



Reimagining The Library Experience

Bringing Speed, Accuracy, and Empathy to Customer Support

From her start answering Help Desk phones, to her current position as Senior Vice President of Global Customer Support, Hilary Newman has spent the past 26 years playing a vital role in shaping the Innovative customer experience. Having done the work herself, last year Newman set out to reshape her team's approach to customer care to prioritize familiarity.



"It's a relationship-based industry," Newman said. "Because we've built these relationships, we are more efficient, we are faster, and we respond with genuine empathy because we know the background of our customer." [Read more](#)

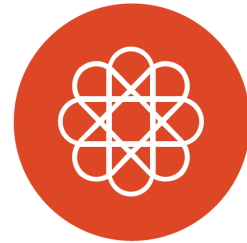
Vega Discover Celebrates First Birthday!

Three of our Vega Discover Development Partners are celebrating the [one-year anniversary](#) of their Vega Discover launch this month!

- [The Ferguson Library](#) in Connecticut
- [MidPointe Library System](#) in Ohio
- [Jefferson County Library Cooperative](#) in Alabama



Webinar Recap: New Perspectives on the Library Technology Market



Last week, leading industry consultant Ken Chad spoke with Innovative General Manager Yariv Kursh about the future of library tech.

"I believe with the right technology, with the right deployment, people will come back to the libraries." Kursh said during the webinar. "At the start of COVID-19, libraries closed their doors, but libraries were still open. The library exists always, either in the physical space or the virtual space. You need to make the magic of the physical space exist digitally."

Kursh also hinted at the prospect of bringing interfaces that patrons use elsewhere online to the library.

"Isn't it time that libraries take advantage of the same technology used by Netflix and content providers?" Kursh asked.

An archive of the conversation is now available to watch online. [Read more](#)

What People Are Saying

"We see Vega Discover as the next iteration to make our catalog more accessible for patrons. I knew we had to provide access in a way that matched what community members were seeing in the marketplace."

- *Maria Del Rosso, Library Director at [Fauquier Public Library](#)*

Welcome to the Family!

More libraries are choosing the Vega Library Experience every day! Here are the latest libraries to select Vega LX:

- [Farmington Community Library](#) in Michigan
- [Germantown Community Library](#) in Tennessee
- [Nappanee Public Library](#) in Indiana
- [Helen M. Plum Memorial Library](#) in Illinois



Three Highly-Requested Features Are Hitting Vega Discover This Quarter



As the calendar year-end approaches, we are thrilled to share several new updates to Vega Discover that we think will energize library staff and patrons well into the new year—these updates include:

- Dynamic Showcase creation from saved searches,
- Shareable List pages for patrons and staff, and
- Embeddable Showcases for web and email

Two of these features are already live, with the third launching later this quarter.

Head over to our blog to learn more about these exciting updates to Vega Discover! [Read more](#)

Vega Connect Included with All Vega LX Modules



New Vega customers receive Connect at no charge with the first purchase of any Vega Library Experience (LX) module. This includes:

- Connect's easy-to-use email designer
- Email workflows for:
 - Courtesy notices
 - Registration and welcome emails
 - Renewal reminders
 - Anniversary email

Contact your Account Manager or sales@iii.com to learn more.

[Learn More About Vega](#)

Additional Resources

Upcoming Webinars

ALL LIBRARIES

November 18 @ 11:00 am - [Vega Discover Firsthand Stories](#) (8am PST- San Francisco)

Vega Libraries Share Their Discover Experiences: We've invited two Vega Discover libraries to share with us firsthand their experiences with Discover's development, testing, and implementation, and how their staff and patrons have responded. Panel Participants include:

- **Elizabeth E. Swift**, Integrated Library Systems Administrator for Jefferson County Library Cooperative in Alabama. Jefferson County was one of Innovative's initial six Development Partners for Discover.
- **Alison Pruntel**, Manager, Technology & Materials for Fauquier County Public Library in Virginia. Fauquier County was one of our first Early Access partners who helped the Innovative Services team test out the implementation process.

Latest Blogs

- [The "All Systems Go!" New Idea Lab Challenge](#)
- [Sierra and Polaris Idea Lab Winners – The Meta-Challenge 2021](#)
- [The Battle for Attention: Strategies to Engage Communities](#)
- [Serving Our Communities Through Inclusive Design](#)

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