



Modernizing community engagement

How Clermont County Public Library improved library experience with Vega LX

In 2024, Clermont County Public Library embarked on a full digital innovation journey, moving from fragmented platforms to the integrated Vega Library Experience (LX) ecosystem. Starting with Vega WebBuilder, Vega Program and Vega Discover—all working together, the library modernized its digital footprint, simplified workflows, and delivered a significantly improved patron experience.

Located in Clermont County, Ohio, just east of the greater Cincinnati area, the Clermont County Public Library (CCPL) is a thriving,

community-driven library system with a mission is to foster lifelong learning by providing resources that inform, programs that engage, and ideas that inspire. Established in 1955 with just a bookmobile and small office, CCPL has grown into a multi-branch network serving residents across the region and offering a full complement of modern library services, including digital collections, maker spaces, and community programs. With a commitment to accessibility, diversity and service excellence, CCPL continually seeks

new ways to enhance its reach and relevance in the lives of its patrons.

The Library operates 10 branches across Clermont County and serves a population of approximately 208,600 residents in the region. In the most recent publicly reported year, the library recorded an annual circulation of 1,789,677 physical and digital items.

This case study explores the library's journey, challenges, implementation experience, and outcomes.

How Vega LX reimagined Library's online presence

The old setup felt like a collection of disconnected parts—functional but lacking true integration. Patrons often didn't even realize that they couldn't search the website and the catalog in the same search box, a confusion that showed up every day in analytics. Book lists were time-consuming to curate, and staff didn't have an easy way to print updated information or share reading recommendations visually.

"We had been working with a scattered mix of tools for years—one software for our website, another software for room

and event bookings and an older catalog without a discovery layer that forced patrons into outdated search behavior," says Laura Eckert, Digital Specialist at Clermont County Public Library's Community Engagement Department.

"We were on our own a lot," Laura recalls. "The company that built our previous website was there if something happened, but otherwise it was "you paid for it, it's yours now." Updating anything took forever, and accessibility was entirely our own concern."

Before Vega: A fragmented digital environment, limited support and accessibility challenges

Before adopting Vega, the library relied on:

- Generic competitor software for its website—set up by an external vendor and fully self-maintained afterward, updates were time-consuming and lacked accessibility guidance.
- Competitor software for events and room bookings.
- Sierra ILS—a traditional catalog without a discovery layer, requiring patrons to search by author last name, first name, limiting searchability and modern browsing expectations.

The result: A disjointed digital environment difficult for staff to maintain and often confusing for patrons to navigate.



Why Vega: trust, integration and affordability

When the library leadership decided it was time for something better, Vega LX quickly rose to the top of the list.



Trusted vendor relationship

The Library has used Sierra ILS for decades and valued the longstanding relationship with Clarivate. This trust played a foundational role in choosing Vega LX modules.



Significant cost advantages

“Clarivate made it very hard to say no,” Laura explains. “The pricing difference was incredible, especially compared to other competitors. Funding is always tight, and Vega LX ecosystem offered more value for less money. And because we’d been a happy Sierra customer for years, the trust was already there.”



Unified ecosystem vision

Pricing and trust were only part of the decision-making. What sealed the decision was the promise of a unified ecosystem – website, catalog, events, and other modules like Vega Promote and Vega Mobile, all designed to work beautifully together and improve both staff and patron experience.

Partnering with a team that understands library needs

Implementation began in January 2025, and immediately, something felt different for the Library. **“The implementation team was fantastic.** They walked me through everything, made videos, and we met every week. They were a never-ending well of patience,” Laura says. “They were such positive, supportive people. Even when we had to push a launch date back for reasons on our side, they stayed upbeat and understanding.”

Vega Program rolled out first in June 2025, followed by Vega WebBuilder and Vega Discover. While Vega Program was intuitive for staff, Vega WebBuilder created one of the first real “wow” moments. “When we finally went live with WebBuilder, it was such a delight,” she says. **“Updating the site became a couple of clicks - ta-da, it’s live.** Content collections alone have saved me so much time.” And this time, accessibility was built in, not bolted on. “The accessibility wizard is incredibly helpful—it reminds you about alt text, structure, all the things libraries care deeply about.”

The power of being heard

For Laura Eckert, one of Vega’s strongest differentiators is its transparency and responsiveness. “I love the roadmap. **I love that we get to vote on ideas.** With other companies, you say, ‘It’d be great if you added this,’ and the representative says they’ll tell the developers... and then you never hear anything again. With Vega, I can see what is coming.” Sometimes Laura finds a feature she wishes existed—only to discover someone else has already suggested it. “So, I smash that vote button,” she laughs. “The Idea Exchange is incredibly interactive and I love that we get to influence upcoming features.”



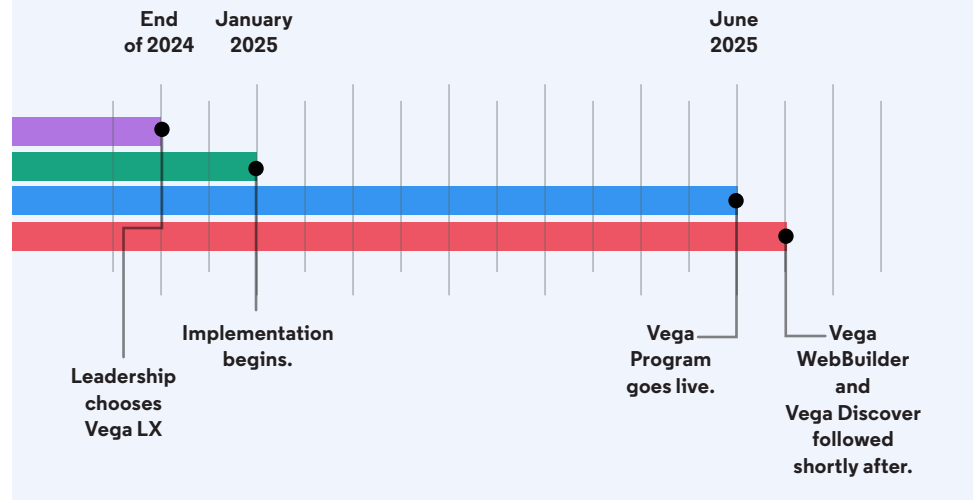
"I was excited that we do get feedback... leadership was excited too."

Improving the online experience for patrons

The shift to Vega LX immediately improved how patrons interact with the library online. "People adapted right away," Laura notes. "I haven't heard any complaints, and the feedback after events surprised me—people actually use star ratings and leave comments on how the interface looks better. Communication before and after an event provides relevant information and is such a helpful loop—especially for me managing the events and the leadership, as well." Vega Discover turned the catalog experience into something vibrant and visual. "Everyone I've talked to loves how visual it is. Showcases let us

highlight books, databases, age-specific resources—whatever we want. The patrons love clicking through them, and we can see that in reporting clearly now." On the website side, patrons no longer get stuck searching the wrong place: "I used to see people typing catalog searches into the website search bar—they thought it was all one thing. **Now it finally feels like one unified experience.**" The Library replaced fragmented tools with Vega LX modules because they wanted to provide an intuitive experience for both staff and patrons.

A strong partnership with the implementation team



Life with Vega LX today: a leap forward

Vega WebBuilder didn't just make content updates easier; it helped the library rethink the entire structure of their website and how Vega LX can help unify the whole online experience. "We took a hard look at what mattered. It's so easy to get website bloat over the years, and switching platforms let us clean up. The website makes more sense now, is connected to the catalog and overall user experience is smoother. Being able to preview the pages in mobile view is huge, since half our traffic is smartphones or tablets."

- **No-code website builder**—implement edits and updates live with just a couple of clicks, staff can use drag-and-drop editing and ready-made library templates to create pages without any technical expertise.
- **Integrated hosting, security and maintenance**—worry-free hosting and security managed by Clarivate. Libraries don't need separate web hosting or worry

about updates. Automatic backups, disaster recovery, SSL certificates, and security patches are included, ensuring the site is reliable and safe.

- **Built-in accessibility tools**—accessibility wizard provides automated reminders for alt text, contrast, structural elements, etc.
- **SEO and multi-language tools**—automated SEO checks and content translation support to better serve diverse communities.
- **Responsiveness**—more than 50% of all traffic comes from smartphones and tablets, so the ability to preview different screen sizes was critical.
- **Patron account integration**—seamless integration with patron account management and other library systems—patrons can log into their account from the website to see checkout, holds, etc... This creates a personalized, one-stop patron experience.
- **Advanced customization**—Libraries can stick to easy templates or dive deeper. Vega WebBuilder allows page-level coding and custom integrations if desired.

Vega Program also made it easier for staff to assist patrons on the spot.

"Our printable program brochures have been a game changer. Staff love being able to hand someone a little sheet with all the book clubs listed, for example. We never had that before." Room booking management is now in one place, with a comprehensive view of all locations and all necessary information.

- **Smooth transition**—Both staff and patrons easily adapted to the new events overview.
- **Easy event creation**—Fast and intuitive interface.
- **Brochures**—Helpful for staff to hand out printed brochures to patrons.
- **Actionable patron feedback**—The immediate post-event email with star ratings and comments created meaningful, continuous feedback.

The result? Vega LX platform has given Clermont County Public Library a cohesive, integrated, accessible and easy-to-manage digital ecosystem. From dramatically simplified workflows to improved patron engagement and a future-ready roadmap, Vega LX ecosystem has become a cornerstone of the library's digital transformation.





A note on Vega Discover: A visual, browse-friendly experience

The new catalog brought:

- Visual, showcase-driven design
- Tailored age-group pages
- Staff-curated lists
- Strong analytics indicating active patron engagement

Patrons now seamlessly move from the website search bar into the catalog—something the old website couldn't do. "Anytime we can make the user experience easier is a win," says Laura.

"Would I recommend Vega?"

Laura doesn't hesitate. "**Oh, my goodness, yes. Absolutely.** If you want your digital pieces to work together and you want a company that actually listens, Vega LX is the solution. Our new website is leaner, cleaner, more accessible, and easier to search. Vega WebBuilder has made it easier to highlight our collection of databases and specialty collections, increasing discoverability by our patrons. Showcases from Vega Discover are also turning out to be an easy and high-profile way to share items from the collection."

Looking ahead, the Library is excited to adopt Vega Promote, Vega Mobile, and start testing Vega Donate, while continuing to build on the momentum created by Vega WebBuilder, Program, and Discover. "It's been a year of change, but in the best possible way. Vega LX ecosystem makes it easy—and even fun—because everything finally works together," concludes Laura.

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