emails and Spam - video 7](#) 
- [Basecamp and Useful Links - video 8](#) 

- [Testing LX-Starter - video 4](#) 
- [Scheduling - video 5](#) 
- [Engagement Metrics and Statistics - video 6](#) 
- [Bounced Emails and Spam - video 7](#) 
- [Basecamp and Useful Links - video 8](#) 

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# Vega Promote

---

# Vega Promote

Sample default email template and editor

← Go Back      Email Template / General Announcements      Created 1 day ago

Template Name: General Announcements

LOGO HERE

03/08/2022      [Facebook] [Twitter] [Instagram]

NEWSLETTER ISSUE 1

Hours of Operation      Weekdays - 8:30am - 5:00pm      Weekends - Closed

Image of a library interior

CONTENT      Lorem ipsum dolor sit amet,

Cancel      Save & Close





# 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.

The screenshot shows an email editor interface. At the top, the text reads "Hi {{first\_name}},". Below this is a rich text editor toolbar with options for font (Arial, 14px), bold, italic, underline, strikethrough, superscript, subscript, and an emoji icon. The main content area contains a highlighted section with the text "Pickup at {{branch\_name}}". Below this, there is a paragraph: "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 {{branch\_address}}". A red button labeled "Location & Hours" is positioned below the paragraph. At the bottom of the editor, there is a copyright notice: "© {{branch\_name}}, 2021" followed by "{{branch\_address}}". A dropdown menu is open, showing a list of merge tags: Cover Art, Deliver Method, Hold Till Date, ISBN, Item Barcode, Item ID, Item Material Type, Language Code, and Notice Type.



The final personalized email content is shown. At the top is the MidPointe Library System logo. The greeting reads "Hi Abby," followed by the subject line "Your holds are ready for pickup!". Below this is a highlighted section with the text "Pickup at Midpointe Library Middletown". A paragraph follows: "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". A red button labeled "Address & Hours" with an external link icon is positioned below the paragraph. The email lists three holds:

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

At the bottom, the footer reads: "© MidPointe Library, 2021" and "23 East Street, Fort Edward, NY 12828".

# Vega Promote: Bounces and Unsubscribes



## 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



# Sandy Baker

Subscribed (1)

## 1 Issue Found



The email address [sandy.baker@geemail.com](mailto: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	<a href="mailto:sandy.baker@geemail.com">sandy.baker@geemail.com</a>
First name	Sandy
Last name	Baker
Date added	Nov 1, 2022

Activity

Segments

## Tags

The contact has no tags.

## 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

File Edit View Go Tools Reports Admin Window Help

**sierra** FUNCTION Check Out (Circulation Desk)

Browse Key or Scan Item or Patron Bar Search

New Save All View Edit Print Close

Preferred Name	Johnson, Annissa	Email Address	annissa.johnson@clarivate.com
Barcode	22222012345675	Address	11207 Dogwood Rd Woodbury, MN 55129
Expiration Date	10-01-2031		
Birth Date			
Patron Type	Resident		

Check Out 0

Checked-Out Items 3

Holds 0

Fines \$16.70

Check In 0


Linked Patrons 0

Bookings 0

ILL 0

INN-Reach 0

Check Out Due Slip: No Slip Add Message Change Due Date

Barcode	Title	Due Date
<div><p><b>Message</b></p><p> Email Address was updated to annissa.johnson@clarivate.com in LX Admin on 08-16-2023 05:44(pm)</p><p>OK</p></div>		

©2021 Inn

ovative  
Clarivate

# < Email Templates


View Design Blocks

All Custom **Prebuilt**

Search


Sort - Last Edited

**Prebuilt**




**Newsletter 3**  
Duplicate to edit ⓘ

**Prebuilt**




**Newsletter 2**  
Duplicate to edit ⓘ

**Prebuilt**




**Newsletter 1**  
Duplicate to edit ⓘ

**Prebuilt**



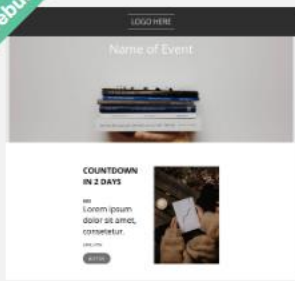
**General Announcements**  
Duplicate to edit ⓘ

**Prebuilt**



**Single Event**  
Duplicate to edit ⓘ

**Prebuilt**




**Events 2**

**Prebuilt**



**Fundraiser**

**Prebuilt**

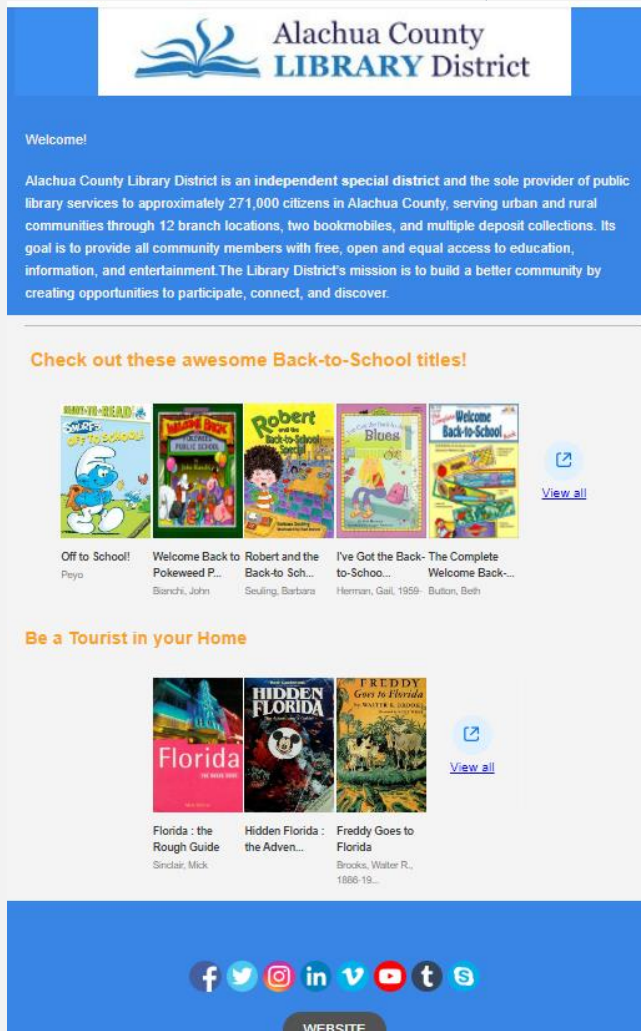


**Events Template**



**Vega Promote**  
*Prebuilt & custom templates*

# Vega Promote: Sample Emails








**Alachua County LIBRARY District**




Welcome!

Alachua County Library District is an independent special district and the sole provider of public library services to approximately 271,000 citizens in Alachua County, serving urban and rural communities through 12 branch locations, two bookmobiles, and multiple deposit collections. Its goal is to provide all community members with free, open and equal access to education, information, and entertainment. The Library District's mission is to build a better community by creating opportunities to participate, connect, and discover.

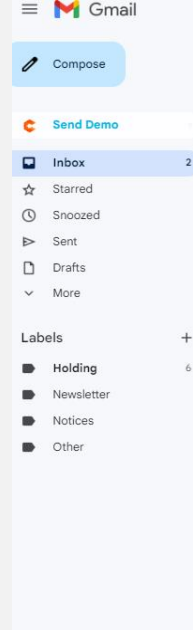
**Check out these awesome Back-to-School titles!**

				
Off to School! Peyo	Welcome Back to Pokeweed P... Blanchi, John	Robert and the Back-to Sch... Seuling, Barbara	I've Got the Back-to-Schoo... Herrman, Gail, 1959-	The Complete Welcome Back-... Buttler, Beth

**Be a Tourist in your Home**

		
Florida : the Rough Guide Sindlar, Mick	Hidden Florida : the Adven... the Adven...	Freddy Goes to Florida Brooks, Walter R., 1886-19...

WEBSITE



Compose

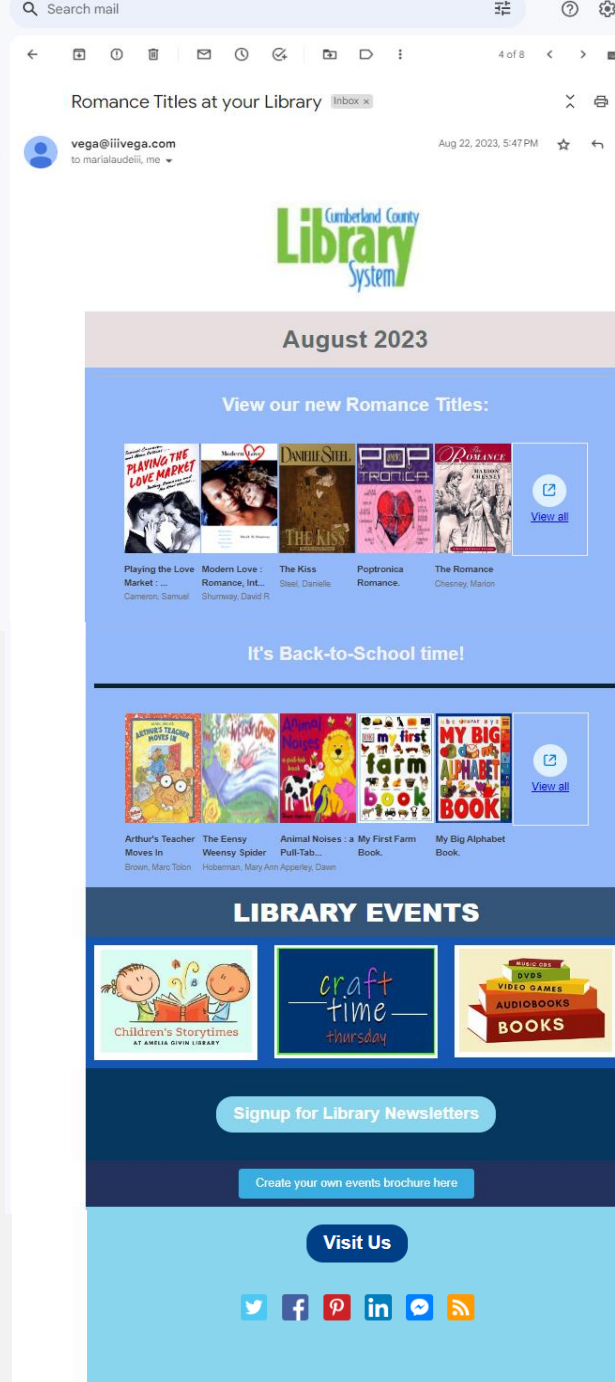
Send Demo

Inbox 2

- Starred
- Snoozed
- Sent
- Drafts
- More

Labels

- Holding 6
- Newsletter
- Notices
- Other








Romance Titles at your Library

Aug 22, 2023, 5:47 PM

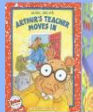




**Cumberland County Library System**

**August 2023**




**View our new Romance Titles:**

				
Playing the Love Market : ... Cameron, Samuel	Modern Love : Romance, Int... Shurway, David R	The Kiss Steel, Danielle	Poptronica Romance. Romance.	The Romance Chesney, Marion

**It's Back-to-School time!**

				
Arthur's Teacher Moves In Brown, Marc Tolon	The Eensy Weensy Spider Hoberman, Mary Ann	Animal Noises : a Pull-Tab... Appley, Dawn	My First Farm Book. Book.	My Big Alphabet Book. Book.

**LIBRARY EVENTS**

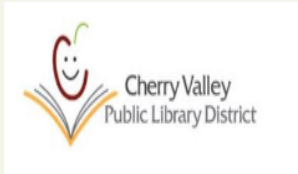
		
--	--	--

Signup for Library Newsletters

Create your own events brochure here

Visit Us

# Vega Promote: Sample Emails



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WELCOME TO OUR  
**Monthly Newsletter**

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## 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@iivega.com

6:58 AM (0 minutes ago) ☆ ↶ ⋮

to me ▾



**THE FUTURE IS BRIGHT**

*At Our 21st Century Library*

745 16th Avenue, East Moline, IL 61244 | 309-755-9614



### 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

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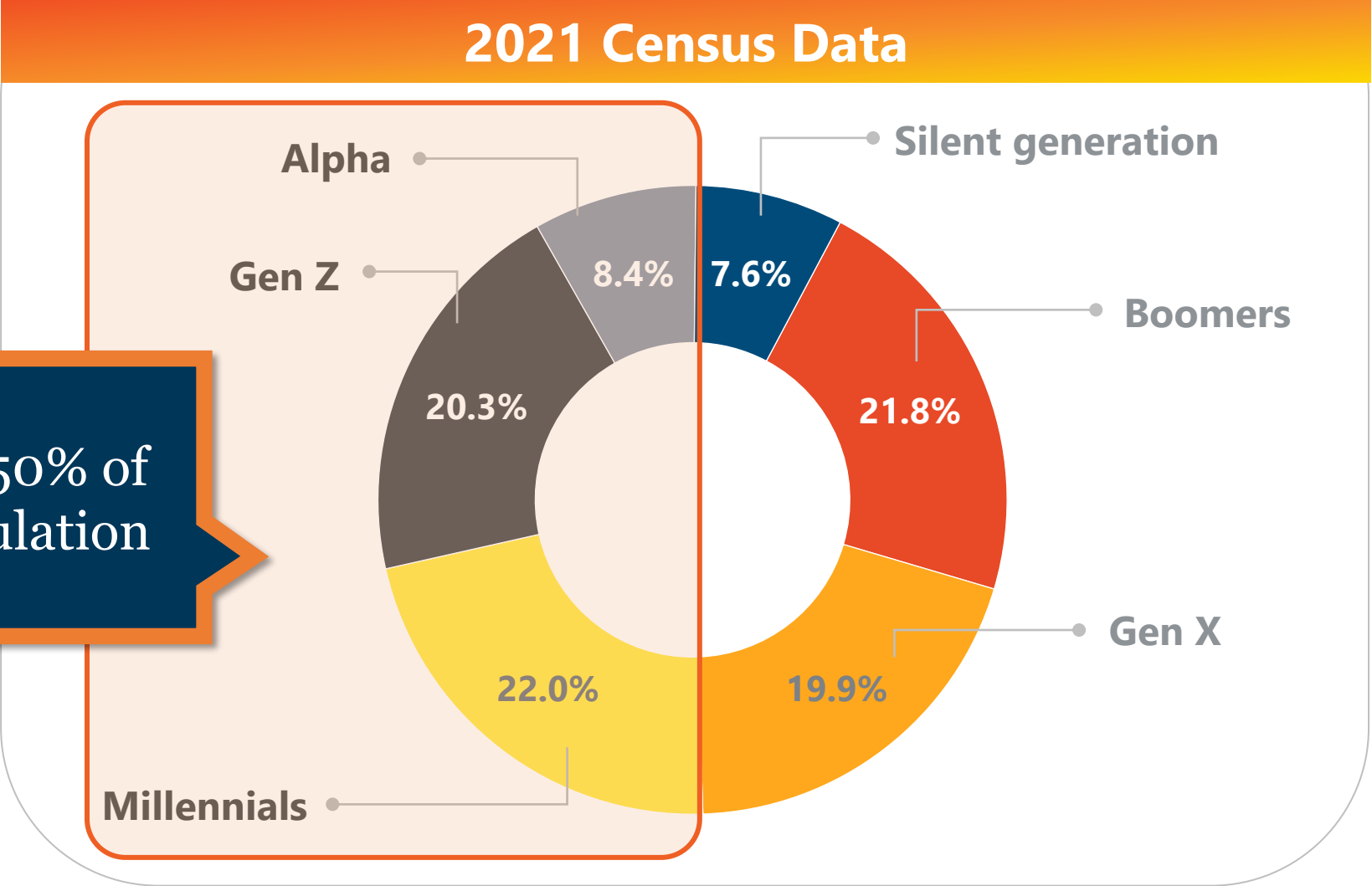




# Appealing to Diverse Needs



# Changing Demographics



# What We Know About Younger Generations



**60%**

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



**64%**

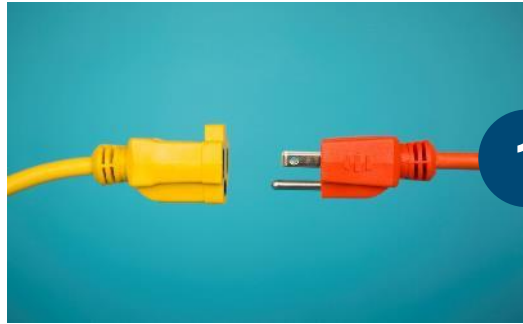
Look up a local business' website before visiting in-person



**97%**

Learn about new products from social media

# Challenges for Libraries Today:



1

Complicated to Integrate  
Systems



2

Time Consuming to Change



3

Personalization is uphill battle  
with limited data

# Vega Promote Web

Build an extraordinary digital library brand experience



## Easy

*Website building  
with ease*



## Flexible

*Designed for  
today's libraries*

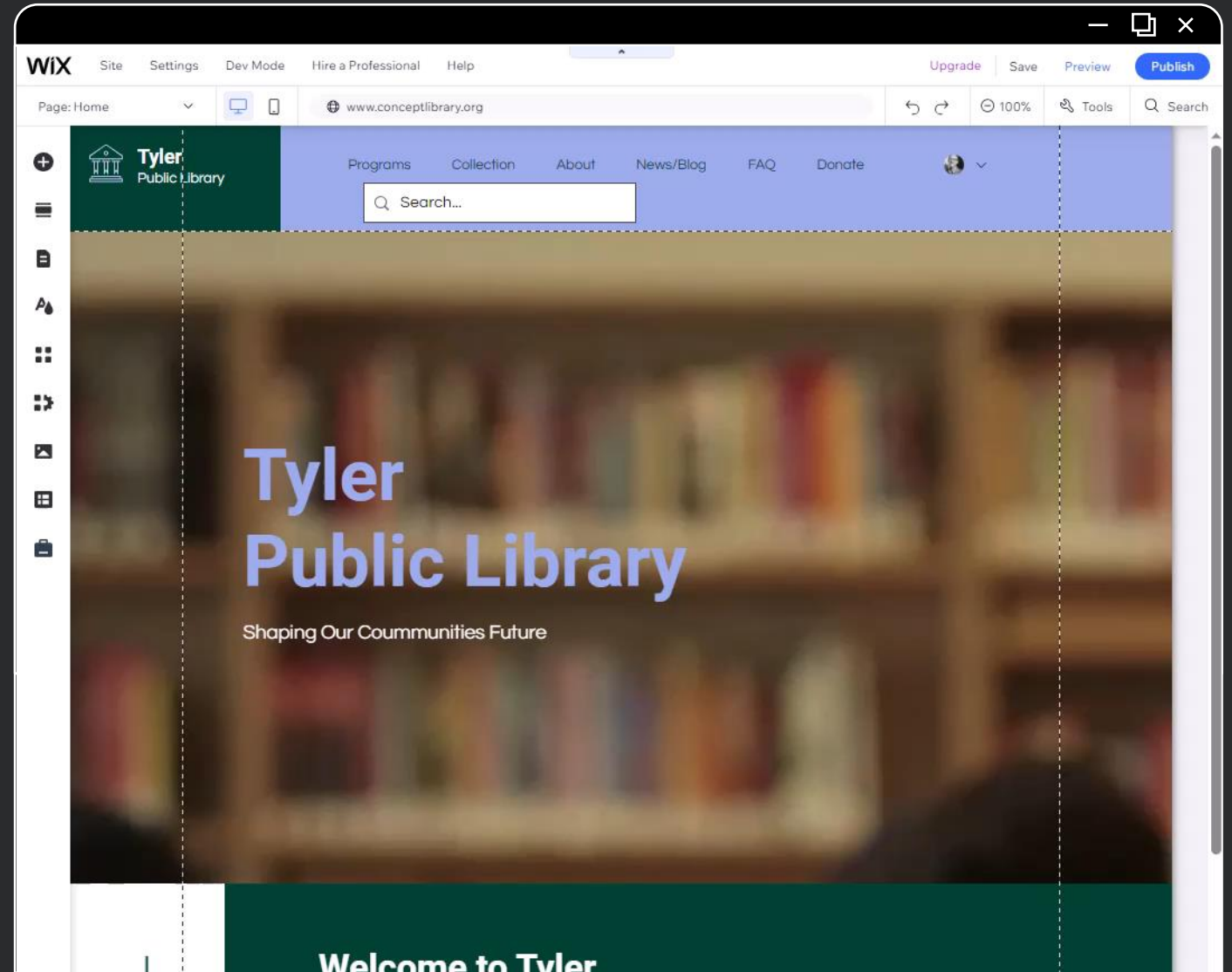


## Secure & Supported

*Protecting patrons  
and libraries*

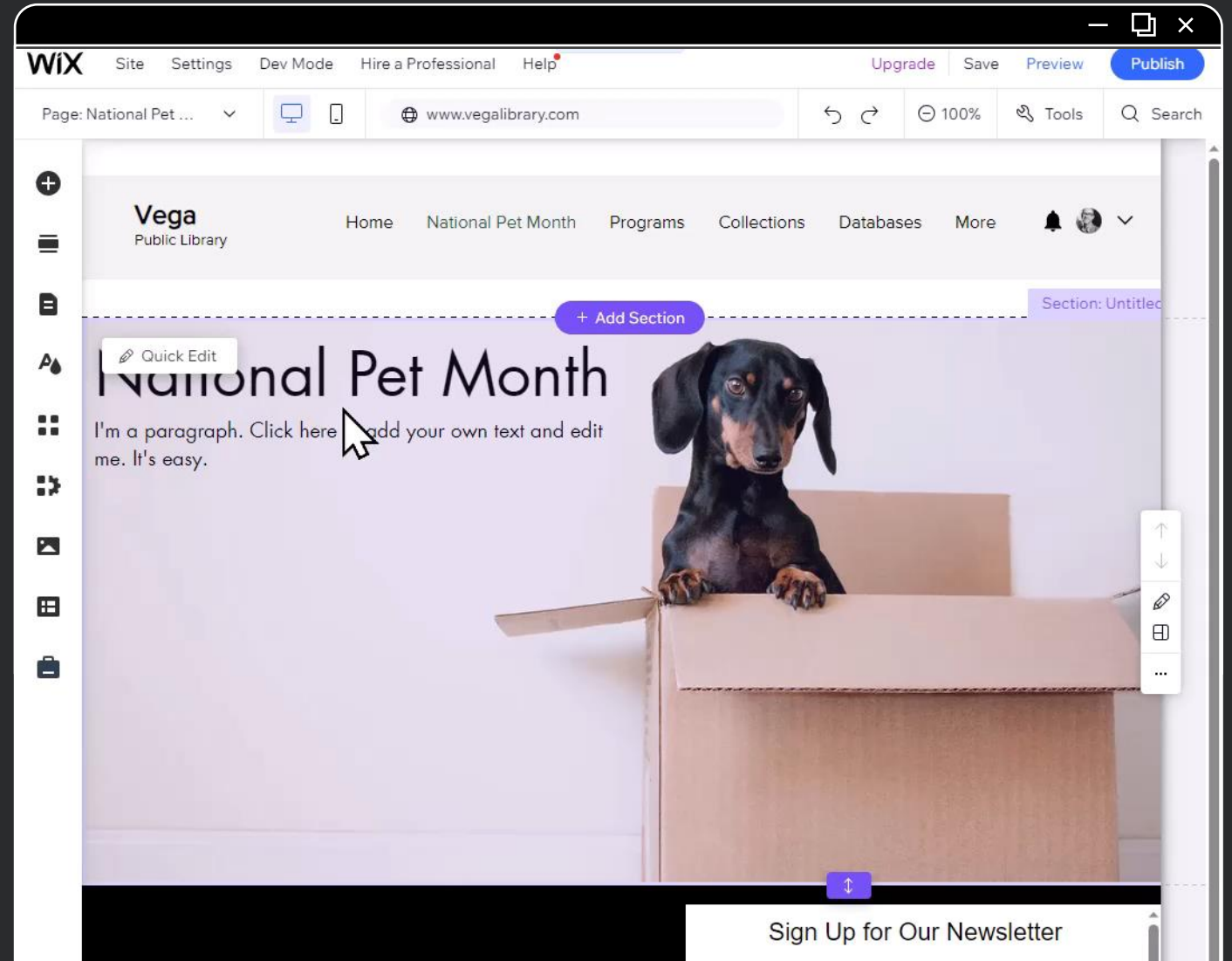
# Drag and Drop Editor

- 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.



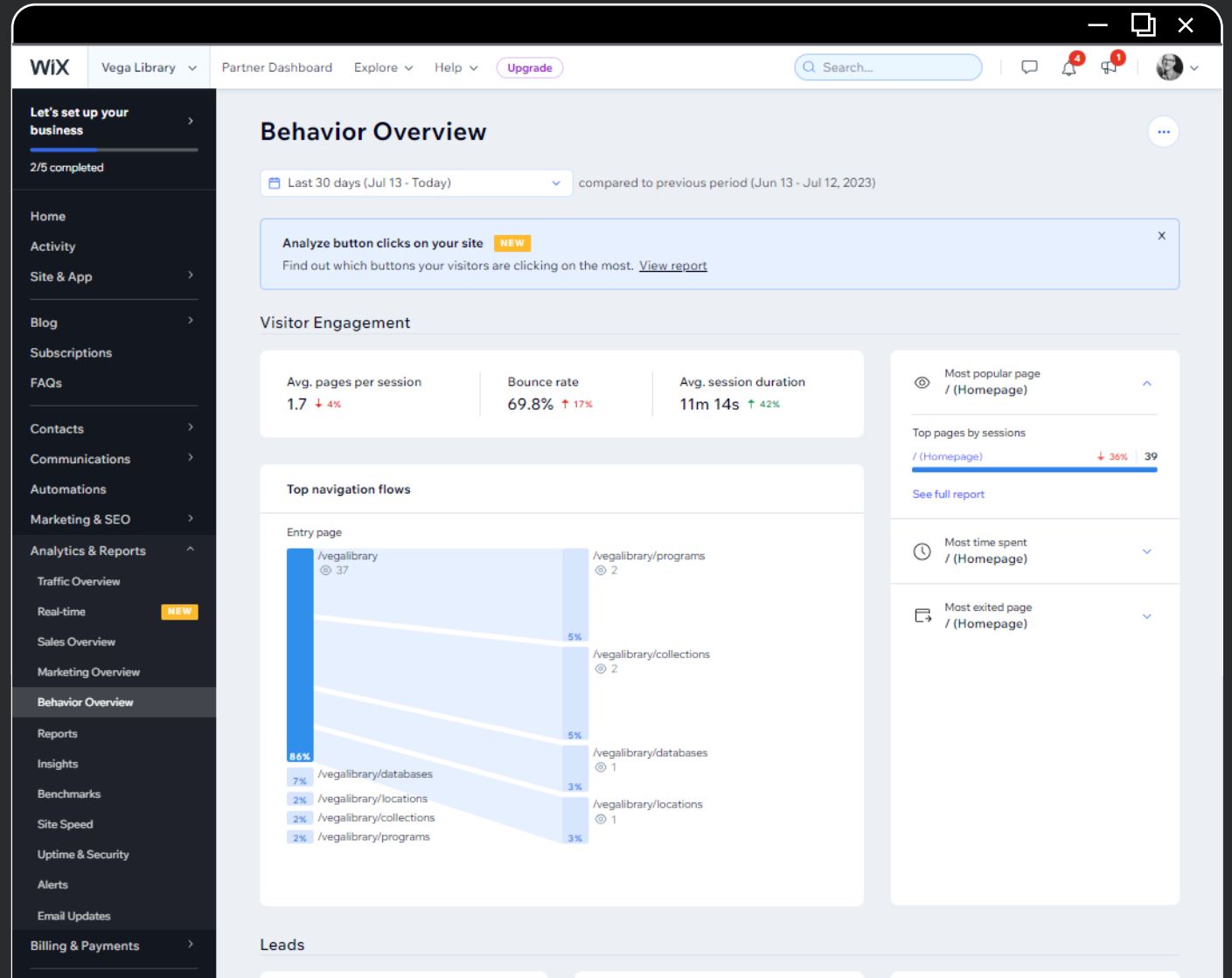
# AI Assist

- 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.



# Analytics

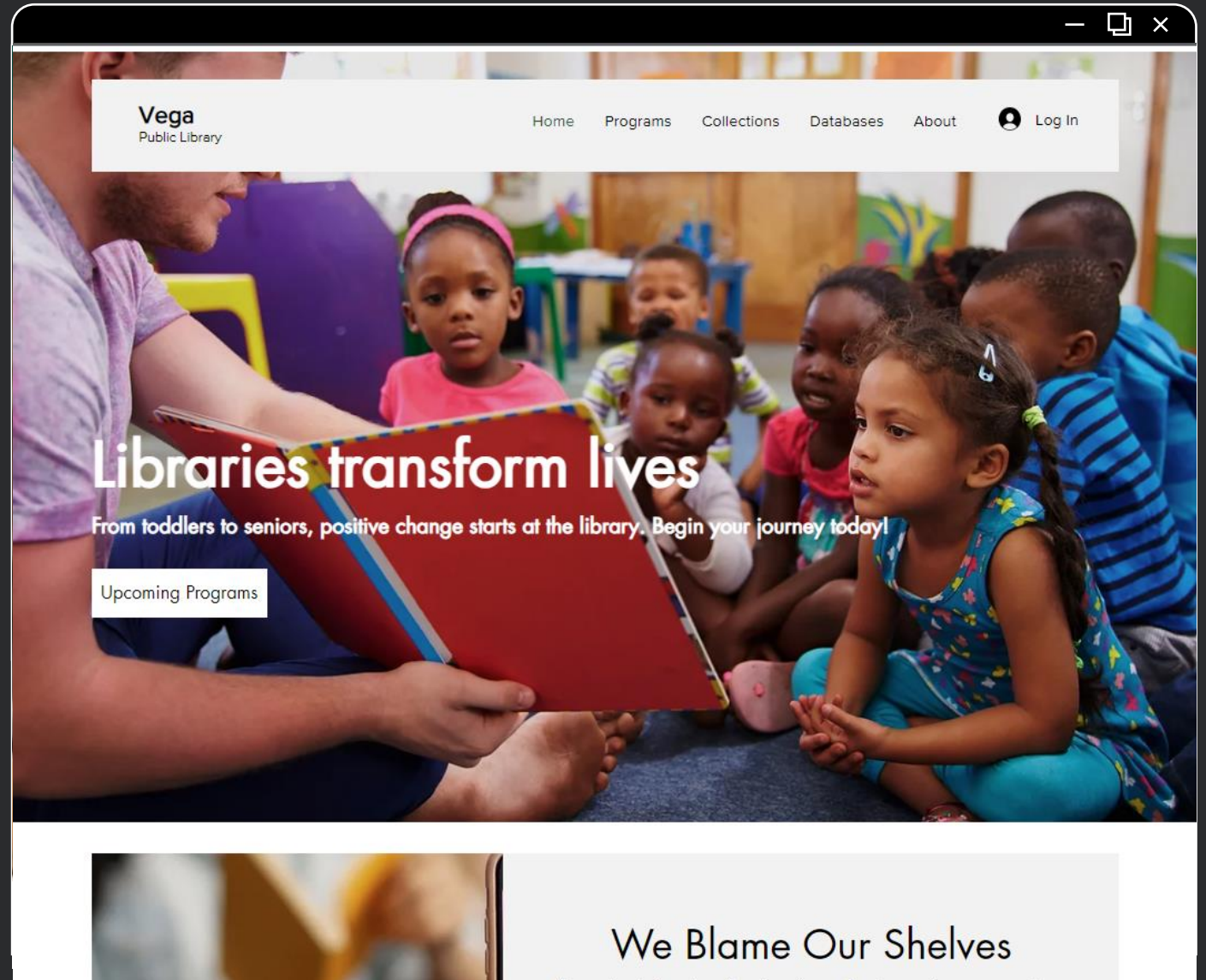
- Site analytics are provided in the dashboard with out-of-the-box reports.
- These reports include current information on how visitors are interacting with your site in real-time, in-depth session info on all recent visitors.
- The site also provides quick insights on analytics so you spend less time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





# 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.



# Flexible

Designed for today's libraries



---

# Vega Program

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### Upcoming Events

Apply category and location filters, or select an event date to preview upcoming events.

Display:

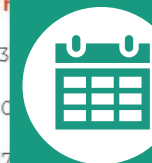
October 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 1:00 PM AMY FOWLER		10:00 AM Deliah Demo 10:00 AM Deliah Demo	1:00 PM Early Hour 6:00 PM Game Night: Spooky Games	10:30 AM Weedy write-ins 2:00 PM The Future of Artificial Intelig 7:00 PM Author Talks: Carl Hiaasen	10:30 AM Words and Music 1:00 PM Masam Hour	11:00 AM Cosplay Workshops - Wotton
8	9 +7 more	10 4:00 PM 3D Printing Workshop	11	12 10:30 AM Weedy write-ins	13 4:00 PM Hope	14
15 7:00 PM Kids' French Book Club / Club...	16	17	18 10:00 AM Sally Stival	19 10:30 AM Weedy write-ins 3:30 PM STEM Team Art - Faux Staine...	20 6:00 PM Psycho	21
22 6:00 PM HP Party	23	24	25 10:30 AM Weedy write-ins	26 4:00 PM JANNINE DAVIS	27 6:00 PM Misa Lab Kids: Intro to Game D... 6:00 PM The Circus	28
29 1:30 PM STEM Team Engineering - De...	30 1:00 PM Author Talk: Oregon Scott Carl	31 1:00 PM AMY FOWLER	1 10:30 AM Weedy write-ins 6:00 PM Author Talk: Cind Crockett	2 10:30 AM Words and Music	3 11:00 AM Cosplay Workshops - Wotton	4

### Filter Events

-- All Libraries --

-- All Categories --

March 2022						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26



**Vega Program**  
Integrated event & room mgmt



### Upcoming Events

Apply category and location filters, or select an event date to preview upcoming events.

### Filter Events

-- All Libraries --

-- All Categories --

March 2022						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	1	2	3	4	5
6	7	8	9	10	11	12

[213-555-9876](tel:213-555-9876)

## Bookings

Please log in with your library credentials to reserve your place at this event. You may also book by [phone](#), [email](#) or at your nearest [library](#).

### Add Bookings

1) Dan

1) Demo

+ Person

Have you attended our Craft events in the past?

Yes

No

Please ensure you agree to the [Bookings Policy](#) before proceeding.

Book Now

### Book by Phone or Email

Contact the library during opening hours to make a booking. You can also book via [email](#).

213-555-9876

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

# Auto-Generate Flyers Using Program

Patron self-created flyers

**Preschool Storytime For The Little Ones**  
 9:00 AM FRIDAY 19TH MAY  
 MONTROSE REGIONAL LIBRARY  
 ALL FREE  
 ages Cost  
 Pre-School (ages 0-5) / Other

**Event Description**  
 Encourage a love of reading and develop your preschooler's early learning through stories, rhymes, songs and movement activities. For ages 3 to 5.

**Bookings**  
 Please reserve your place at this event by calling (720) 865-0160, emailing michael.monroy@clarivate.com or booking online at <https://vegapolaris.iiidiscovery.com/>

**When & Where**  
 9:00 AM Friday 19th May  
 Montrose Regional Library  
 935 Orange Grove  
 Montrose

**QR & Link Generation**  
 Use this QR code to encourage members to make bookings themselves using their smartphones. Right click and save it to your computer and use it in publications or websites.

<https://iiishowcase.events.mylibrary.digital/browse-rooms?l=3&tv=true>

**15 LIBRARY EVENTS**

**Thu June 1, 2023**  
**Weekly write-ins**  
 Bedford Free Library  
 11:30am - 12:00pm  
 The library is providing a friendly communal space where you can work on your own writing project and connect with like-minded writers and e...  
**BOOKINGS REQUIRED**  
 All Ages / Community Netw... Free

**Sat June 3, 2023**  
**Cosplay Workshops - Wollongong Library**  
 Bedford Free Library  
 11:00am - 4:00pm  
 Members of the UOW Cosplay society will be at the library to give you tips and hints for how to make your next cosplay a real showstopper! Sewing machines available or feel free to bring your own as long as it is good working order. This program runs on the first Saturday of each month - feel free to drop in, no bookings required. For more information, contact Wollongong Library on (02) 4227 7414. To ensure a...  
**BOOKINGS REQUIRED**  
 All Ages / Community Netw... Free

**Mon June 5, 2023**  
**ESL for Seniors**  
 Bedford Free Library  
 9:15am - 11:45am  
 These classes focus on the language necessary for use in everyday living with an emphasis on American customs and culture. There will be lots of opportunity to talk with English speakers. The classes are especially designed for the older immigrant adult. Priority is given to permanent residents, convention refugees, refugee claimants, CUAET Visa holders and naturalized citizens. If space is available, non-perma...  
**BOOKINGS REQUIRED**  
 Adult / English / New A... Free

**Wed June 7, 2023**  
**Teen Book Club**  
 Bedford Free Library  
 7:00pm - 8:00pm  
 Want to share your love of reading with your fellow teens? Join us to read poems, stories, novels. And to laugh—a LOT! This group is free, ...  
**BOOKINGS REQUIRED**  
 Fun & Friendship / Othe... Free

**Fri June 2, 2023**  
**Smartphone Photography**  
 Bedford Free Library  
 10pm - 2:00pm  
 #s439-a learn how to take great photos with this smart Phone Photography How To. Come learn how to use your smartphone to take great p...  
**BOOKINGS REQUIRED**  
 Discover Your Best Life... Ages 16-19 Free

**Mon June 12, 2023**  
**ESL for Seniors**  
 Bedford Free Library  
 9:15am - 11:45am  
 These classes focus on the language necessary for use in everyday living with an emphasis on American customs and culture. There will be lots of opportunity to talk with English speakers. The classes are especially designed for the older immigrant adult. Priority is given to permanent residents, convention refugees, refugee claimants, CUAET Visa holders and naturalized citizens. If space is available, non-perma...  
**BOOKINGS REQUIRED**  
 Adult / English / New A... Free

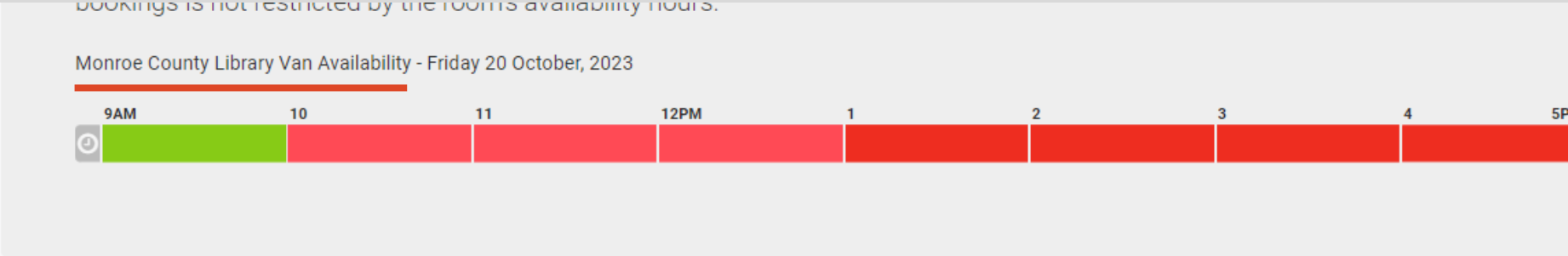
**Tue June 13, 2023**  
**Book a Librarian**  
 Bedford Free Library  
 1:00pm - 2:00pm  
 Support, Assistance, Knowhow Help! Meet with a professional librarian for one-on-one consultation in-person or via phone/online session. PL...  
**BOOKINGS REQUIRED**  
 Adult / Kids (ages 5-12... Free

**Thu June 8, 2023**  
**Weekly write-ins**  
 Bedford Free Library  
 10:30am - 12:00pm  
 The library is providing a friendly communal space where you can work on your own writing project and connect with like-minded writers and escape distractions. Sessions consists of an hour of quiet writing, followed by a half-hour of informal discussion where you can share your work if you choose. You might also like to share skills, knowledge, and professional advice. Don't forget to bring a laptop...  
**BOOKINGS REQUIRED**  
 All Ages / Community Netw... Free

# Staff interface with flexible workflows

**EVENT MANAGEMENT**

- HOME
- ADD EVENT
- LOG STATISTICS
- PENDING APPROVAL **5**
- IMPERSONATE
- STATS
- ADVANCED
- ROOM BOOKINGS **3****
- ROOM CALENDAR
- ROOM MANAGEMENT



### Update Booking FREE

Update some aspects of this existing room booking. Some fields are unable to be altered.

**Actions**

LIBRARY CARD NUMBER ⓘ	EMAIL ADDRESS	FIRST & LAST NAME ⓘ
21234000001234	marialaudeiii@gmail.com	Delilah Demo
BOOKING DATE	BOOKING TIME	DURATION
10/20/2023 ⓘ	1:00pm	4 Hours
ROOM LAYOUT ⓘ	BOOKING TYPE ⓘ	COST \$
Homebound Delivery - 2 seats	Internal Events	0.00
		OWING \$ ⓘ
		0.00
STAFF NOTE ⓘ		
Homebound delivery route 1		

**Update Booking**

✉ Booking reminder emails are enabled when an email address was provided or an email address for the member exists in the LMS.

**Booking** Payments Logs Room

### Booking Details

Explore information relating to this booking.

**Metadata**

Status: **Concluded Today**

Location: Montrose Regional Library

Created: 2:54 PM 18-10-2023

Booking: 1:00 PM 20-10-2023

Duration: 4.0hr

Transactions: 2

# Open system

EVENT MANAGEMENT

HOME

ADD EVENT

LOG STATISTICS

PENDING APPROVAL 5

IMPERSONATE

STATS

ADVANCED

ROOM BOOKINGS 4

ROOM CALENDAR

ROOM MANAGEMENT

III Showcase Libraries

admin ▾ Help Log Out

## 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



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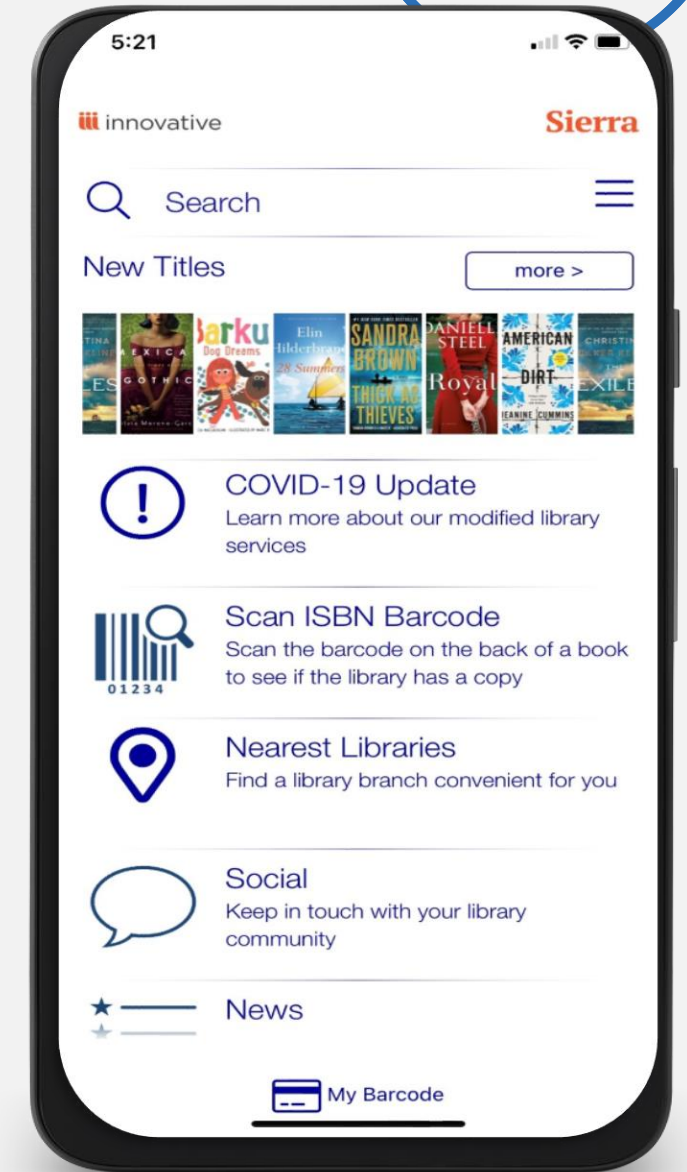
# Patron Mobile App

---

# 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

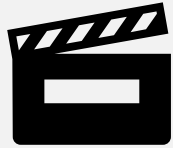


# Push Notifications

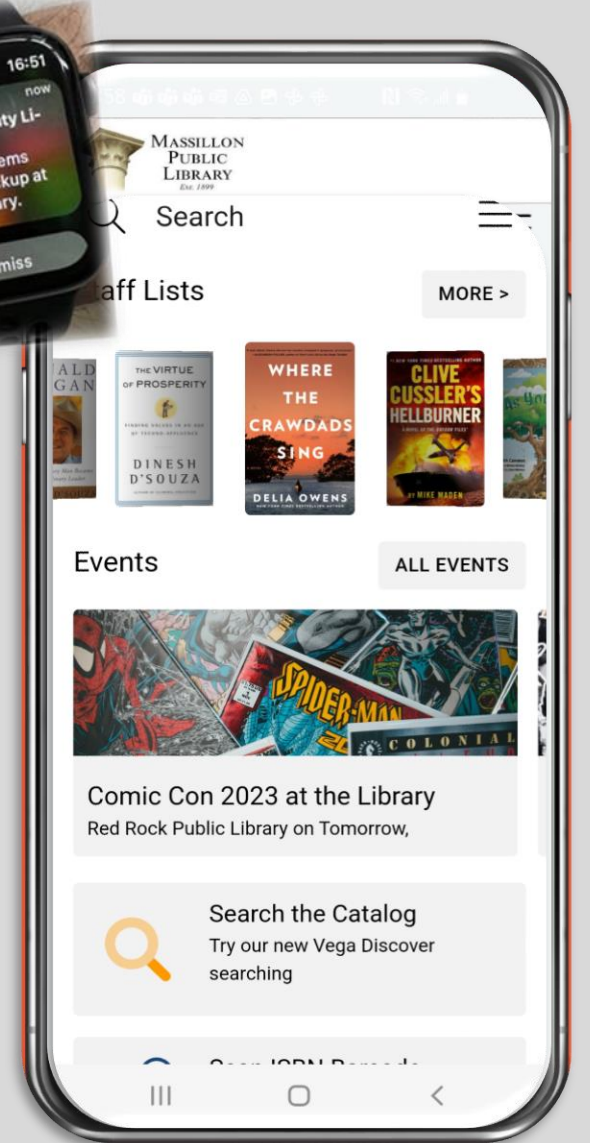
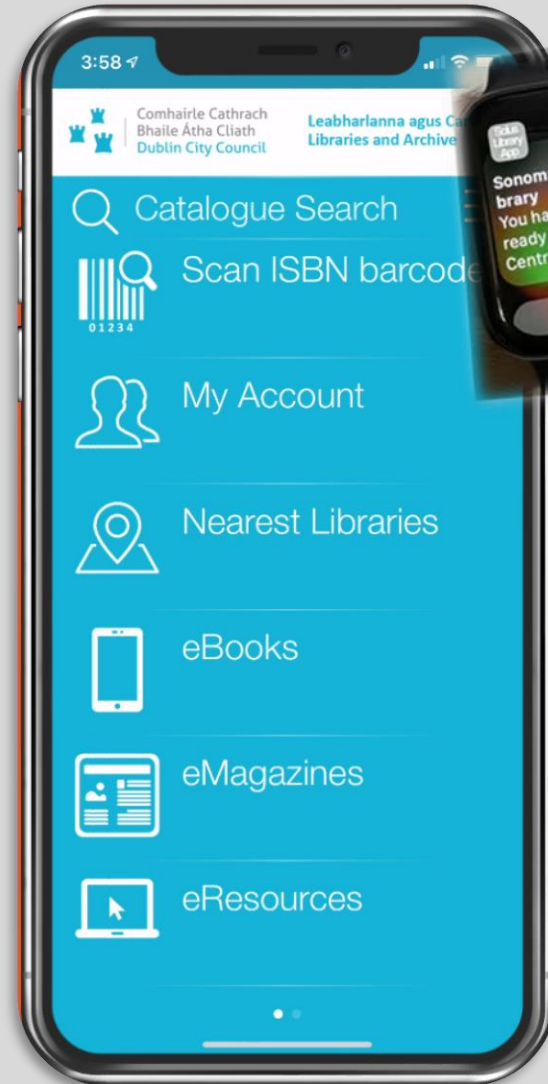
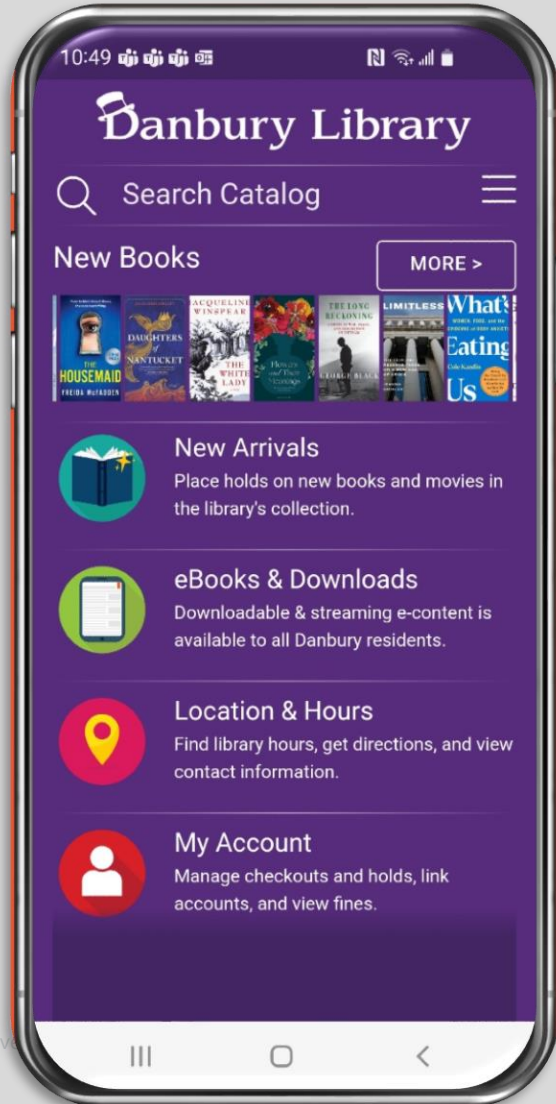
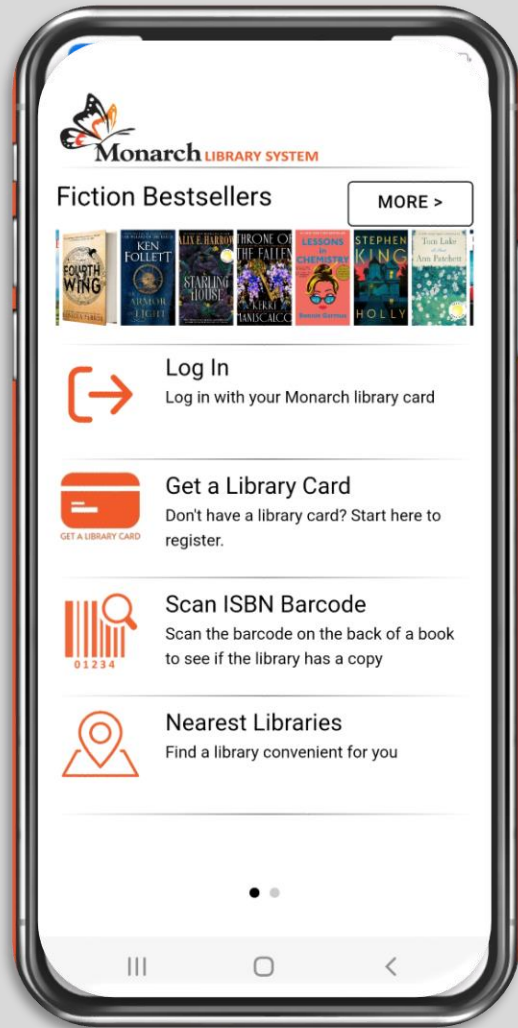
- Circulation updates: Holds, Pickups, Overdue...
- Duplicates & reinforces email, phone or SMS notices
- No SPAM filters or other blockers



# Why Innovative Mobile?

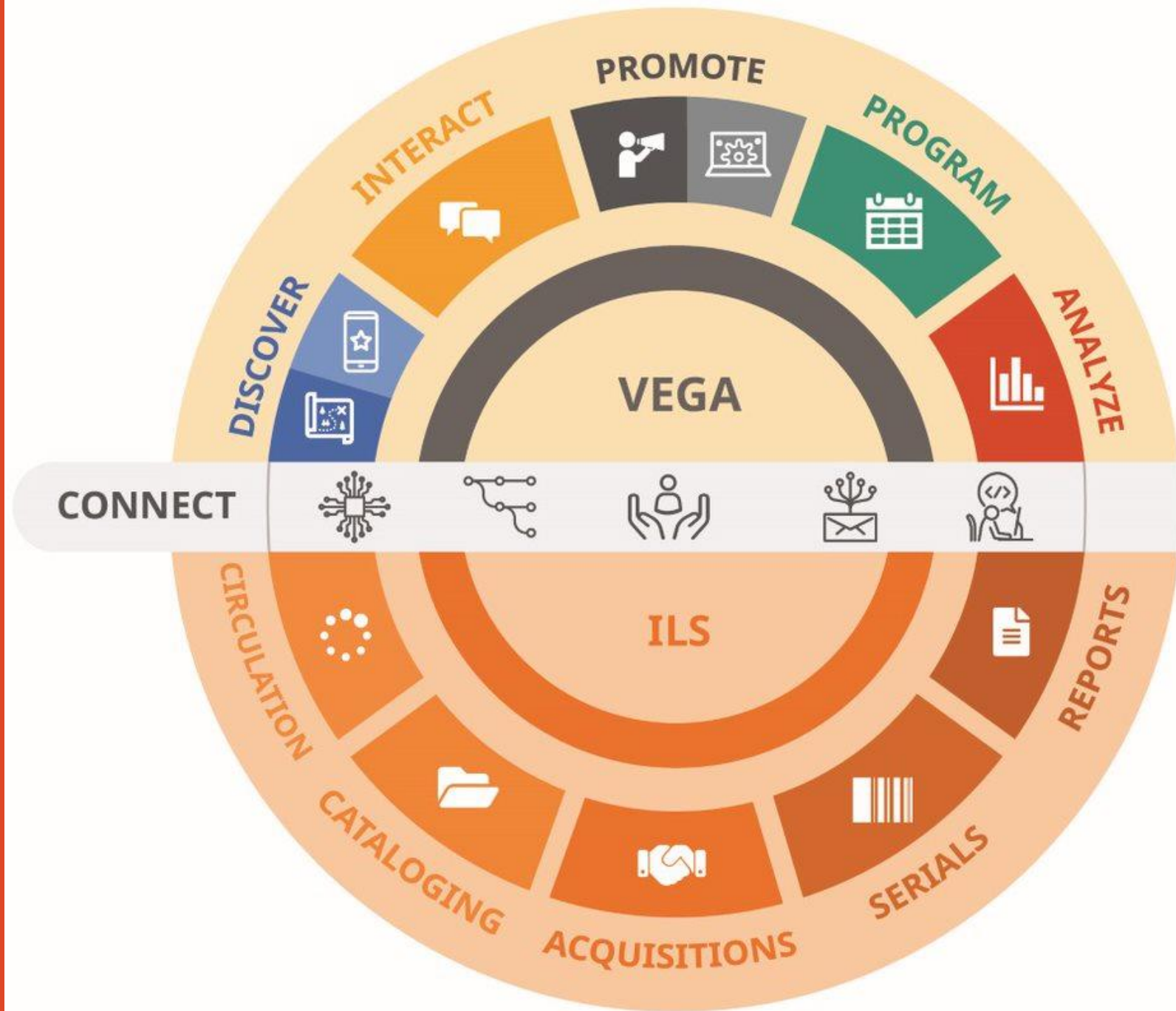


# Innovative Mobile – Highly Customizable



# Vega Library Experience (Lx)

Deliver incredible experiences – easily and at scale



#ExperienceMatters

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# OhioLINK & SearchOhio

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- OhioLINK institutions are planning to migrate to the new platform in June 2025.
- Retaining resource sharing capabilities for public libraries across Ohio is a very high priority. OhioLINK and SearchOhio will continue to work together to ensure that OhioLINK and SearchOhio are not disrupted, is a high priority.
- Maintain the current level of service to OhioLINK and SearchOhio.
- Resource sharing between OhioLINK and SearchOhio will be preserved...

**STAY TUNED!**





# Discussion

Questions, Answers

# Enhancements

<https://ideas.iii.com>

The screenshot shows the 'Idea Exchange' page for 'innovative Part of Clarivate'. The header includes the logo and a 'Sign In' link for new and returning users. The main banner features the text 'Innovate with us' and a sub-headline: 'Submit your ideas to the community, explore and support others ideas and be a part of defining a better future.' Below the banner are four main sections: 'Have an Idea?' (submit ideas for community voting), 'Vote your favorite ideas!' (help promote impactful ideas), 'Product Forums' (with links for 'ILS - Polaris' and 'ILS - Sierra'), and a 'Recently Activity' sidebar showing a search bar and a recent update for 'ILS - Polaris' regarding invoice creation.

**innovative**  
Part of **Clarivate**

**Idea Exchange**

New and returning users may [Sign In](#)

## Innovate with us

Submit your ideas to the community, explore and support others ideas and be a part of defining a better future.

**Have an Idea?**  
Submit your idea for the community to vote on.

**Vote your favorite ideas!**  
Help promote the ideas that will be most impactful for you and your users.

**Product Forums**

**ILS - Polaris**  
Explore the 129 ideas submitted →

**ILS - Sierra**  
Explore the 91 ideas submitted →

**Search**

**Recently Activity**

**ILS - Polaris** Updated 04/26/23

Create and pay an invoice without attaching it to a purchase order

**Acquisitions, Serials & Item/Issue/Inventory Management**

**ALREADY SUPPORTED**

# Idea Exchange – Please Vote, Comment, Rate Importance!

21

VOTE

## Alerts for when indexing stops

Currently there are no alerts when indexing stops working. We would like to see some put in place.

We recently had our keyword indexing stop working. It wasn't completely obvious to us for few months that there was a problem with indexing as it didn't seem to be every record.

### Idea Value

Having an alert to III would save time troubleshooting if it's a metadata problem and raising tickets for something that could have an alert on it.

**FUTURE POSSIBILITIES (IDEA LAB)** · 1 comment · Cataloging & Metadata Management ·

Admin →

How important is this to you?

Nice to Have

Important

Critical





THANK YOU!

