



# A unified approach to patron-centered library design

## How Camas Public Library and Springfield–Greene County Library District created seamless experiences across every touchpoint

Public library users increasingly expect seamless, mobile-first and unified digital experiences that mirror the consumer apps they use every day. Librarians likewise need tools that simplify workflows, reduce reliance on brittle workarounds and let them serve patrons anywhere — in the building, at curbside or online. Vega LX, an integrated engagement suite that connects natively with Polaris and Sierra ILS, was built to meet those expectations.

In a recent webinar, librarians at **Camas Public Library (CPL)** in Washington (U.S.) and **Springfield–Greene County Library District (SGCLD)** in Missouri (U.S.) highlighted how Vega LX is elevating patron experiences and empowering staff at their libraries every day, improving convenience, access and engagement across every touchpoint.

Vega LX is a comprehensive suite of modules that create a connected library ecosystem where discovery, web content and patron engagement tools work together natively. For libraries like SGCLD and CPL, adopting Vega LX meant they could streamline services end-to-end, eliminate fragmentation and provide a more intuitive, patron-centric digital experience. The modular approach allowed the libraries to select and implement features that best fit their unique needs, ensuring flexibility and scalability for future growth.

## The Camas Public Library Mission

The Camas Public Library is dedicated to serving our community with meaningful connections, engaging enrichment, and pathways to knowledge.

## Serving families at CPL

CPL serves a tight knit community of about 27,000 residents, with a user base heavily made up of families with **55–65% of all circulation in children’s materials**. Parents routinely manage multiple library cards and staff frequently assist families juggling large checkout volumes.

When the pandemic forced building closures, CPL faced sudden and substantial service barriers, including the lack of a reliable way to communicate with patrons. Phones were inconsistent, email wasn’t effective and staff had no streamlined mechanism for coordinating curbside pickup. While the pandemic created its own brand of headaches, there were other issues brewing.

- **A discovery layer that confused patrons.** eBooks and audiobooks routinely appeared above print books in search results, which frustrated users looking for the fastest available copy.
- **Complex workflows for families.** Switching among multiple accounts (parents + kids) at the desk slowed service and created friction in the most common user journey.

These barriers made it difficult to deliver the seamless, high-volume, family-centered service CPL is known for.

## The Springfield–Greene County Library District Mission

The Springfield–Greene County Library District’s mission is to enable lifelong learning, enrich lives, and build a stronger community. This mission is reflected in their strategic plan, which focuses on providing aesthetically pleasing and functional spaces, developing innovative and relevant programs, and fostering community engagement. The district aims to be a thriving library that is an integral part of the lives of the community, promoting enrichment, lifelong learning, and community engagement.

## Updating a legacy system at SGCLD

Serving roughly 300,000 residents across 10 branches and a mobile library, SGCLD serves both urban and rural communities. The scale of operations is large and complex and for decades the district relied on a fully custom-built website and legacy discovery tools. But over time, critical barriers emerged:

- **A 20-year-old website on aging infrastructure.** The custom codebase required dedicated developers to maintain, and those staff members were approaching retirement. The site needed a major overhaul, so the district could maintain it and sustain it more without coding knowledge.
- **Fragmented user experience.** The website and the discovery layer behaved like two different systems, leading to patron confusion and requiring staff to spend more time helping users navigate.
- **High IT burden and lack of sustainability.** Maintaining the custom site pulled IT away from strategic projects, limiting the district’s capacity to innovate and support new initiatives.
- **A need for better integration for special collections.** Local History archives, unique to SGCLD, lacked a modern discovery experience.

These barriers pushed the district toward a critical inflection point: modernize the web presence, unify discovery and create sustainable workflows that future-proof the library.

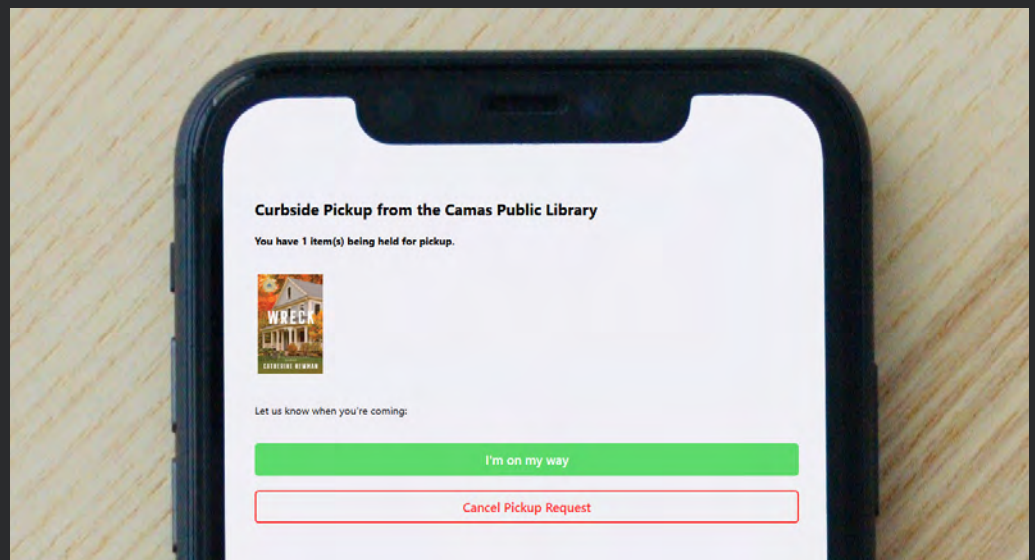
## Building a powerful library experience

For CPL and SGCLD, the challenges were clear, but so were the opportunities for improvement and solutions: both libraries had a patron-centric approach to service and both had a library management system that would enable them to build out their system with unified modern experiences for patrons and staff. They leveraged those advantages and adopted Vega LX modules that work together and connect with the Polaris and Sierra library management systems to streamline services end-to-end.

## Patron-first design at CPL with Vega Discover and Vega Mobile

Vega LX was an immediate “game changer” for CPL. The combination of Vega Discover and Vega Mobile solved the friction points that plagued service to their patrons.

- **Linked Accounts and in-app self-checkout** allow caregivers to toggle among family members and scan barcodes with a phone. Turning off the “in-building” restriction lets patrons fix a missed checkout from home, saving a trip and a desk interaction.
- **Discovery layer clarity that reflects how patrons choose.** Vega Discover “roll ups” surface all available formats and editions in one place — print, large print, audiobook, eBook, CDs — making it easy to find the format and timing the patron needs.
- **Pick up and check out, anywhere.** Vega Mobile enables curbside with optional ETA notifications, in-app messaging and camera-based self-checkout. All these features that stayed long after closures ended because they’re easier for families and staff.

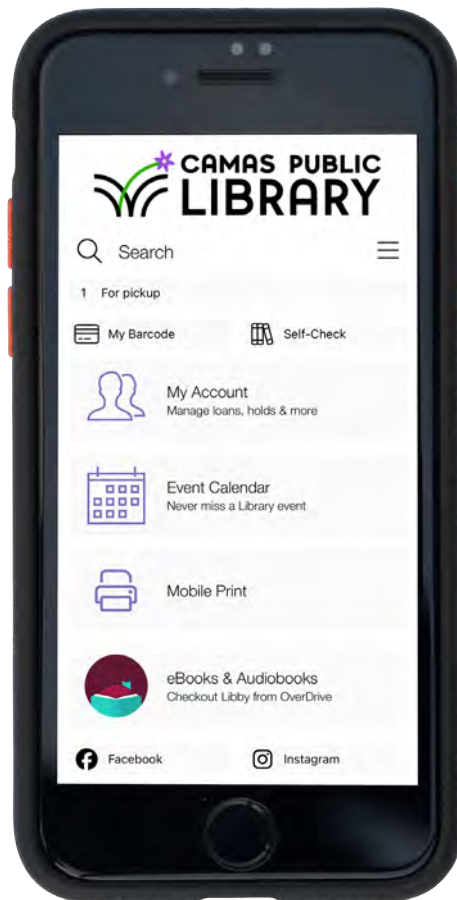


**"Vega Mobile was a game changer for us. We quickly onboarded Vega Mobile for curbside during the pandemic and still use it today because it's so seamless."**

Danielle Reynolds, Technology and Collections Manager, CPL Public Library

## Guiding patron behavior with LX Starter

However, CPL used Vega LX to go further than being just responsive to patron needs: they help nudge patrons toward the next best action. Using LX Starter, CPL replaced old, plaintext messages with modern, branded notices that included small, purposeful prompts such as links to download the library's mobile app and simple reminders about how to check out holds. These subtle nudges had an outsized impact: after embedding an app promotion in hold notices and launching a redesigned welcome email for new registrants, CPL saw **ten of its top twelve months of mobile app usage occur in the same year.**



"We have linked to our CPL Library app right in our holds notices. I think this is a big part of the reason that our app usage has skyrocketed."

**Danielle Reynolds,**  
Technology and Collections Manager,  
CPL Public Library



## Building a sustainable, unified web presence SGCLD with VegaWebBuilder

When the SGCLD team first previewed **VegaWebBuilder**, they immediately recognized it as the missing piece: A platform that could support their large, complex site without requiring a team of in-house developers. What made the decision even easier was the seamless fit with their ongoing transition to **Vega Discover**. For years, they had wanted a unified environment where their website and their catalog worked together, not as two disconnected systems. WebBuilder made that vision attainable.

**"We already knew we were due for a refreshed discovery experience and when we saw Vega WebBuilder — a website solution that integrates with the new catalog solution we were pursuing — it was a win win win. We took the jump."**

**Stephanie Ruhe**, ILS Administrator, Springfield–Greene County Library District

Vega WebBuilder addressed the district's core challenges head on:

- **Replacing a 20-year-old custom codebase:** Their previous website was tied to the expertise of staff who were nearing retirement. The Vega WebBuilder offered a modern infrastructure, ongoing vendor support and a way to future-proof the site without uprooting everything that worked.
- **Preserving the look and feel the community loved:** SGCLD had invested heavily in a site they were proud of. They requested a "blank" template, enabling the team to retain full control over their visual identity while gaining a modern CMS and responsive design backbone. They didn't have to trade character for capability.
- **Lifting the burden off IT:** With thousands of pages and assets, migrating the site manually would have been overwhelming. An implementation team took on the heavy lifting of content migration, letting IT staff focus on refinements. This support turned what could have been a multi-year effort into a transition completed within a few months.
- **Empowering staff across the organization:** Once live, the Vega WebBuilder enabled non-technical staff to update their own pages — program additions, department content, new blogs — without HTML or intervention from IT. This change dramatically improved the freshness of the website. Outdated pages no longer lingered while waiting in an IT queue; departments could maintain their own content with confidence.
- **Unlocking dynamic integration with the catalog:** One of the most impactful improvements was the ability to embed dynamic discover showcases directly on WebBuilder pages. Previously, staff had to generate HTML code and paste it manually into the old CMS. With Web Builder, showcases like Kids' booklists, Local History selections, or the Toy Catalog update automatically as staff maintain them in Discover.

**"We're now in a much more sustainable position and can be far more agile. Everything is more timely."**

**Stephanie Ruhe**, ILS Administrator, Springfield–Greene County Library District

## **Simplified transitions: gain without the pain**

Implementing Vega LX proved far easier than either library expected, largely because the transition of legacy systems was supported by a guided, hands-on onboarding process.

At CPL, both Vega Mobile and Vega Discover “were so easy” that staff had minimal disruption during rollout and even complex elements — like migrating patron lists from a previous discovery layer were handled smoothly by the implementation team, making the switch invisible to patrons. Staff adopted the tools quickly and because the mobile app mirrored familiar consumer experiences, they were able to begin using curbside, messaging and self-checkout features almost immediately, without extended training or workflow reengineering.

SGCLD’s experience, though involving a much larger and more complex website environment, followed a similarly efficient path. Structured staff training, practice exercises, FAQs and feedback loops ensured that employees felt confident well before go-live, helping the district avoid “change fatigue” and maintain continuity of service throughout the transition.

**"Implementations were so easy."**

**Danielle Reynolds**, Technology and Collections Manager, CPL Public Library

## **The spark for patron-centered libraries**

CPL and SGCLD show how Vega LX creates a modern journey without overburdening teams: unified search that reflects how patrons really choose, mobile services that meet families where they are, a website that staff can keep current and notices that nudge the next best action. That’s how libraries preserve community trust, serve with meaningful connections and pathways to knowledge while scaling service.

### **Ready to see Vega LX in action?**

**Discover how Vega LX can also lead your library with purpose, engage your communities and showcase your value in a digital-first world. See how it is for yourself and join us for a free live demo and explore what’s possible.**

**[Request your live demo here!](#)**