



Libraries that aren't using Sierra tell me how they're doing acquisitions and I'm aghast at the inefficiencies.



We can now create reports with richer and more pertinent information that explain to our administration and the board of trustees that books are important, even in an electronic age.



Our librarians spend half the time they used to on collection development and management, which allows them to spend more time on programs and other user-facing activities.

Hobson & Company (H&C), a leading research firm focused on Return on Investment studies, worked with Innovative, a leader in library management software, to explore the challenges libraries face and learn how industry leaders are responding. H&C conducted independent research consisting of 18 in-depth interviews with Innovative library partners. Customer research identified eight benefits of Sierra across three areas of value:

SIERRA STREAMLINES BACK-OFFICE WORKFLOWS

- ▼ **80%** reduction in time spent managing and maintaining the catalog
- ▼ **30%** reduction in time spent managing electronic resources
- ▼ **60%** reduction in time spent creating ILS reports and analysis

SIERRA REDUCES LIBRARY SERVICES OVERHEAD

- ▼ **40%** reduction in time spent integrating with and maintaining third-party applications
- ▼ **75%** reduction in expenses of on-site ILS

SIERRA IMPROVES PUBLIC SERVICES PROCESSES

- ▲ **5%** increase in budget by improving patron experience and ability to report on value
- ▼ **50%** reduction in time spent on physical collection management
- ▼ **40%** reduction in time spent supporting discovery and circulation

 510.655.6200

 info@iii.com

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