



Seamless service, delighted patrons

Pair modern management with enriched discovery for efficient, connected library experiences

Public libraries have long been vital hubs for lifelong learning, civic engagement and social support. They offer safe spaces for children to discover stories, for adults to pursue new skills and for neighbors to connect.

As needs evolve, libraries adapt, and today's patrons expect digital access to information and personalized services that mirror the convenience of modern technology. Staff require intuitive

tools and efficient workflows to manage growing collections, diverse programming and complex community needs. To preserve their strong communities' ties, libraries must evolve constantly.

Read on to learn how the Allen County Public Library and the Suburban Library Cooperative have enhanced their libraries into modern, user-friendly centers of connection and innovation.

A powerful library experience with a paired solution

Libraries don't switch their integrated library systems (ILS) lightly. But when daily operations become inefficient, patron experiences suffer and technology can't keep up, change becomes essential.

That's what drove teams at both Allen County Public Library (Indiana) and Suburban Library Cooperative (Michigan) to adopt Polaris, a cloud-based ILS from Innovative, part of Clarivate. Both libraries faced similar challenges: patrons struggled to discover materials in large collections, staff workflows were bogged down by outdated systems and integration with internal and third-party tools was clunky and hard to maintain. These issues created barriers to service and innovation.

With Polaris, they found a solution that delivered:

- **Enhanced Discoverability:** Patrons could more easily find materials in the library's large collection, thanks to improved cataloging and a better discovery layer. This made the library's resources much more accessible and useful to the community.
- **Streamlined Workflows:** Core operations like cataloging, acquisitions, and circulation became more efficient. Staff could handle both general and special collections with greater ease, and workflows were simplified for different departments. Staff can work from anywhere — inside the library or remotely — and eliminated the need for constant client updates.



"Just being able to open up a browser anywhere, whether you're on the road, whether you're in the library, that's been a game changer for us."

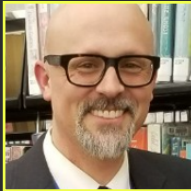
Chris Frezza, IT/Systems Director, Suburban Library Cooperative (US)

- **Security and accessibility:** Security and accessibility are foundational to libraries and foundational to Polaris's design. Accredited with ISO certifications and supported by a dedicated security operations center, Polaris ensures that patron data is protected and systems are monitored around the clock. Libraries benefit from enterprise-grade protection, regular third-party testing, and granular permission controls. Accessibility is built into every aspect of the platform, with active testing and compliance with standards like WCAG 2.1. This commitment to inclusion ensures that all community members can access library resources, regardless of ability.

"Sometimes we'll get questions from our insurance companies like what level of security do you provide for this? And we can just go to you guys. It's a level of comfort. I don't have to worry about waking up in the middle of the night to a call or a text."

Chris Frezza, IT/Systems Director, Suburban Library Cooperative (US)

- **Better Integration:** Polaris worked well with other internal and third-party systems, reducing the maintenance burden and allowing the library to modernize its technology stack.



"I can confidently say that we saw efficiency improvements."

Nate Burnard, Systems Services Manager at the Allen County Public Library in Indiana (US)

- **Reliable and Intuitive System:** Staff found Polaris to be reliable and intuitive to use. Training new staff was easy, and the transition to web-based tools meant less time spent troubleshooting and more time focused on serving patrons. With regular releases and enhancements, libraries receive new features and improvements without disruptive downtime or complex migrations. This continuous improvement model empowers libraries to respond to changing patron expectations and operational needs, while maintaining stability and reliability.

"We're a SaaS hosted site, so we are extremely happy with the support, the uptime, and everything that goes along with not having to worry about system administration, security, anything like that. So, hats off on the SaaS services."

Chris Frezza, IT/Systems Director, Suburban Library Cooperative (US)

- **Improved Patron Management:** Polaris also excels in patron management, offering flexible and secure tools for updating patron information, managing accounts, and customizing services to meet local needs. Features like record sets allow staff to group items or patrons for bulk operations, streamlining workflows and supporting creative programming. Whether managing daily circulation or special projects, Polaris provides the tools needed to deliver efficient, personalized service.

"The patron management side of Polaris is really effective. It's customizable in a way that you can make it meet your library's needs."

Nate Burnard, Systems Services Manager at the Allen County Public Library in Indiana (US)

- **Support and Community:** The library benefited from strong implementation support, comprehensive documentation and an active user community, making it easier to solve problems and share best practices.
- **Anywhere access:** Polaris includes a modern, browser-based web client designed for use on laptops and tablets. It enables staff to perform circulation, cataloging, acquisitions, and patron management from anywhere, whether that's from a service desk, out in the stacks, working remotely, or even conducting outreach in the community. Changes made in the web client are reflected immediately in the Polaris ILS database, ensuring real-time updates and seamless workflows. Its intuitive interface streamlines daily operations, reduces training time for new staff, and supports flexible, mobile work environments by making library services more accessible and efficient than ever before.

Patrons first at Allen County Public Library and Suburban Library Cooperative

"Patrons are able to go into Vega and find materials faster, easier, and more efficiently, which of course helps the staff as well."

Chris Frezza, IT/Systems Director, Suburban Library Cooperative (US)

With Vega Discover's intuitive interface and "roll-up" functionality, patrons can easily locate materials across different formats such as print, audio, and digital without having to sift through multiple search results. This streamlined approach not only eliminates frustration but also makes the library's vast resources more accessible and appealing to users.

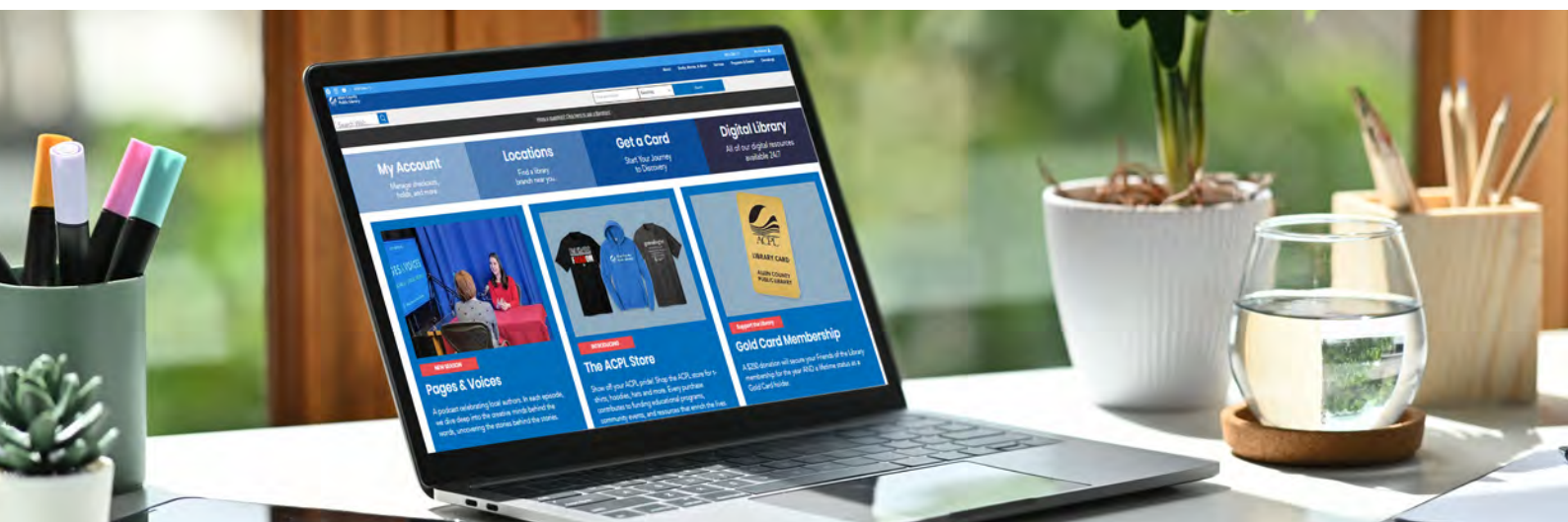
The impact of Vega Discover extends beyond patron convenience. At the Allen County Public Library the enhanced discovery layer led to immediate increases in engagement, with featured collections and displays driving spikes in holds and circulation. By making it easier for patrons to browse and interact with library materials, Vega Discover helps foster a deeper connection between the community and its library.

"We noticed an immediate impact after our migration. If you have the Vega discovery layer, one of the neat things you can do with it is the showcase systems. Within a week we had a spike in holds on a five-year-old book that we put on the front page of a carousel."

Nate Burnard, Systems Services Manager at the Allen County Public Library in Indiana (US)

Staff efficiency has also benefited from Vega Discover's design at the Suburban Library Cooperative and Allen County Public Library. Both Chris and Nate noted that the platform reduces the time staff spend assisting patrons with searches and troubleshooting catalog issues. The user-friendly interface allows staff to focus on higher-value tasks, such as programming and outreach. This improvement in workflow supports a more responsive and proactive library environment.

Perhaps most importantly, both libraries have experienced a marked increase in patron satisfaction since adopting Vega Discover. Patrons are more engaged, find what they need faster and enjoy a smoother overall experience. For libraries committed to serving their communities in a modern, accessible way, Vega Discover stands out as a key driver of positive change.



Simplified transitions: Gain without the pain

Rapid implementation and intuitive training are hallmarks of Polaris and Vega Discover. Libraries like the Allen County Public Library and the Suburban Library Cooperative report accelerated timelines from contract signing to “go-live,” often completing migrations in just a few months. Polaris’s intuitive, browser-based interface makes it easy for staff to learn and use, reducing the learning curve and enabling quick adoption. Comprehensive documentation, in-person and online training resources, and accessible support ensure that staff feel confident and supported throughout the migration and beyond.

"We went from another ILS to Polaris in three months. The training aspect was a lot easier because it's mostly web-based and very intuitive."

Chris Frezza, IT/Systems Director, Suburban Library Cooperative (US)

A user community that drives development

"The community is really welcoming, it's very collaborative. A huge majority of improvements are based on the needs of the users of the product."

Nate Burnard, Systems Services Manager at the Allen County Public Library in Indiana (US)

Finally, Polaris and Vega Discover are backed by a vibrant user community and responsive support. The Innovative Users Group (IUG) and collaborative development processes ensure that libraries have a voice in shaping the future of the platform. Dedicated support contacts, transparent communication, and a culture of partnership mean that libraries receive timely, knowledgeable assistance tailored to their unique needs. This collaborative approach fosters trust and empowers libraries to thrive in a rapidly changing world.

"The users group conference is to me, the best part of being in the community because you get to talk to everybody who actually uses the product, the ends, the outs, the problems, how did you get around with this?"

Chris Frezza, IT/Systems Director, Suburban Library Cooperative (US)



The spark for smarter libraries

The Polaris combined with Vega Discover delivers a future-ready, efficient and patron-centric library experience. Libraries benefit from cloud-based reliability, intuitive workflows, robust security, and a discovery layer that truly connects patrons with resources. Backed by a collaborative user community and continuous innovation, together they are a catalyst for smarter libraries and stronger communities.

The shift from siloed operations to unified platforms is more than a technical upgrade, it's the path to transformation, with librarians freed to focus on serving their institutions with innovation and impact. The future of libraries is unified and impactful. Now is the time to invest in the tools and strategies that will make that future a reality. Connect with your library consultant to explore impactful strategies.

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