



Sierra provides a powerful, modern foundation on which to build the future of library services. Combining complete functionality with the power and scale of an open services platform, Sierra frees librarians to create the kind of patron experience and management solution they've always wanted. Sierra offers trusted business logic and flexible workflow support, including circulation, cataloging, acquisitions, patron management, serials handling, and accounting management, in a unified staff application. Sierra RESTful APIs leverage its PostgreSQL database, opening opportunities for integrating the library with critical systems and data, to customize services and sustain them as the technology environment changes.

## Freedom and Flexibility

With a cloud-enabled and evolutionary technology architecture that we call the Open Library Stack (OLS), Sierra gives libraries an open platform for rapid customized application development and device independence, all with the flexibility of on-premise, cloud-based, and SaaS deployment options. Libraries retain the freedom to choose from Innovative products, third-party solutions, and customized applications that enable the functionality vital to their unique situations. And just as importantly, libraries choose when and how to implement them.

## RESTful APIs to Extend Functionality

Data flows in and out of Sierra for an integrated and seamless user experience without the complication of detailed software coding. Sierra customers are using well-tested Sierra RESTful APIs to free up bibliographic, authority, patron, and transactional data. Library users benefit from integration with library discovery tools, courseware, virtual learning spaces, social media, "hot author" holds, and other web services.



## Benefits

**Extensibility:** Standardized SQL access and business-logic RESTful APIs offer extensibility at all levels by local development and interoperability with external systems.

**Streamlined Workflows:** Sierra modernizes traditional library workflows in a unified staff application with a revolutionary roles-based design.

**Intuitive Interface:** Sierra enhances the user experience with Web-style navigation, facets, and rich browse screens across staff workflows—increasing ease of use and decreasing training time.

**eBook Support:** Sierra offers comprehensive support for integrated eBook handling, including the user experience, circulation, and statistical tracking across the whole range of eBook providers.

**Robust Statistics:** Usage statistics are aggregated for internal and external operations, including eBooks and other types of electronic media.

**Deployment Flexibility:** Sierra is available in the cloud using a Software-as-a-Service model or as a traditional on-premise solution.

**Mobile Worklists:** Designed for staff use, a device-neutral, browser-based web experience allows library operations to be moved into the stacks, on the bookmobile, and to off-site library events—without heavy bandwidth requirements.

**Sierra supports a variety of self-service tools to enhance the patron experience, including:**

**Express Lane:** Makes self-service technology and real-time recording easy to implement for reliable automated circulation and account management.

**E-commerce:** Allows patrons to pay fees and fines through the online catalog or during Express Lane checkout. Automatically clears the fine, emails a receipt to the patron, and records the appropriate data.

**Program Registration:** Provides easy access to the library calendar and allows patrons to self-register for events. With Encore discovery application, patrons are able to discover library programs directly from an online catalog search.



## 24/7 Availability

**Uptime:** With the exception of scheduled software upgrades that require the application to shut down, Sierra is designed to run 24/7 and with over 99% uptime.

**Scalability:** Sierra scales to support a virtually limitless number of users and records.

**Recovery:** Innovative's cloud-based hosting provides a level of redundancy that virtually eliminates the need for downtime and data recovery.

## Customer Support

Innovative staffs a 24-hour help desk that can be reached via the Internet (using CSDirect, Innovative's Web-based support center), email, phone, or fax. Support is provided as part of our standard support package, and emergency assistance is always available, with no additional "after hours" surcharges.

## Getting Started

Sierra is the open system you've been seeking with underlying open SQL database and proven APIs for extensibility. Libraries updating from Millennium can count on a streamlined conversion process. New Sierra customers will collaborate with Innovative's professional services team for a solution that is the right fit now and sustainable as the larger technology ecosystem changes.

## For detailed pricing and packaging information:

email: [sierra@iii.com](mailto:sierra@iii.com)  
call: 510.655.6200  
on the web: [iii.com](http://iii.com)

Discover more at:

# iii.com