2024 Library Systems Survey

Report | Data for publication in the 2025 Library Systems Report

Clarivate | Innovative

2000

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Think Forward:

In a rapidly evolving digital landscape, Innovative, part of Clarivate, remains steadfast in its mission to empower libraries as they serve the diverse and dynamic needs of their communities. As a trusted partner to libraries around the globe, we understand that innovation is not just about developing new technology — it's about advancing libraries together to create a meaningful impact for staff and patrons alike.

Building on the strong foundation of our integrated library systems, we continue to expand our offerings with groundbreaking solutions that enhance communication, engagement, and the overall library experience. From leveraging the power of artificial intelligence (AI) to improving workflows and personalization, to delivering tools that enable libraries to reach new audiences and amplify their mission, our focus is on providing innovative, practical solutions that address today's challenges and anticipate tomorrow's opportunities.

At Innovative, we pride ourselves on the strength of our partnerships. By listening closely to the needs of our library partners, we design solutions that align with their goals and vision for the future. Together, we are redefining the library experience—ensuring it remains modern, accessible, and inspiring for all.

Our Commitment to Library Success:

Our commitment to library success starts with our dedication to listening and collaborating with libraries. Innovative proactively solicits library feedback on product development through a wide variety of channels such as the development partner program, beta testers, the Idea Exchange, and regular customer meetings. Our product management team spends a combined total of about 2,000 hours each year meeting with and listening to libraries for feedback on our products.

In addition, we introduced a new agreement with the Innovative Users Group (IUG) for a Member-Exclusive Enhancements Process (MEEP).

Ideas for new features will originate in Idea Exchange, where all Innovative users — not just members of the IUG — can submit, comment on, and vote on ideas for Innovative solutions. The MEEP process then starts when IUG Working Groups look at the ideas on Idea Exchange that got the most votes, and works with Innovative to estimate the amount of time and effort needed to implement each feature. The IUG member institutions then get to vote on the ideas they would most like to see.

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New Library Partnerships:

Library software and solutions aren't meaningful without the libraries who use them. With each library we work with, it's important to us to understand their mission and vision and what success looks like for them. Understanding libraries and helping them succeed is what makes our solutions so impactful. Here are a few of the libraries that we've welcomed into the Innovative portfolio this year.

The **District of Columbia Public Library** has been looking for a new library solution for a numbers but didn't think there was anything new or forward-thinking on the market until they saw what Innovative was developing. Convinced that was excitement movement in the library industry, they decided to release an RFP for a new ILS. DC Public Library wanted to work with a vendor that was continuously developing products based on libraries' real needs. Through the RFP, they selected Polaris, Vega Discover, Vega Program, Vega Promote, and Innovative Mobile.

Jacksonville Public Library is a very large urban library that was looking to upgrade their library software to modern technology that would offer a better experience to both staff and patrons. Most important to them was having a full web-based ILS and Polaris delivered everything they were looking for. Jacksonville selected Polaris and Vega Discover.

The Department of Education of the Catalan local government is comprised of a network of 2,245 school libraries across all the schools in Catalunya, Spain. The school libraries are recognized as a fundamental resource to student education and the school library program aims to promote the school library as a space where both students and teachers can find information and new skills. The Catalan government selected Polaris and Vega Discover for their school libraries.

Shellharbour City Libraries is a service provided by Shellharbour City Council, which serves over 78,000 residents. Shellharbour is located on the east coast of Australia in the state of New South Wales. In 2024, the library was seeking to update their systems to a sophisticated, cloud-based library management solution with contemporary responsive design, high-level integration and increased user-friendliness with a visually engaging interface. They selected Polaris as their next library system and joined a growing group of libraries in the Asia-Pacific region to select Polaris including Newcastle City Public Library (Aus), Central Coast Council (Aus), Clutha District Council (NZ), and the National Library of Malaysia.

Overall, our notable new partnerships in 2024 include:

Charlotte Mecklenburg Library (NC)

Schaumburg Township District Library (IL)

the Arizona State Library,
Archives & Public Records

Tipton County Public Library (IN)

San Marcos Public Library (TX)

Alexandria Library (VA)

Avon Lake Public Library (OH)

Bartholomew County Public Library (IN)

Cass District Library (MI)

Clutha District Council (New Zealand)
as well as the aforementioned
District of Columbia Public Library

Jacksonville Public Library (FL)

the Department of Education in Catalunya,
Spain

City of Shellharbour Library Service (Australia)

Professional Services:

Our implementation teams supported 100% on-time go lives for all new Polaris and Vega Discover libraries, and provided premium services across our customer base including Managed Services of INN-Reach networks, Polaris system optimizations, custom training programs, and many other services. We also launched several e-learning kits, free and open to the public for self-service learning, including Vega Discover Configuration and Administration, Polaris Administration, Polaris Core Training, Polaris Additional Training, and Sierra Load Profile Training. Our services teams also helped us expand our translation and localization of Polaris and Vega Discover interfaces to support additional global markets.
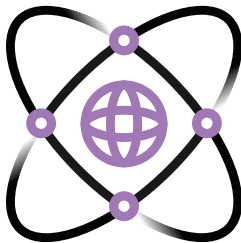
Delivering Innovative Solutions:

We are continuously innovating new ideas for our library software solutions based on our decades of experience within the library industry and fresh input from our library partners. We focus on helping libraries overcome the challenges they face today and prepare for the unique challenges of the future.

In 2024, **Polaris** development cycles focused on the continued expansion of capabilities within a web-browser, incorporated library-requested enhancements and adding new and improved integrations. Polaris introduced an advanced MARC editor (7.6) which updated the existing web-based MARC editor to an in-line editing approach, then added a split screen editor (7.7) which gives catalogers the ability to compare and edit multiple bibliographic records on a single screen.

This coincided with the 10-year anniversary of Polaris Leap. When first launched, Leap was a web-based add-on to the existing desktop client. Today, it is an integral part of the Polaris solution, and the majority of new Polaris customers train on and use Polaris only in the web browser. We also updated the web-based interface branding to Polaris, phasing out the name Leap.

Innovative also announced a deeper collaboration with Baker & Taylor, releasing an enhanced integration between Polaris and the Title Source 360 ordering system, further streamlining the materials ordering process for libraries. Lastly, Polaris completed an integration with Innovative Phone Alerts, giving libraries and patrons a more modern and secure option for telephony and SMS notices.

We continue to develop and enhance **Sierra** for all libraries and published Sierra 6.2 and Sierra 6.3 in 2024. With input from our users, we've introduced batch cancelation of order records, placing holds on multiple volumes, and a new Scoping Rules function to simplify catalog management. Building on this foundation, Sierra 6.3 brought advanced features like SMS integration through Innovative Phone Alerts for patron notices and a new Load Table Editing Platform for greater control. Enhancements also included support for home pickup logic via API, improved tools for managing review files, and certified compatibility with RedHat and Oracle Linux 9.

Mobile Worklists enables libraries to pack up the Sierra integrated library systems and take it with them on the go, through their phone. It's beloved by the libraries who use it and it has been awarded eight platinum distinctions and two gold distinctions

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by the Modern Library Awards over 10 years of voting. Our users say:

- "Adding Mobile Worklists to our suite of III products allowed me to reinvent our weeding process for librarians."

- "They added RFID capabilities which was very needed!"

- "Overall, this app has saved us a lot of time and effort with circulation and technical services projects."

- "We use Mobile Worklists daily for numerous tasks, such as paging lists, inventory and weeding and it saves our staff tremendous amounts of time and has helped our library to 'go green', eliminating printing paper lists as much as possible! Staff love Mobile Worklists!""

LX Starter as of the end of 2024 is being used by 174 customers, and has sent over 25.2 million emails to patrons during the year. We introduced significant accessibility enhancements in 2024, fostering a more inclusive and user-friendly experience for library administrators. Libraries can now create up to five templates per notice type, enabling multilingual email notices to better serve diverse communities.

Vega Discover introduced 217 new features and enhancements in 2024, delivering significant improvements for both patrons and library staff. Vega Discover achieved full Section 508 compliance for accessibility, reinforcing its commitment to inclusivity. Our new Kids Catalog and Themed Catalogs allow libraries to create unique search experiences for specific audiences and showcase only the relevant resources scoped to those users or collections. Other notable new features include:

- Scheduled Showcases, ensuring content remains relevant and timely, and the ability for patrons to search within a Showcase.

- A new bulk holds option, enabling patrons to place multiple holds directly from their personal Bookmarks and lists,

- Expanded translation support furthers accessibility for diverse users.

- Support for multiple pickup options within one branch or location, integrated with recent releases and similar updates in Polaris and LX Starter

Beta testing began at the end of 2024 for a new Bookmarks availability feature, which provides patrons with an aggregated view of available items saved to their personal lists, enhancing convenience and usability.

Innovative Mobile introduced 48 enhancements and new features in 2024, focusing on increased flexibility and ease of use. Patrons can now add their library cards to Apple or Google Wallet for convenient access. They can also customize their home screen highlights and opt to display only available copies by default, simplifying the search for accessible items. Additionally, libraries can send ad-hoc push notifications directly to the app, keeping patrons informed and engaged with critical updates and announcements. Language support was added for Hebrew, Pashto, Urdu, and Persian languages.

Vega Promote helps libraries connect with their communities by simplifying and modernizing email outreach. In 2024, Promote released a large set of new pre-built templates that help libraries get started quickly with email design. Vega Discover Showcases embedded in emails now automatically refresh before the email is sent, helping libraries ensure fresh, engaging content with minimal staff effort. Lastly, the new segment creation option allows libraries to create dynamic segments using tags and automate audience updates.

Vega WebBuilder, formerly known as Vega Promote Web, focused on developing and refining multiple integrations in 2024 with the goal of giving library patrons a seamless

experience when visiting the library website. The new Vega Discover integration, allows libraries to effortlessly display updated Showcases throughout their website. In addition, WebBuilder offers drag-and-drop functionality for adding Discover search forms to library websites, including both the Catalog Search widget and the Catalog and Site Search widget. The new Vega Program integration enables libraries to embed and promote upcoming events across their website. Libraries can also generate a dedicated page displaying all future events, complete with search capabilities, location filtering, category selection, and date browsing. In addition, we introduced new streamlined implementation services packages and templates to easily and smoothly launch your library's dream website.

Vega Program, our room bookings and event management tool, released close to 100 new features and improvements in 2024. Patrons can now easily navigate room and equipment bookings thanks to updated booking notices, with improved multi-lingual support. In addition to that, libraries can now seamlessly showcase upcoming events on their websites, no coding required, with the Website Events Widget. Monarch Public Library has contributed to developing Vega

Program consortia features such as the Shared Roll-up Calendar where you can see a comprehensive list of events across the consortium, filtering results by location. Vega Program also allows guest bookings from anyone, regardless of their library membership status.

INN-Reach is relied on by hundreds of library systems for easy resource sharing. In 2024, Innovative focused on three key milestones for keeping INN-Reach robust, modern, and stable. We completed milestone one by upgrading all INN-Reach networks running on legacy systems and moving them to Sierra-supported systems. Development work began for milestone #2 to integrated Vega Discover with the INN-Reach union catalog. Development is complete and is currently in beta testing. Milestone #3 was a significant step in creating a vision for the future of resource sharing. We've partnered with OhioLINK and SearcOhio to create a consortial experience for resource sharing.

In 2024, we also announced a new partnership with **LibraryIQ**, to include their analytics offering within the Innovative portfolio. This gives libraries a complete suite of tools for library operations, library marketing and engagement, and thoughtful, actionable insights all served by one vendor.

Winning Awards:

Our innovative solutions and dedicated staff consistently receive global recognition.

We'd like to highlight Abigail Morales, one of our implementation project managers, who received the 2024 Dr. Arnulfo D. Trejo Librarian of the Year Award from REFORMA. She is one example of hundreds of dedicated staff and professionals within Innovative and Clarivate who are committed to libraries. Congratulations, Abigail!

Three of our solutions— Vega Discover, Polaris, and INN-Reach — secured platinum awards in the 2025 Modern Library Awards. Mobile Worklists also received a gold award in its 10th year of recognition.

Vega Discover received its fourth consecutive platinum award. It scored a 9.04/10. One MLA judge shared with us: "Leveraging Vega Discover Premium has led to dramatic improvements in our public-facing interfaces. One key aspect we appreciate is the platform's rapid development cycle, which consistently brings valuable enhancements that we can customize to meet the evolving needs of our patrons. We believe that the Vega Discover platform is well-positioned to remain the best patron-facing web

experience available for the foreseeable future, thanks to its strong development roadmap and strategic partnerships with library systems like ours."

The Polaris ILS received Platinum and scored 9.11/10. One MLA judge wrote: "We switched from (competitive product) to Polaris over 6 years ago and have been happy with the switch, including adding on complementary services. We just executed another 6-year contract because we're so happy with our experience with Polaris and working with, now, Clarivate. I trust them in their forward-thinking development of services."

INN-Reach won its seventh Platinum recognition. One MLA judge wrote: "Our library system has been a long-time and satisfied user of Innovative Interfaces' INN-Reach product, which has become an essential tool for us. The platform seamlessly integrates our shared resources, allowing us to provide expanded access to materials across the network, greatly enhancing our patrons' experience. The ease of use, stability, and consistent performance of INN-Reach make it a

key element of our library operations. One feature we particularly appreciate is the robust circulation and borrowing functionality, which helps streamline workflows for both staff and patrons."

Mobile Worklists has received MLA honors for 10 years in a row, scoring a Gold distinction this year. One MLA judge said: "This app has saved us a lot of time and effort with circulation and technical services projects."

2024 was a transformative year for Innovative, part of Clarivate. Our dedication to innovation and collaboration has enabled libraries to thrive in an ever-changing world, and we look forward to continuing this journey of progress and trusted partnership in 2025.

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