

Sierra

# Unique selling points & tender-ready requirements

## Sierra is a modern, field-proven Library Services Platform (LSP) from Innovative, part of Clarivate.

It unifies core library workflows—acquisitions, cataloging, circulation, serials, e-resource management, and reporting—in a single system with flexible deployment (cloud or on-premises), comprehensive REST APIs, and deep interoperability with the Vega Library Experience suite. A vibrant user community (IUG) and a member-exclusive enhancement program (MEEP) ensure the roadmap is driven by real library needs. Recent 6.x releases add consortial resource-sharing integrations, patron-experience improvements, and productivity enhancements, alongside analytics through Decision Center and direct SQL access via SierraDNA.

### Key Advantages in Competitive

**Tenders:** breadth of integrated functionality; open, well-documented APIs; community-driven cadence; options for cloud and on-prem; proven scalability and uptime; strong analytics and reporting.

### Top differentiators

#### 1. Complete LSP in one interface

All core modules are native and real-time: Circulation (incl. holds, transit, recalls), Cataloging & Authorities (MARC/RDA, linked-data friendly), Acquisitions & Fund Accounting (EDI/SUSHI, trials, renewals), Serials (complex patterns, binding, claiming), ERM, and Patron Management.

#### 2. Open Interoperability & Data Freedom

- RESTful APIs with full documentation and sandbox; SIP2/NCIP; Z39.50; OAI-PMH.
- **SierraDNA** read-only SQL views, ERDs, and data dictionary for custom BI.
- Decision Center analytics (150+ reports) for weeding, coverage, budgeting.
- Easy export of all data; libraries retain ownership.

#### 3. Community-Driven Roadmap (IUG & MEEP)

Libraries propose and vote on enhancements with managed delivery windows, creating predictable, high-value releases.

#### 4. Patron Experience with Vega

Optional **Vega Discover** delivers a modern, accessible discovery experience; Sierra 6.4 improves notices (cover images), reading-history transparency, SMS preferences, and lays groundwork for **Vega Mobile Worklists** to streamline paging, pull lists, and in-branch tasks.

#### 5. Consortial & Resource-Sharing Strength

Integration path for consortial borrowing and interlibrary loan to reduce turnaround and unlock collections at scale.

#### 6. Deployment Flexibility & Reliability

Cloud hosting with high availability and security options; on-premises also supported to fit institutional policy.

#### 7. Productivity & UX for Staff

Browser-based Sierra Web access; configurable permissions and templates; bulk ops; review files; load-table editor; customizable receipts and notices; multi-site policy granularity.



## Competitive positioning notes

- **Scalability:** proven at single-site and consortial scales; simultaneous staff and OPAC users supported; bulk operations optimized.
- **Change Management:** releases aligned to community votes (MEEP) reduce risk of orphaned features; webinars and documentation accelerate adoption.
- **Data Ownership:** explicit commitment that library data remains the library's property with full extract options.
- **Mobile Workflows:** Mobile Worklists modernizes paging and pull-list tasks; Sierra Web enables from-stacks operations on laptops/tablets.

### **Analytics & data intelligence**

Decision Center provides over 150 pre-built reports for collection management, budgeting, and usage analysis. SierraDNA enables direct SQL access for business intelligence integration with Power BI, Tableau, or other analytics tools.

### **Security & compliance**

Sierra adheres to Clarivate's global security standards and supports multi-factor authentication, SAML/LDAP/SSO, and fine-grained staff permissions. Data is encrypted in transit and at rest. Cloud hosting is performed in ISO-certified data centers with 99.9% uptime SLAs.

### **Architecture & deployment options**

Sierra is built on a robust, proven PostgreSQL-based architecture supporting both on-premises and hosted SaaS deployments. Institutions can transition seamlessly between models, ensuring alignment with local IT and data-sovereignty policies.

### **Customer success & ecosystem**

Innovative's Library Engagement team partners with libraries for onboarding, data migration, and workflow optimization. The Innovative Users Group (IUG) community provides knowledge sharing and voting on feature priorities through MEEP (Member Exclusive Enhancement Program). Extensive documentation, webinars, and customer success channels ensure ongoing ROI and user empowerment.

### **Sierra & Vega—complete library experience**

Sierra forms the operational backbone of the Vega LX suite. Vega Discover, Promote, and Program extend patron engagement with intuitive discovery, personalized recommendations, and event management. Shared APIs and data models ensure seamless cross-module workflows.

## Tender-ready functional requirements

- P1.** The system *must* operate in real time across all modules.
- I1.** REST API suite *must* be fully documented and included in base license.
- D1.** Direct SQL (read-only) access *must* be available for analytics and BI.
- S1.** Vendor *must* offer cloud and on-premises deployment under same code base.
- A1.** Availability SLA *must* be  $\geq 99\%$ .
- S2.** Data ownership *must* remain with the library, with full export rights.

## Contact & learn more

### **Request a demo or learn more:**

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