



Scaling library operations with confidence

How Allen County Public Library modernized systems, improved engagement, and built a foundation for continuous innovation

Managing scale, complexity, and rising expectations

Allen County Public Library serves a large and diverse community across 14 branches, supported by extensive physical and digital collections, including one of the most significant genealogy collections in the United States.

As the library expanded its services and embraced digital engagement, the need for a modern, reliable, and scalable system became increasingly critical.

Managing:

- Millions of physical and digital assets
- High-volume circulation and patron records
- Growing expectations for digital access and user experience requires infrastructure that is both robust and adaptable.

At the same time, reliability and system performance are non-negotiable. As Nate Burnard, Systems Services Manager at Allen County Public Library, explains: “The reliability has been excellent. We’ve experienced very little downtime...”

For libraries operating at this scale, even small inefficiencies or outages can significantly impact both staff workflows and patron experience.



**“We completed the migration
in six months... including full
implementation of Polaris,
Vega Discover, Vega WebBuilder,
and LX Starter,”**

Nate Burnard,
Systems Services Manager

Complete system modernization

To support its evolving needs, the Allen County Public Library implemented Polaris alongside the Vega ecosystem, including Vega Discover, Vega WebBuilder, and LX Starter.

Despite the size and complexity of the migration—covering millions of records and items—the process was completed efficiently and with strong support from the vendor.

A key factor in the success of this transition was the quality of implementation and onboarding support.

“The support we received throughout the migration was phenomenal.”

This structured and well-supported approach enabled the library to transition quickly while minimizing disruption, an essential requirement for large, complex systems.

Improved engagement, efficiency, and reliability

Following implementation, Allen County Public Library began to see tangible improvements across multiple areas.

Enhanced patron experience and engagement

Vega Discover and Vega WebBuilder transformed how patrons interact with the library, making digital experiences more intuitive and visually engaging.

“Vega Discover has been especially valuable because of its visual appeal and engagement capabilities and Vega WebBuilder helped us create something accessible, customizable, mobile responsive, and visually appealing.” - Nate Burnard.

These improvements helped the library better showcase programs, collections, and services, ensuring that patrons can easily discover and engage with available resources.

Operational stability and performance

The reliability of the system has been a key driver of confidence for both technical teams and library staff.

At the same time, the move to hosted infrastructure reduced internal burden while strengthening security:

“Hosted infrastructure provides stronger security, better reliability, and less operational burden.”
– Nate Burnard.

Faster innovation and continuous improvement

Beyond stability, the platform enables ongoing innovation through a steady pace of updates and enhancements.

“What stands out most is the pace of development and continuous improvement.” – Nate Burnard.

This allows the organization to continuously improve workflows, adopt new functionality quickly, and keep pace with changing user expectations.

Technology as a long-term partnership

One of the most important outcomes of the transition has been a shift in how the library views its technology provider.

Rather than simply deploying software, Allen County Public Library established a collaborative partnership with Innovative.

“An ILS is not just software—it’s a partnership.” – Nate Burnard.

This partnership is built on:

- Consistent, responsive support
- Ongoing product innovation
- Strong relationships with implementation and support teams

As Nate Burnard highlights, this trust is critical:

“You need to trust the people behind the product because the ILS touches every part of library operations.”

With reliable technology and strong vendor support in place, the library can focus on strategic priorities, expanding services, improving engagement, and delivering value to its community.

Building for scale, reliability, and the future

Allen County Public Library’s experience highlights a key reality for modern libraries:

Technology is not just an operational tool, it is the foundation for delivering consistent, scalable, and engaging services. By successfully modernizing its core systems, the library has:

- Improved reliability and reduced operational risk
- Enhanced digital engagement and accessibility
- Established a platform for continuous innovation

“The reliability has been excellent. We’ve experienced very little downtime, and customer support has been exceptional.”

Nate Burnard,
Systems Services Manager

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