



Enhancing library experiences with Vega LX

A holistic approach to empowering library staff and engaging patrons

Libraries at the crossroads of innovation

Today's libraries are more than repositories of books, they're dynamic hubs of community connection, digital interaction, and lifelong learning. Patrons now expect seamless experiences that span physical spaces, websites, email communications, and mobile devices. For libraries to thrive in this environment, they need technology that supports not just operational efficiency, but deeper engagement, accessibility, and brand consistency.

At Innovative, from Clarivate, we're committed to redefining the library user experience for both staff and patrons. With our integrated solutions, Polaris and Sierra as the core Integrated Library Systems (ILS) and the cloud-based Vega Library Experience (LX) suite, we enable libraries to streamline operations, expand community impact, and deliver a consistent, engaging experience across every touchpoint.

"Having an easy-to-use web-based staff client helps us simplify training and provides flexibility for outreach."

Eric Lozauskas,
Executive Director

One ecosystem, endless possibilities

Many libraries today rely on disparate tools from various vendors to manage discovery, communications, events, and analytics. This patchwork approach can lead to duplicated effort, fragmented data, increased operational costs, security vulnerabilities, and poor user experiences. Vega LX was built to change that.

By tightly integrating with Polaris and Sierra, Vega LX provides a unified, intuitive platform that empowers library staff to manage materials, communications, programs, and patron relationships with ease. With

Vega, staff work within a unified platform that streamlines daily tasks, reducing the need to switch between multiple systems and tools, and delivering consistency teams can rely on. Whether publishing an event, sending targeted emails, or analyzing patron engagement, it all happens within our ecosystem.

Take Vega Program, for instance. Not only does it streamline event and room bookings, but it also integrates with business tools to handle payments and accounting, bridging the gap between library operations and financial workflows, with dependable tools designed for real-world complexity.

Real-world impact: The STELLA consortium

The 42-library STELLA consortium (Sharing & Technology Enhancing Local Library Access) exemplifies the power of a cohesive technology suite. By adopting Polaris, Vega Discover, Vega Program, Vega Promote, STELLA consolidated fragmented tools into one comprehensive system.

This transformation allows staff to spend less time on administrative tasks and more time engaging with their communities, where their passion truly lies.

"We knew we were ready for a new system... Innovative was able to provide an entire suite of products that worked well together," said Executive Director Eric Lozauskas. "Having an easy-to-use web-based staff client helps us simplify training and provides flexibility for outreach. We're especially excited about the marketing and room booking tools that elevate how our libraries promote services."



Branding that builds trust and connection

In a digital-first world, consistency breeds trust. Patrons today interact with polished commercial brands and expect similarly cohesive experiences from their libraries. Vega LX was designed with this in mind.

From your library's website and catalog to emails and promotional materials, Vega LX enables a branded experience that's aligned, user-friendly, and impactful. Unlike generic communication platforms, Vega tools are purpose-built for libraries, so every touchpoint reflects your mission and identity.

Our platform lets libraries personalize patron interactions based on check-out history, program attendance, and communication preferences. This level of relevance and responsiveness makes patrons feel seen and valued, just like they would with a top-tier brand.

Prioritizing accessibility for all

True innovation is inclusive. That's why accessibility is embedded in every aspect of our design and development process. Vega LX adheres to WCAG 2.1 AA standards and has a Voluntary Product Accessibility Template (VPAT) available to demonstrate compliance with Section 508 of the Rehabilitation Act.

Vega LX includes:

- Support for assistive technologies
- Multilingual user interfaces (English, Spanish, Canadian French, and more)
- Geo-targeted analytics to enhance outreach

Libraries that rely on multiple vendors may find accessibility inconsistently applied. But with Vega LX, inclusivity is a given, not an afterthought.

Security you can trust

Data protection is fundamental to patron trust. Innovative adheres to globally recognized security and privacy standards, including certifications for ISO 27001 (Information Security), ISO 27701 (Privacy), and ISO 27017 (Cloud Security).

We maintain strict controls around user access, endpoint protection, incident response, and vendor management.

Our Vega LX platform has also completed a SOC 2 Type 1 examination, validating the strength and reliability of our data handling practices. With Vega, you can assure your community that their personal information is protected using proven industry standards, through a provider trusted by leading libraries.

Building lasting relationships with you

Just as libraries strive to cultivate meaningful relationships with patrons, we do the same with our customers. Partnering with Innovative means gaining a long-term strategic partner, a dedicated account manager backed by experts in product, implementation, and support. You always know where to turn for insight, ideas, or assistance.

Our user community includes thousands of librarians, developers, and thought leaders who actively contribute to the evolution of our products. From the Idea Exchange to the Developer Network and the Innovative Users Group (IUG), your voice helps shape the future of library technology.

Why choose Innovative and Vega LX?



1. Unified experience:

Streamlined operations with tightly integrated modules.



2. Scalable engagement:

Modern tools to connect with patrons in meaningful ways.



3. Accessibility leadership:

Inclusive design backed by rigorous standards.



4. Security excellence:

End-to-end protection of staff and patron data.



5. True partnership:

Ongoing collaboration, support, and community involvement.



6. It's worth the trust:

Thousands of libraries are already changing the narrative with the Vega ecosystem.

"We recognize that curiosity and accountability are essential to a mindset of openness, tolerance and understanding. This is why we take inclusive approaches to continuously develop and improve our products and services. We are invested in providing solutions that assure equitable access, so each library can reach its greatest potential."

Yariv Kursh, SVP,
Manager at Clarivate

At Innovative, from Clarivate, we believe libraries are essential to thriving communities. Our mission is to give you the tools to elevate every interaction, expand your reach, and create lasting value for your patrons.

STELLA libraries offer 2.8 million items and multilingual collections in Spanish, Chinese, Hindi, Korean, and Gujarati, plus a consortium-wide calendar of culturally inclusive events, further strengthening community ties.

While Vega LX is designed to be used with Polaris and Sierra for maximum efficiency, it can also integrate with external vendor software, offering flexibility to libraries that want to adopt a modular approach.

Libraries are more than institutions, they're vital platforms for equity, knowledge, and connection. With Vega LX, we're not just building better technology, we're shaping a connected, scalable ecosystem that helps libraries thrive in a digital-first world, one experience at a time.

Ready to see Vega LX in action?

Discover how Vega LX empowers libraries like yours worldwide to lead with purpose, engage their communities and showcase their value in a digital-first world. See how—join us for a free live demo and explore what's possible.

Request your live demo today

www.iii.com