



Extending library services beyond the building

How Suburban Library Cooperative used Polaris and Vega LX to improve flexibility, efficiency, and community outreach

Limited flexibility in traditional library systems

For many library systems, traditional infrastructure has long been built around fixed service points and in-building interactions. While effective in the past, this model can limit how libraries engage with their communities, especially as expectations shift toward mobility and accessibility.

For the Suburban Library Cooperative, serving 21 member libraries in the Detroit area, enabling flexible service delivery across locations and beyond physical branches became increasingly important.

Legacy systems often restrict how and where staff can work, making it difficult to:

- Support outreach initiatives in the community
- Deliver services beyond the circulation desk
- Adapt quickly to changing patron needs

As a result, libraries are forced to operate within the constraints of their systems, rather than expanding services to meet users where they are.



**“Polaris staff client
is an excellent modern
staff workspace that’s
incredibly easy to use”**

Chris Frezza,
Head of Systems at Suburban Library Cooperative

Enabling mobility and simplicity with Polaris and Vega LX

By implementing Polaris alongside Vega LX modules, including Vega Discover, Vega Program, and LX Starter, the Library was able to modernize both staff workflows and patron-facing experiences.

It gives staff a connected operational environment designed for today's libraries. Polaris provides staff with the flexibility to work across locations and devices, supporting library services wherever the community needs them.

“Because it’s web-based, it offers a lot of flexibility, and staff training is very straightforward.” – Chris Frezza.

This simplicity significantly reduces onboarding friction and allows staff to focus on service delivery rather than system complexity.

Expanding services into the community

The most significant impact of this transformation has been the ability for libraries to extend services beyond their physical locations.

“Staff are no longer tied to traditional workstations,” Kathy McKinney, Director at Suburban Library Cooperative.

With Polaris and Vega LX, libraries can now:

- Take devices directly into the community
- Work from bookmobiles
- Perform self-checkout remotely
- Issue library cards at schools, fairs, and community events

These capabilities fundamentally change how libraries engage with their communities, enabling more proactive and accessible services.

**“These are the kinds
of flexible services
we simply couldn’t
support with previous
ILS platforms.”**

Kathy McKinney,
Director at Suburban Library
Cooperative

**“Polaris has
enabled libraries
to extend services
beyond the building
and better meet
patrons where
they are.”**

Kathy McKinney,
Director at Suburban Library

Improved efficiency and satisfaction across the consortium

Beyond mobility, the Library has seen measurable improvements in system efficiency and overall user satisfaction.

“Our libraries are very happy with Polaris because of the efficiency and flexibility it provides.”
– Kathy McKinney.

For a consortium model, where multiple libraries must operate efficiently within a shared system, this balance of flexibility and consistency is critical.

The result is a more streamlined operational environment that supports both staff productivity and service expansion.

A shift from library locations to real library access

The transformation enabled by Polaris and Vega LX represents more than a technology upgrade, it reflects a shift in how libraries think about service delivery.

Rather than being defined by physical locations, libraries can now extend their reach into the community in new and meaningful ways.

This shift allows libraries to:

- Increase community visibility and engagement
- Reduce barriers to access
- Deliver more inclusive and responsive services

Enabling a more flexible, community-focused library model

For Suburban Library Cooperative, adopting Polaris and Vega LX has enabled a more agile and modern approach to library services.

By removing the constraints of traditional systems and enabling mobility, ease of use, and scalability, the cooperative has empowered its member libraries to better serve their communities, both inside and outside the building.

Modern libraries aren't defined by their buildings—they're defined by the services they provide.

With Polaris and Vega LX, Suburban Library Cooperative can issue library cards at a school, check out books from a bookmobile, or help patrons at a community event using the same system staff use every day.

That flexibility allows the cooperative's member libraries to meet people where they are while delivering a consistent experience for both staff and patrons.