



What public libraries gain when systems align

Discover how integrated library solutions create a connected library experience

Public libraries have long been trusted community institutions. Today, that trust is shaped not only by collections and programs, but by how easily patrons can discover resources and services, navigate digital spaces, and complete everyday tasks. At the same time, staff are managing increasing complexity across systems, workflows and expectations. For patrons, that fragmentation creates friction. For staff, it leads to duplicate work, manual coordination and limited visibility across services.

To meet these demands, libraries are prioritizing systems that are stable, transparent and designed to work together. Systems that reduce friction rather than add layers. Systems that make it easier for staff to focus on service and outreach and for patrons to use the library with confidence and joy across every interaction.

At the center of this approach is the Polaris ILS unified with Vega LX (read: library experience) modules. Together, they form an ecosystem of connected core operations. Both patron and staff experiences are simplified, transparent and flexible, enabling secure access from anywhere through a fully browser-based environment.

When systems are fragmented, friction follows

Many of the challenges public libraries face today stem from disconnected systems. They introduce duplicate work, manual coordination and limited visibility across services, needlessly consuming staff time. Patrons face barriers, with multiple interfaces to navigate to find materials, register for programs or manage their accounts.

"What is the point of having three million books if no one can find what they're looking for?"

Nate Burnard, System Services Manager at Allen County Public Library

Addressing these issues does not require more tools. It requires stronger alignment. Treating operations, discovery, programs and communications as connected parts of a single library experience rather than separate functions.

Polaris as the operational backbone

Polaris provides the operational backbone that makes unification possible. As a modern, web capable integrated library system, it unifies core operations, including circulation, cataloging, acquisitions, serials, inventory and patron services, into a single, scalable platform. Because Polaris governs these core workflows in one system, it delivers consistency and reliability across departments and branches.

At the Allen County Public Library, staff consistently point to reliability as a baseline expectation. "It does what it's supposed to do, and you don't really have to worry about it," said **System Services Manager Nate Burnard**.

For consortia and multi-branch systems, that reliability extends to shared services. **Chris Frezza, Head of Systems at Suburban Library Cooperative**, "Once we switched over to Polaris, we have a direct connection into our system, which makes workflow and everything so much easier and less errors."

"Polaris ILS works for us! It provides not only the robust functionalities we need to support traditional library services, but also the responsiveness and flexibility to meet the demands of an ever-changing library world. I love being able to give our customers and staff such new and exciting 21st century library tool and service."

Cathy Wortman, Technology Support Manager, Baltimore County Public Library

Reducing staff friction through secure, web-based workflows

A key advantage of Polaris is its secure, browser-based environment. All core staff functions, including circulation, technical services, and system administration, are accessible through the web, reducing training requirements and eliminating reliance on desktop installations.

"If you know how to use a web browser, it's very intuitive. That's what made it easier to switch to Polaris."

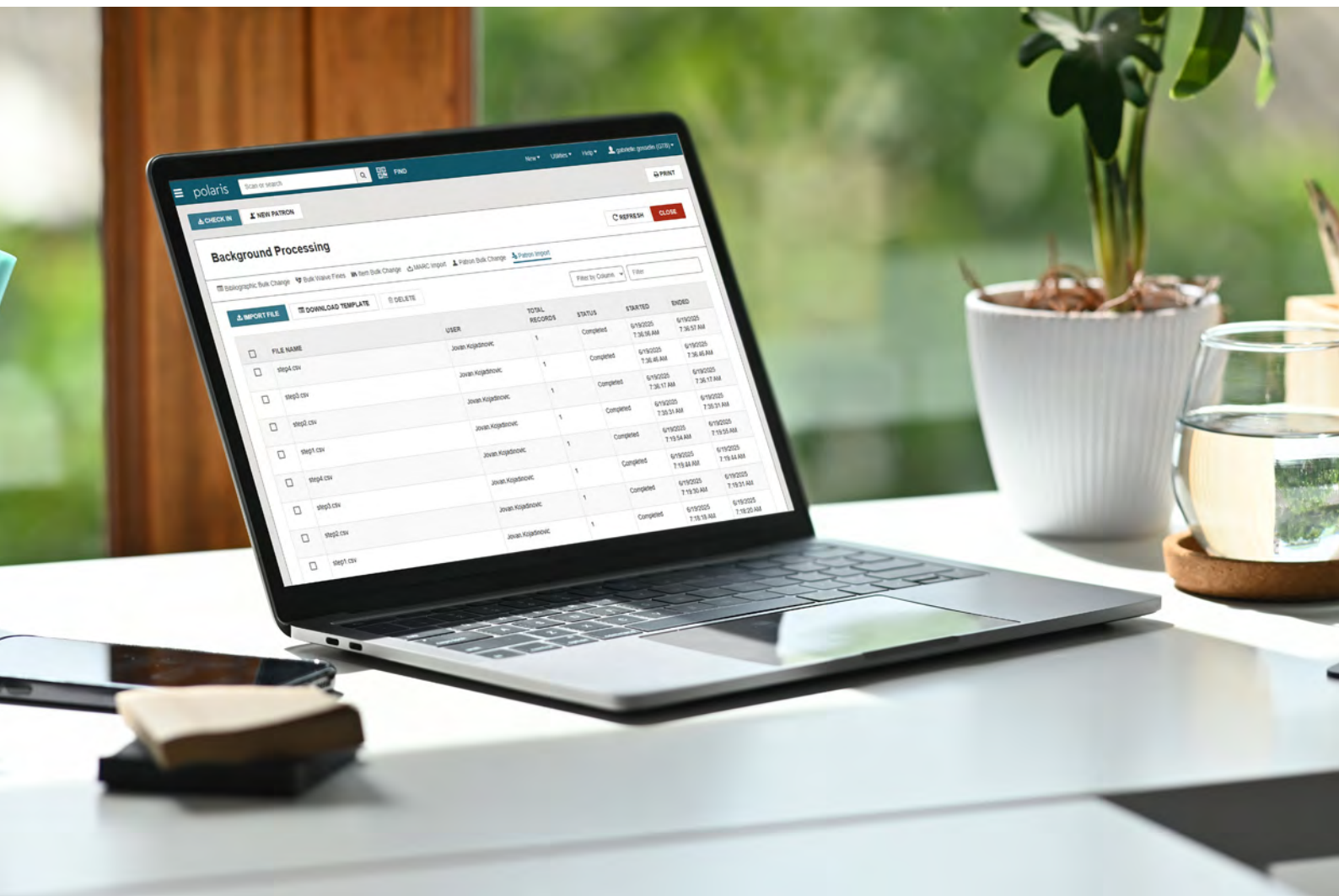
Chris Frezza, Head of Systems at Suburban Library Cooperative

Centralized, web-based administration also lowers systems overhead. Libraries can manage configuration, permissions and oversight across branches through a single interface, with modern authentication and granular security controls built in.

This approach supports resilience as well as productivity. Staff gain the flexibility to work on site, off site or across locations, making adaption to evolving service models simpler.

"The web client helps our staff be in the stacks helping people. It helps our staff go out to do outreach."

Eric Lozauskas, Director, STELLA Consortium



Extending the foundation into a consistent library presence

"[Today's library] offers so much more than materials. Having a way to communicate directly with patrons and show them exactly how they are able to use their library is critical."

Betsy Raczkowski, Head of Comms and Engagement, Rochester Hills Public Library

While Polaris provides operational stability behind the scenes, patrons experience the library through discovery, programs, communications and the website. Consistency across these touchpoints matters. When interfaces, language and workflows align, patrons better understand what the library offers and how to engage.

Vega LX extends the Polaris operational foundation into these public-facing spaces. Drawing directly on Polaris data and workflows, Vega LX modules support patron-facing services within a shared ecosystem.

"Our goal was to provide a seamless experience across the website, the catalog, and notices. No matter how patrons engage, it's clear they are interacting with the library."

Derek Brown, IT Director at Rochester Hills Public Library

The result is clarity. When the catalog, website, emails and event pages feel connected, patrons spend less time figuring things out and more time using library services.

The Clermont County Public Library provides a great example. The library replaced fragmented tools with Vega LX modules with the goal of providing intuitive experiences for both staff and patrons. Laura Eckert, Digital Specialist in the Library's Community Engagement department, identified a clear indicator of progress: patrons no longer get stuck searching in 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," she said.

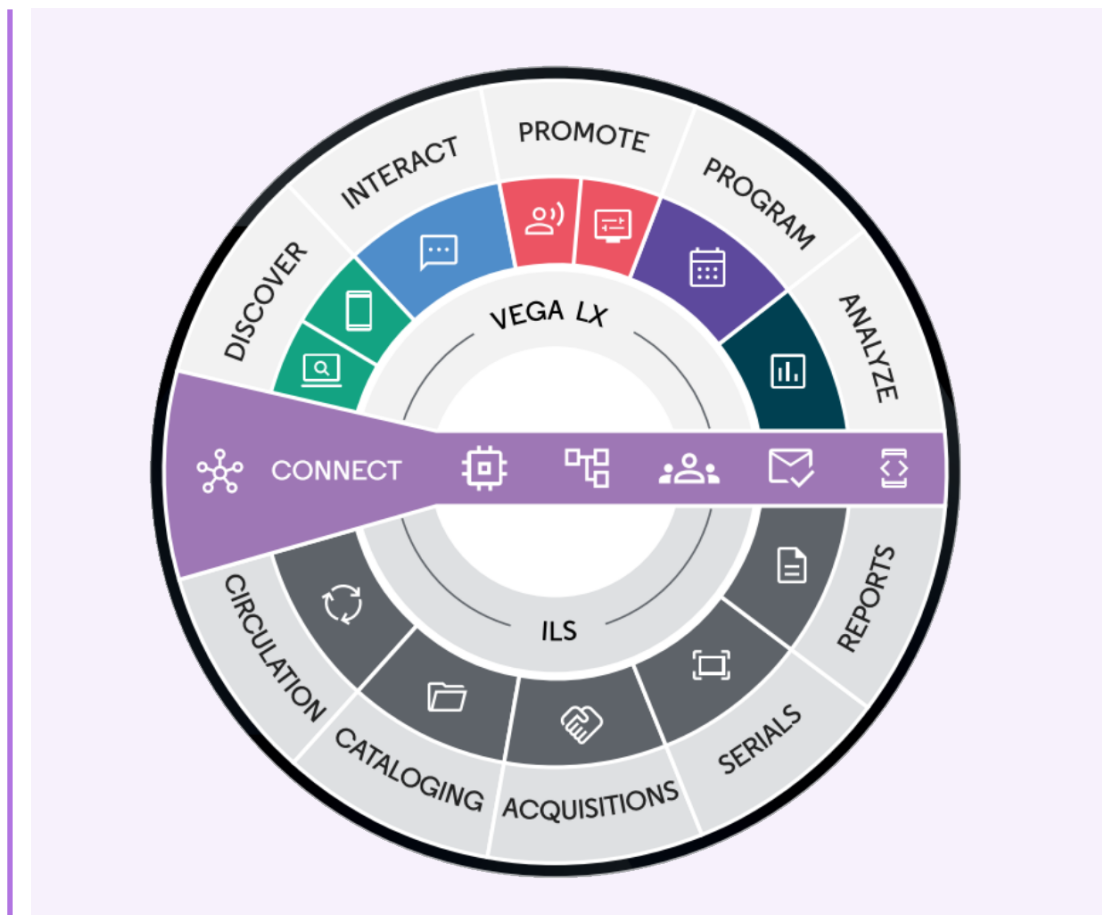


Making programs and collections easier to find

Discovery and engagement improve when systems work together. While Polaris ensures real-time accuracy behind the scenes, Vega LX modules such as Vega Discover, Vega Promote, Vega Program and Vega WebBuilder allow libraries to present programs, collections, and services in ways that are consistent and easy to navigate. Rather than treating each event or featured collection as a standalone experience, libraries manage content once and surface it across multiple touchpoints. This coherent digital presence reinforces familiarity and builds trust over time.

"Vega Program had everything we were looking for in event software. There's an online interface that's easy for our patrons to find the events they want and sign up for them, and the back end makes it easy for our staff to manage our events."

Christy DeMeulenaere, Library Director, Ray Township Public Library



Consistency without added workload

Maintaining a consistent digital presence is often seen as time intensive. Vega LX addresses this by centralizing patron facing work while remaining directly connected to Polaris.

Shared templates, integrated content, and aligned workflows reduce duplication. Built in automation supports timely notices, reminders, and self service interactions, reducing manual effort while helping patrons get what they need more quickly. Staff spend less time managing systems and more time focusing on outreach strategy, community engagement, and service quality.

"When Vega Promote became available, we were able to reach everyone how we wanted to."

Betsy Raczkowski, Head of Comms and Engagement, Rochester Hills Public Library

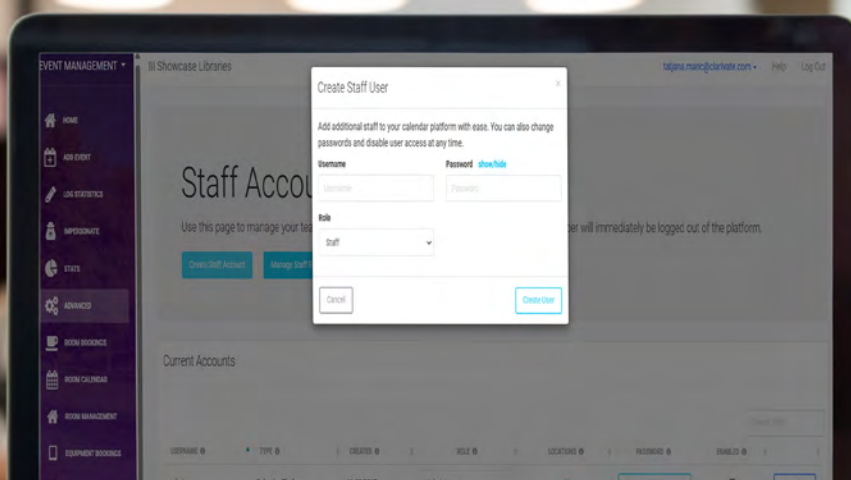
Supporting security, accessibility and trust

Trust depends on more than convenience. Public libraries must ensure systems protect patron data and support inclusive access. Polaris strengthens platform security through modern authentication, secure web access for staff and centralized administrative controls that support safe operations across branches and remote environments. Additionally, because Polaris is hosted by Innovative, libraries benefit from robust infrastructure, dedicated support, and ongoing system monitoring that further enhance reliability and data protection. This managed hosting environment reduces the burden on library staff and helps ensure compliance with the highest standards of security and uptime.

"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, Head of Systems at Suburban Library Cooperative

Accessibility is treated as a built in expectation rather than a retrofit. Because Vega LX operates within the same ecosystem, these standards extend consistently across patron-facing services as well.



Clearer impact, plus room to grow, through a unified system

When Polaris and Vega LX are used together, libraries gain a unified system that supports both operational confidence and public clarity. Staff work within consistent workflows. Patrons interact with services that feel connected rather than fragmented. Library leaders gain clearer visibility into usage and engagement through standard and ad hoc reporting, with options to integrate Polaris data into business intelligence tools for deeper insight.

Just as important, Polaris is designed to grow with the library. Ongoing enhancements are shaped by community feedback, including improvements delivered through an active user group, ensuring that the real needs of libraries drive product development.

Public libraries do not need more complexity. They need systems that work together grounded in how libraries operate and how they serve their communities. By combining Polaris as the operational foundation with Vega LX modules that extend into discovery, programs, and communication, libraries can create a unified environment that supports productivity, clarity and trust.

Ready to see in action?

Discover how Polaris and Vega LX can also support your library to engage with 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](#)

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