

# Innovative Updates



IUG East|A Regional Group of  
**Innovative**  
Users Group

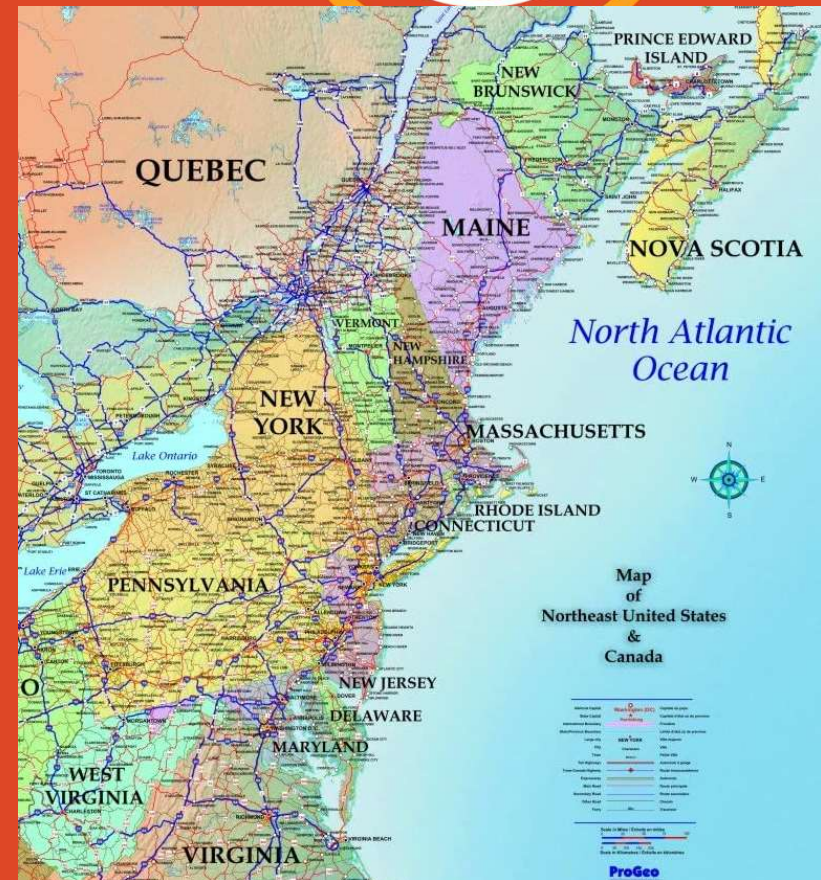
Jessica Moss, Digital Sales Manager

Maria Laude, Sr. Technical Solution Consultant

Maisam Nouh, Technical Solution Consultant

November 15, 2022

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# Agenda

- Clarivate and Innovative Corporate Overview
- Innovative Product Updates
  - LX Starter
  - Polaris
  - Sierra
  - Vega Library Experience
- Q&A



**Innovative is a business unit  
within Clarivate**

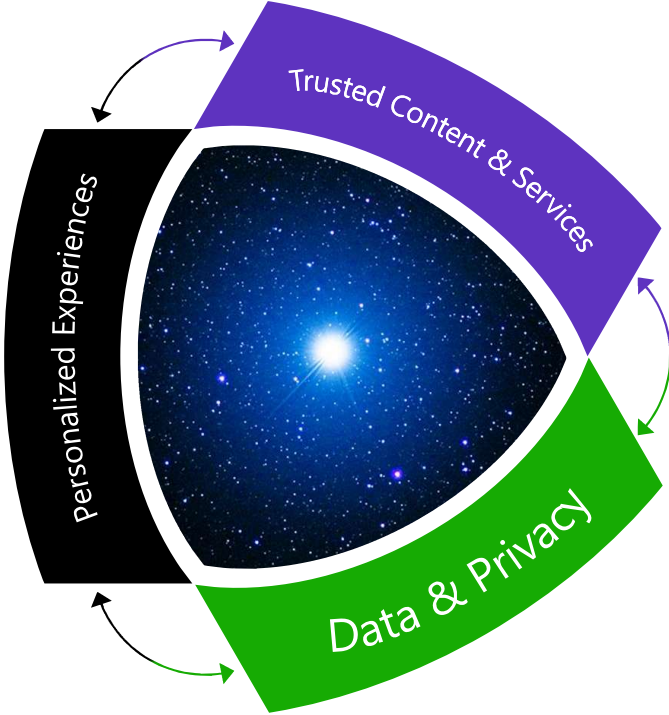


**Global network of experts  
60 countries worldwide**



**11,500  
employees**

# Our Shared Values



# Customer Delight

A Clarivate commitment






***Your feedback is very clear:***

The ILS remains a critical tool

And it needs to continue to evolve and provide significant additional value at *no additional cost*.



Announcing

For **ALL** Polaris & Sierra Customers **LX Starter is *included*** in Your ILS Maintenance Subscription



# LX Starter: 2 Delivery Phases

## Phase 1



**Patron Notices  
via Email**



**Email  
Design Tool**

## Phase 2



**Registration &  
Welcome Journey**



**Email  
Templates**



**Automated Renewal  
Journey**



**Syndetics  
Cover Art**



**Anniversary  
Journey**



**Engagement  
Metrics**





## For all Polaris & Sierra Customers, Included with ILS maintenance or subscription

*A minimum release version will be required*

Notice Type	Polaris	Sierra
<b>Overdue</b>	<ul style="list-style-type: none"><li>• 1st Overdue</li><li>• 2nd Overdue</li><li>• 3rd Overdue</li></ul>	<ul style="list-style-type: none"><li>• Odue (level 1)</li><li>• Odue (level 2)</li><li>• Odue (level 3)</li><li>• Odue (level 4)</li><li>• Odue (level 5)</li><li>• Odue (level 6)</li></ul>
<b>Courtesy</b>	<ul style="list-style-type: none"><li>• Almost overdue/Auto-renew reminder</li><li>• Inactive Reminder</li><li>• Expiration Reminder</li></ul>	<ul style="list-style-type: none"><li>• overdueReminder</li></ul>
<b>Holds</b>	<ul style="list-style-type: none"><li>• Hold (Pickup)</li><li>• 2nd Hold (Pickup)</li></ul>	<ul style="list-style-type: none"><li>• pickup</li></ul>
<b>Fine</b>	<ul style="list-style-type: none"><li>• Bill ("4th Overdue" - Charge to replace item)</li><li>• Fine (Total charges exceed configured amount)</li></ul>	<ul style="list-style-type: none"><li>• bill</li></ul>

# Phased Implementation

The availability of LX Starter will be implemented for customers in waves

## Wave 1

- Select Development Partners to provide feedback and refine our processes before GA
- Low-Medium volume
- Will run from July through September 2022

## Wave 2

- Available to libraries that schedule a release upgrade to Sierra 5.5 or Polaris 7.3
- Low-Medium volume
- English-only notifications\*
- Starting in November 2022

## Wave 3

- Focus on performance scaling for our largest libraries and consortia
- High volume notices
- Require multi-language notifications
- Starting in 1H 2023
- Libraries will need to schedule a Sierra / Polaris release upgrade

## Wave 4

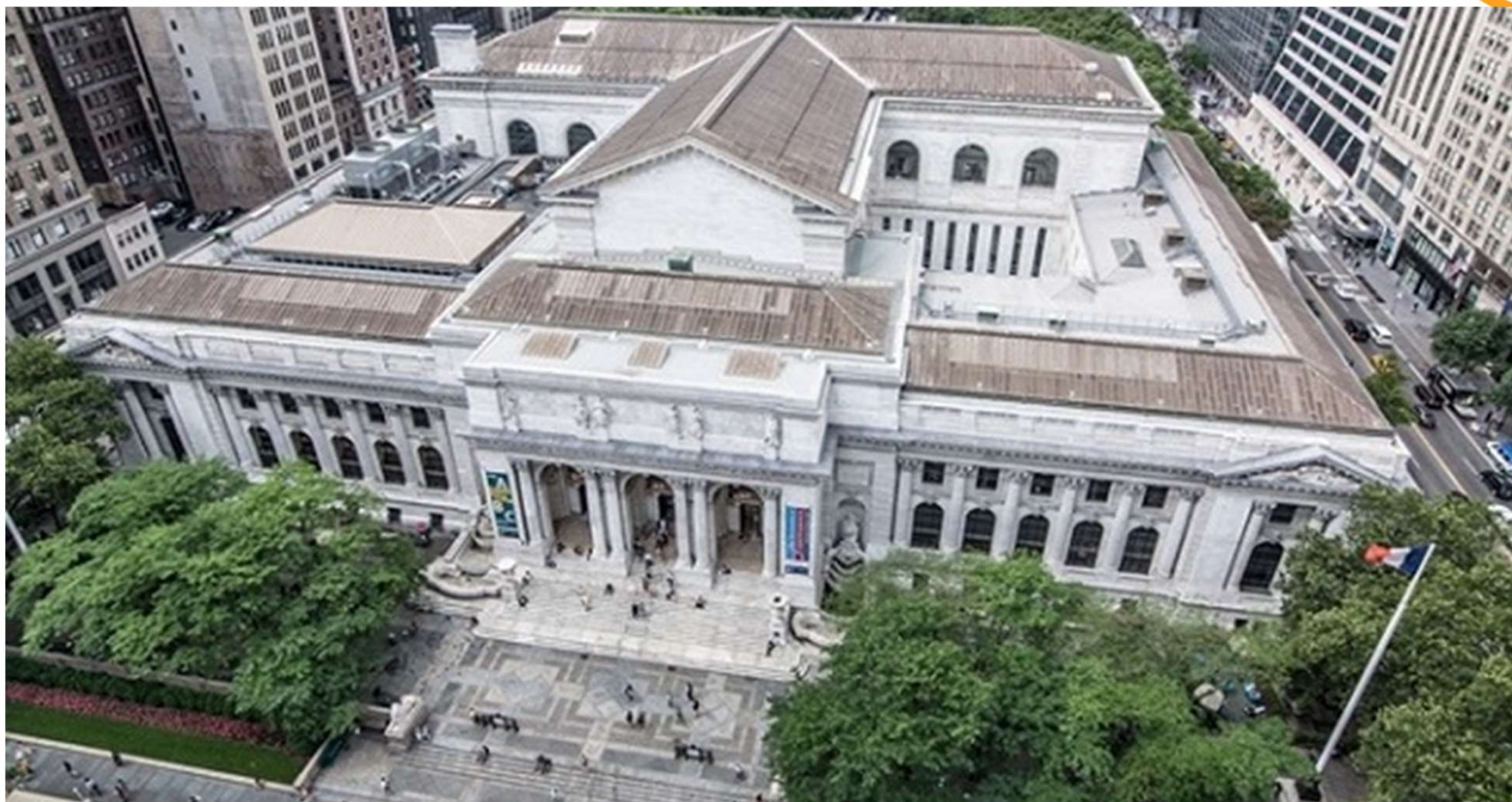
- Libraries that want to go at their own pace and wait for later releases
- Libraries that may require more planning for upgrades or training



# Pop Quiz: Name that Library!



Can you name this library?





Can you name this library?





Polaris - Analyze This!

This challenge is for ideas that will improve functionality and introduce new features to support reporting for your library. Submit ideas about SimplyReports, improvements/additions to canned reports, data elements that would help with reporting or anything else that would enable you to gather data from your library.



Sierra - Academically Speaking

This challenge is for ideas that will improve functionality and introduce new features to support academic libraries and, more broadly, workflows in all types of libraries. Submit ideas about link checking, course reserves, system integrations, or anything else that would help library staff provide exceptional service to library users.



For this Challenge, Innovative is setting aside a certain amount of time in their 2023-2024 releases to work on winners of the Challenge. They have correlated this time to a point value: 40 pts.

Vote on as many sets as you wish. The system will offer you voting until you have seen every possible combination of ideas.

You may stop at any time and pick up where you left off later.

In this challenge there are 15 total pairs, do not feel that you need to vote on them all (though it is certainly appreciated if you choose to vote on all of them anyway). This software works best if a large number of users each vote on 40% of the pairings.

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Pairwise ends

Pairwise ends in about 5 days



Ability to query notes fields from bibliographic records in Simply Reports - S (20 pts)



Record sets from saved and scheduled reports in Simply Reports - M (30 pts)

SimplyReports should have the capability



OAI-PMH Usage Statistics - M (30 pts)

At the moment there are no capabilities to monitor OAI-PMH usage because the key page is an xml page not html.



Allow searching by item information in course reserves module - M (30 pts)

Add search functions of "title" and "barcode" to course reserves. (Brought in from Always Open Space, where it is currently a future possibility.)





Home

Challenges

Meet the Team

Selected Ideas

### Sierra Ideas

Idea	Submitter	Release	Challenge
Separate permissions for new INN-Reach Borrowed report	Sheryl VanderWagen	Sierra 5.4	Always Open
Batch Extend for Items on Hold Shelf	Shawn Farrell	Sierra 5.4	Always Open
Use Time to Holdshelf to delay Hold Pickup notice	April Coulter	Sierra 5.4	Always Open
Provide option for Auto Notices to observe Days Closed table	Renee Brumett	Sierra 5.4	Always Open
Inventory and updating records in the stacks using Mobile Worklists	Eeva Stierwalt	Mobile Worklists 3.2 - 4.2	Always Open
Preview number of items paged in each location in Mobile Worklists	Renee Brumett	Mobile Worklists 4.1	Always Open
Multiple courtesy notices in Sierra	Chris Jasztrab	Sierra 5.5	I Want to Do It Myself
Customize description used for each specific block	Tracy Babiasz	Sierra 5.4	I Want to Do It Myself



Home Challenges Meet the Team Selected Ideas

**Polaris Ideas**

Idea	Submitter	Release	Challenge
Make MARC Import default view for cataloging processing	Jamie King	Polaris 7.4	Always Open
Improved known issues documentation	Jason Tenter	N/A	Always Open
Leap: link to items list from invoice	Eleanor Crumblehulme	Polaris 7.3	Always Open
Combine details and controls view of item records in Leap	Jamie King	Polaris 7.3	*It Bugs Me Challenge
Designate "Borrow by Mail" in LEAP Hold Request	Tyler Whitten	Polaris 7.3	*Always Open
Allow customers to use longer/complex passwords	Bob Kuntz	Polaris 7.3	*Always Open
Allow pasting of passwords in the My Account>My Record>Change Logon fields	Rex Helwig	Polaris 7.3	Always Open
Patrons can cancel held items / Ability for customer to cancel held items / The Ability to cancel holds in held status	Cecilia Smiley, Carl Ratz & Allison Scheuering	Polaris 7.3	I Want to Do It Myself! / Always Open / Lions, Tigers and Holds, Oh My!
Customize Wording in PAC-My Account: Held Items to Reflect Actual	Robert Hanov	Polaris 7.3	It Bugs Me Challenge

ovative  
larivate



# LX Starter

*Intuitive, web-based email  
communication*



Tuesday, July 27, 2021

OVERDUES  
FULL PAGE MAILER

From: RED ROCK PUBLIC LIBRARY  
215 SOUTH KESWICK AVENUE  
SYRACUSE, NY 13088  
208-356-3461

OVERDUE NOTICE

As of the date shown our files show that the following items charged to your account are overdue. Please return these items as soon as possible.

Title Aunt Dimity and the Widow's Curse  
Author Atherton, Nancy.  
Call No. 813.0000  
Barcode 3999990037807 Format Book  
Due Date 7/11/2021 Check-out Date 6/20/2021  
Check-out From Red Rock Public Library

Title The New revised General Electric microwave guide and cookbook.  
Author  
Call No. 641.588 New 1  
Barcode 38576100396451 Format Book  
Due Date 5/27/2021 Check-out Date 5/6/2021  
Check-out From Red Rock Public Library

To: JACK DONAGHY  
649 BOBWHITE LA  
LIVERPOOL, NY 13088

What's better than birthday cake?

Inbox



Chipotle Mexican Grill Oct 1 to me



We heard it's your birthday! Get the party started with free Chips and Guac, Queso Blanco, or Salsa\* on us. Use your birthday reward when you order in the restaurant, in the app, or online.

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Maisam, your birthday surprise is inside.

Inbox



Panera Bread Oct 1 to me



To view this email as a web page click here.



Presale Starts Today Unlock with Code: CDEP22

BUY NOW



Get Early Access to the Best Seats Discover why no dream is too big at Disney On Ice presents Into the Magic and experience every enchanted moment with Anna, Miguel, Rapunzel and more!

Limited Availability Unlock with Code: CDEP22 Presale Ends 10/17 at 11:59 PM ET

Total Mortgage Arena Bridgeport, CT Dec 22 - Dec 26, 2022

BUY NOW

So much birthday love Free gift + 2X points inside.

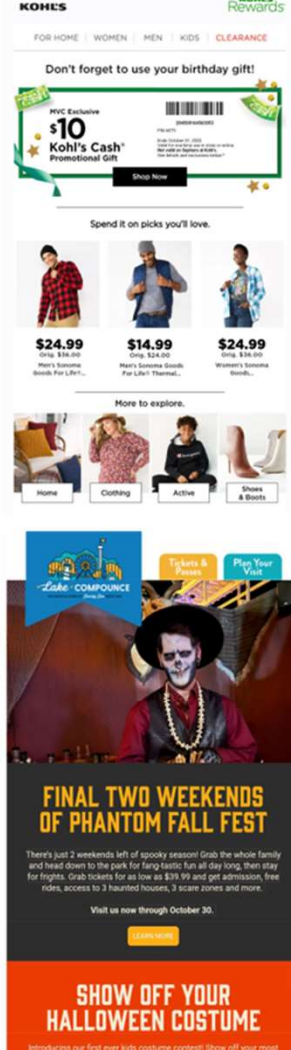
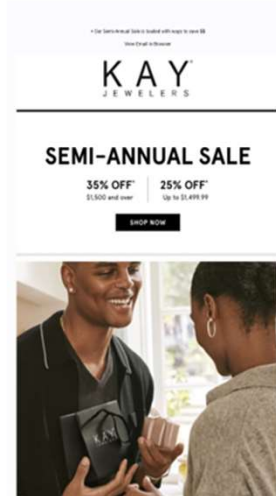
Ultimate Rewards Oct 1 to me

Free shipping on any \$35 purchase



unwrap your free gift

My Disney Oct 1 to me



innovative Part of Clarivate



# LX Starter

Intuitive, web-based email communication



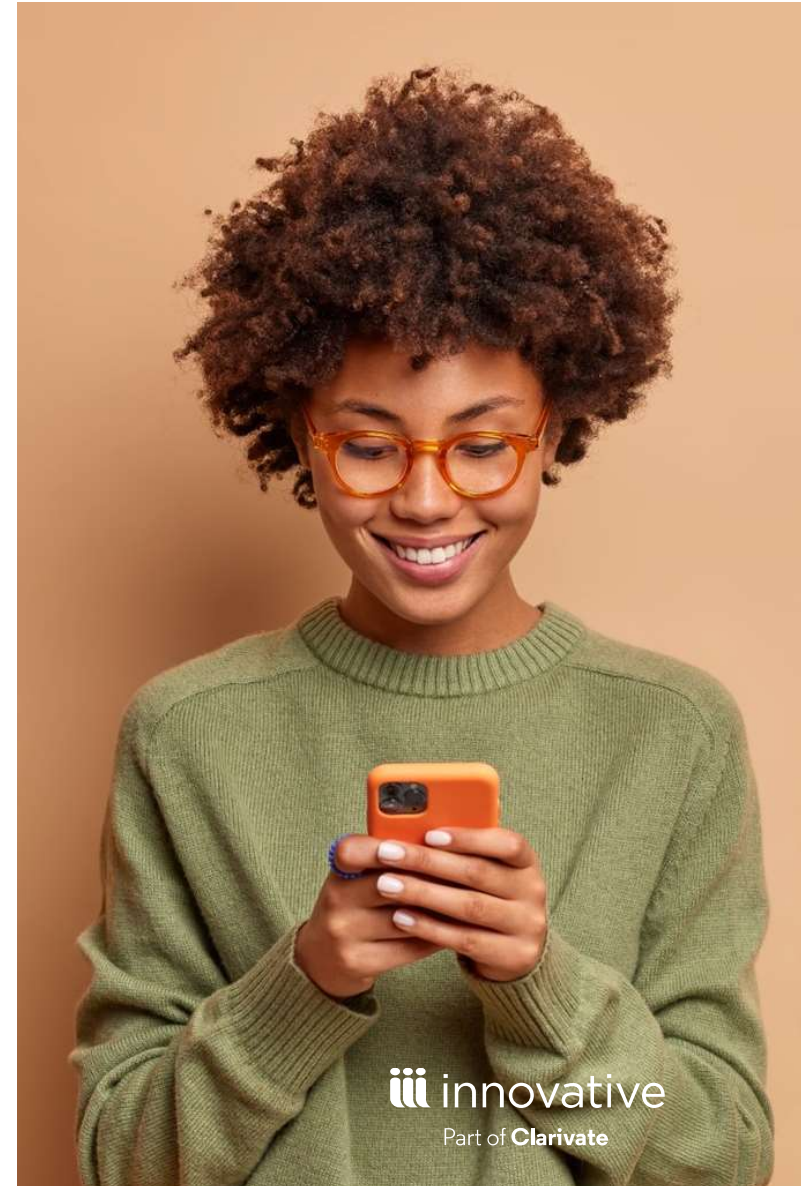
**Integrated circulation email notifications**



**User-friendly email templates**



**Web-based analytics portal for library staff**



# Example Emails with Auto-populated Content

Included with your ILS




MIDPOINTE LIBRARY SYSTEM

## Hi Abby, Your holds are ready for pickup!

**Pickup at Midpointe Library Middletown**

Once inside the library, go to the front desk. Show your library card to the librarian on duty & request your items. The branch's address is 125 South Broad Street, Middletown, OH 45044

[Address & Hours ↗](#)

	<b>Raceless: In Search of Family, Identity, and the Truth About Where I Belong ...</b> by Steven Schnur Paperback Book	Call No. J SCHNUR Branch Middletown Pickup by <b>Oct 20, 2021</b>
	<b>Harry Potter and the half-blood prince</b> DVD	Call No. J SCHNUR Branch Middletown Pickup by <b>Oct 20, 2021</b>
	<b>Harry Potter and the Goblet of Fire</b> by Rowling, J. K. Audiobook	Call No. J SCHNUR Branch Middletown Pickup by <b>Oct 20, 2021</b>

© MidPointe Library, 2021  
23 East Street, Fort Edward, NY 12828

MIDPOINTE LIBRARY SYSTEM




## Your items are overdue. Return them soon to avoid fines

For each day that these items aren't returned, a fee of \$0.15 will be charged to your account. [View Your Account](#)

**Return to any library location by Nov 31, 2021**

All of our locations have book dropboxes. Please return any items that aren't a book to the front desk.

[Find a Location ↗](#)

	<b>Raceless: In Search of Family, Identity, and the Truth About Where I Belong ...</b> by Steven Schnur Paperback Book	<b>Overdue 1</b> Since Nov 31, 2021
	<b>Harry Potter and the half-blood prince</b> DVD	<b>Overdue 1</b> Since Nov 31, 2021
	<b>Harry Potter and the Goblet of Fire</b> by Rowling, J. K. Audiobook	<b>Overdue 1</b> Since Nov 31, 2021

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23 East Street, Fort Edward, NY 12828

LX Starter 

# Web-based Staff Experience: Email Templates & Editor

Included with  
your ILS

The screenshot shows the LX Starter email template editor. The main content area displays a draft email for MidPointe Library System with the following text:

**MIDPOINTE LIBRARY SYSTEM**

**Hi {{first\_name}},**

**Your holds are ready for pickup!**

**Pickup at {{library\_branch}}**

Once inside the library, go to the front desk. Show your library card to the librarian on duty & request your items. The branch's address is {{branch\_address}}

**Location & Hours** [external link icon]

The editor interface includes a top navigation bar with "Go Back", "Notice / Holds Ready for Pickup", and "Last updated". Below the navigation is a subject line "Pickup Your Library Holds!" and a "Merge Tags" button. A right sidebar contains a "Configure required merge tags in Notice Settings" link and a vertical menu with icons for Content, Blocks, Body, Images, and Uploads. A central toolbar offers various formatting options: COLUMNS, BUTTON, DIVIDER, HEADING, HTML, IMAGE, MENU, SOCIAL, TEXT, and VIDEO. The bottom of the editor features a preview area with a "Cancel" button, a "Changes saved" indicator, a "Send a Test" button, and a "Save & Close" button. The preview area shows a placeholder for a cover image and the following text: {{hold\_item\_title}}, Branch: {{branch\_name}}, and Call No.: {{call number}}.

LX Starter



# Web-based Staff Experience: Managing Notices

The screenshot shows the 'Marketing' section of the Midpointe Library System staff interface. The main heading is 'Holds Ready for Pickup' with a 'Draft' status. The interface is divided into two main areas: 'Overview' and a design preview.

**Overview Section:**

- From:** Midpointe Library - notices@midpointelibrary.com
- Use a different email address for replies
- Send queued notices:** every 1 hour between 7:00am and 10:00pm
- Edit Design** button

**Design Preview Section:**

**Pickup Your Library Holds!**

MIDPOINTE LIBRARY SYSTEM

**Hi {{first\_name}},**  
**Your holds are ready for pickup!**

<small>{{lower_image}}</small>	<b>{{hold_item_title}}</b> <small>{{by_author_name}}</small> <small>{{resource_type}}</small>	Branch <small>{{branch_name}}</small> Pickup by <small>{{pickup_date}}</small>
--------------------------------	---	---

**Pickup location: {{library\_branch}}**

Once inside the library, go to the front desk. Show your library card to the librarian on duty & request your items

# Engagement Metrics for Email Notices

The screenshot displays the MidPointe Library System interface for managing email notices. The top navigation bar includes Audience, Services, Sequences, Marketing, Programming, and Reports. The current sequence is 'Holds Ready for Pickup', which is in a 'Running' state and was last published on Mar 12, 2022.

**Overview**

**Performance**

Total sent	12.3K	98.5% Delivery rate
Bounce rate	1.5%	3 Bounces →

**Settings**

Open rate	56%	45 Opens
Marked as spam rate	0.05%	16 Marked as spam →

**Link click rate**

9%	67 Link clicks
----	----------------

**Email Links**

Link URL	Total People	Total Clicks
midpointelibrary/registration/update-your-address	3	3
midpointelibrary/support	3	3

**Design Preview: Pickup Your Library Holds!**

MIDPOINTE LIBRARY SYSTEM

Hi {{first\_name}},  
Your holds are ready for pickup!

[[cover\_image]]

Branch	{{branch_name}}
Pickup by	{{pickup_date}}

Branch: {{branch\_name}}  
Pickup by: {{pickup\_date}}

[[hold\_item\_title]]  
{{by\_author\_name}}  
{{resource\_type}}

**Pickup location: {{library\_branch}}**

Once inside the library, go to the front desk. Show your library card to the librarian on duty & request your items



# Web-based Staff Experience: Managing Journeys

The screenshot displays the MidPointe Library System staff interface. The top navigation bar includes 'Audience', 'Services', 'Sequences', 'Marketing', 'Programming', and 'Reports'. A search bar is located on the right, and the user 'Toni Minick' is logged in. The left sidebar contains 'Notices', 'Journeys', 'Email Activity', and 'Templates'. The main content area is titled 'Journeys' and features a search bar and a 'Sort - Status' dropdown. Three journey cards are listed: 'Welcome to the Library!', 'Anniversary', and 'Membership Renewal'. Each card shows a 'Draft' status and a 'Customize this prebuilt journey' link.

**MIDPOINTE** LIBRARY SYSTEM

Audience Services **Sequences** Marketing Programming Reports

Search...

12

Toni Minick

Notices

Journeys

Email Activity

Templates

## Journeys

Search journeys

Sort - Status

**Welcome to the Library!**  
Draft Customize this prebuilt journey

**Anniversary**  
Draft Customize this prebuilt journey

**Membership Renewal**  
Draft Customize this prebuilt journey

# Web-based Staff Experience: Managing Journeys

The screenshot displays a web-based staff experience tool for managing automated journeys. The top navigation bar includes "MIDPOINTE LIBRARY SYSTEM", "Audience", "Services", "Automations", "Marketing", "Programming", and "Reports". A search bar and user profile "Toni Minick" are also visible.

The main content area shows a draft journey titled "Welcome". The journey flowchart consists of the following steps:

- Start**: Registers for a library card
- Wait 5 minutes**
- Welcome message 1**: Includes a "Customize" link
- Wait 3 days**
- Welcome message 2**: Includes a "Customize" link
- Wait 1 week**
- Welcome message 3**: Includes a "Customize" link

The right-hand panel shows the configuration for "Welcome message 1":

- From**: Midpointe Library - journeys@midpointelibrary.com
- Send replies to a different email address
- Message Content**:  
{{(First Name)}}, It's time to renew your library card!  
  
MIDPOINTE  
**Hi {{(FName)}}! Welcome to MidPointe Library.**  
  
Thank you for registering for a library card. Below you will find your temporary bar code that you can use to immediately check out library materials, along with the PIN you entered when you registered.  
  
You will need to visit the library by {{(ExpirationDate)}} to pick up your permanent library card. You will need to bring with you a bill or other piece of official mail to confirm your address. This must have your name and address that matches what you used to sign up.  
  
[Update Preferences](#) Bar Code {{(BarCode)}}  
  
**Discover your next read**  
Use our discovery tool to quickly browse all we have to offer. Here are a few recommendations to get you started.

At the bottom of the message preview, there are "Turn Off Step" and "Save & Close" buttons.

# Engagement Metrics for Journeys

MIDPOINTE LIBRARY SYSTEM | Audience Services **Automations** Marketing Programming Reports | Search...

12 | Toni Minick

**Membership Renewal** Running | Published yesterday, 3:34pm by Sandy P. | Turn Off Journey

Search steps

75%

```

    graph TD
      Start[Start  
2 months before membership  
expiration date] --> RN[Renewal Notice]
      RN --> W1[Wait 2 weeks]
      W1 --> RR1[Renewal Reminder 1]
      RR1 --> W2[Wait 2 weeks]
      W2 --> RR2[Renewal Reminder 2]
      RR2 --> W3[Wait 2 weeks]
      W3 --> RR3[Renewal Reminder 3]
  
```

**Renewal notice**

Performance | Design & Settings

Total Delivered	Open Rate	Link Click Rate
<b>3.1K</b>	<b>55%</b>	<b>5%</b>
Bounce Rate	Unsubscribe Rate	Marked Spam Rate
<b>0.3%</b>	<b>0.05%</b>	<b>0%</b>
Bounces	Unsubscribes	Marked Spam
<b>38</b>	<b>4</b>	<b>0</b>
<a href="#">View →</a>	<a href="#">View →</a>	<a href="#">View →</a>

Email Links

URL	PEOPLE	TOTAL CLICKS
midpointlibrary/registration/update-your-address	3	3
midpointlibrary/support	3	3

Turn Off Step | Save & Close



*Let's Take a Look...*







[← Return to Main Blog page](#)

## November is library communications month at Innovative

October 26, 2022

Join Innovative, part of Clarivate, on our social media channels all month long as we explore the important field of library communications. Follow along as we share tips and tricks, insights, pro tips, and more on how to maximize your library's communications efforts.

Areas of interest will include:

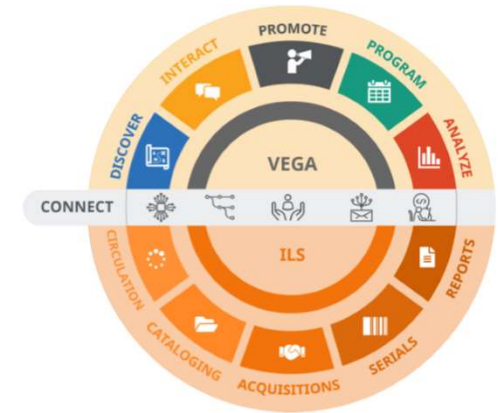
- Event and program promotion
- Building a social media strategy
- Content development
- Email marketing
- Accessibility and adaptive technology






# Vega LX Library Experience Management

*Unified Library  
Solutions in One  
Product Ecosystem*

## The Vega LX Platform At a Glance

- Integrates seamlessly with your ILS
- Deepens community engagement
- Ensures patron privacy



-  **DISCOVER** A user-friendly, discovery experience with modern features
-  **INTERACT** Two-way messaging via SMS, or chatbot, or digital assistants
-  **PROMOTE** Digital marketing, website building, & fundraising tools
-  **PROGRAM** Integrates, manages and creates library e
-  **ANALYZE** Uses key data to quantify your library's R



# Sierra

## What's New in Sierra



+ 220 Sierra upgrades so far  
in 2022

### Sierra 5.5 Release

- Enhanced Apple MacOS Monterey, Windows 11 support
- Holdshelf management improvements
- Funds Management Enhancements



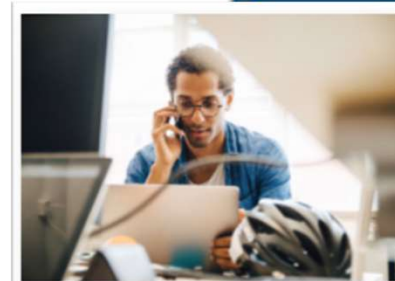
### LX Starter

- Integrated circulation email notifications
- User-friendly email templates
- Contact record management



### IPA (Innovative Phone Alerts)

- Automated phone notification & renewal system for inbound & outbound calls.
- Web-based analytics portal for library staff



### Innovative Phone Alerts Delivers VoIP, Cloud-Based Telephone Notifications to Sierra Customers

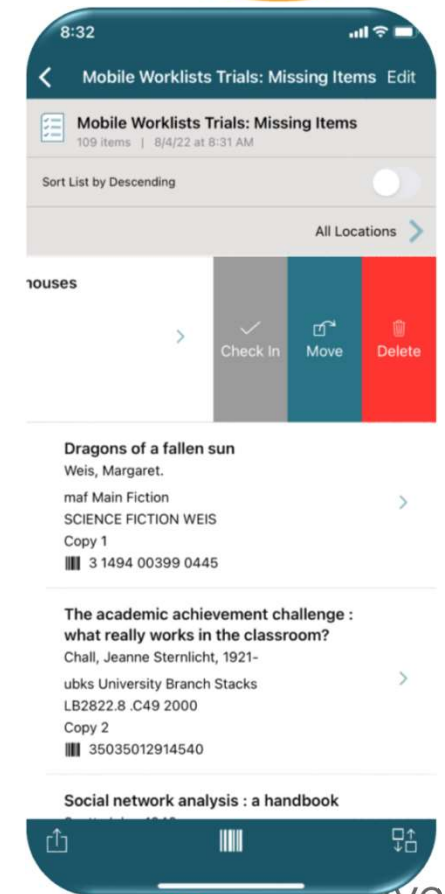
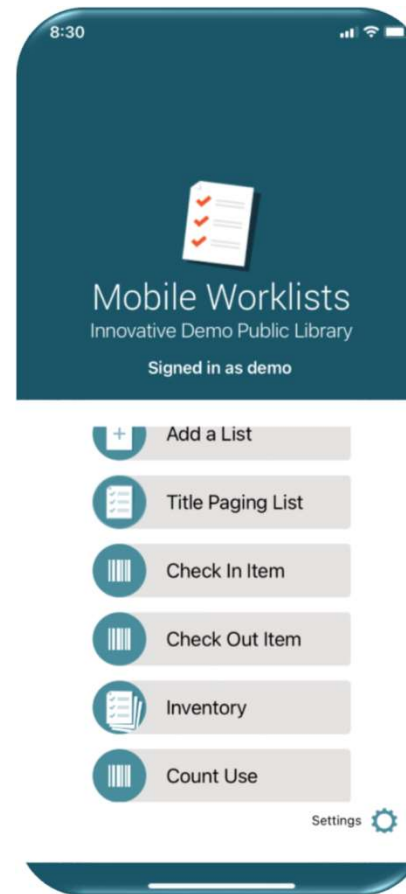
May 17, 2022

This modern telephony service offers outbound and inbound messaging for patron notifications and library announcements.



# Recent Developments: Sierra Mobile Worklists

- Backdate Check-ins
- Count Internal Use
- Update Item Details
- Check Out Item
- Personalized Home Screen



# Polaris

## What's New in Polaris

# Polaris Leap

160 Polaris upgrades so far  
in 2022

### Polaris 7.2 released in May

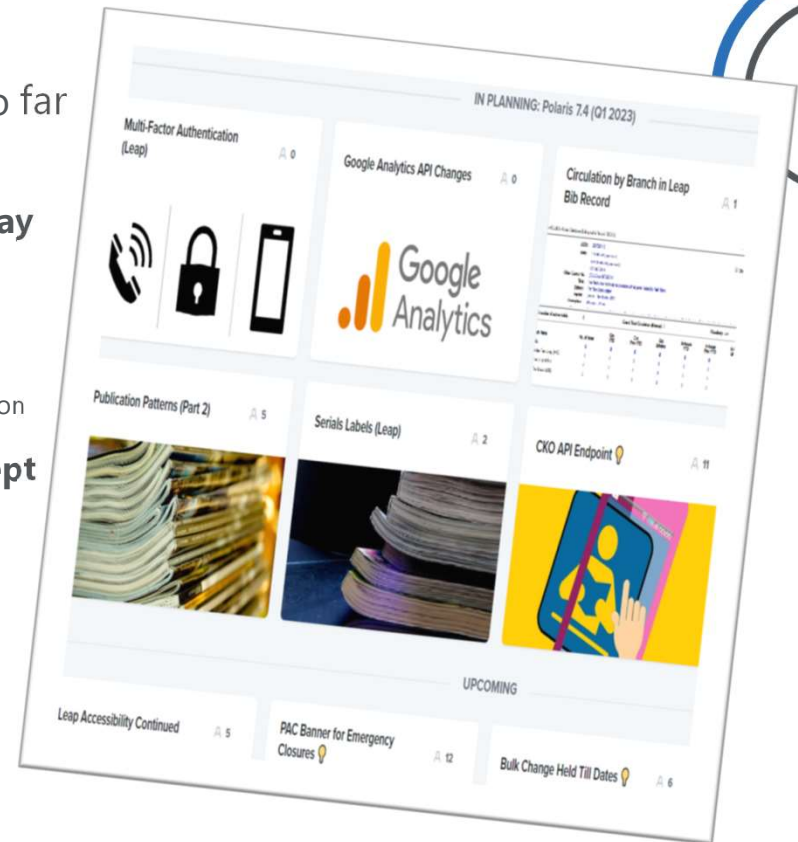
- SSO in Leap
- Create Serial Holdings Records (Leap)
- Improved System Administration

### Polaris 7.3 released in Sept

- Manual Acq in Leap
- Authority records in Leap

### LX Starter

- Integrated circulation email notifications
- User-friendly email templates



# Public Roadmaps - [www.iii.com/products](http://www.iii.com/products)



**Innovative Product Status Board - New**

**Sierra**

SIERRA POLARIS INN-REACH DECISION CENTER MOBILE WORKLISTS INNOVATIVE PHONE ALERTS VEGA

+ Submit idea

**IN DEVELOPMENT: Sierra 5.6 (Q4 2022)**

- Resolve problem reports
- Display volume in holdings records

**IN PLANNING: Sierra 6.0 (Q2 2023)**

- Add the ISBN, ISSN, or UPC number to the Bib API
- Allow API actions to use stat group other than 0
- Download Multiple FTP Files at once
- View patron record from holds screen
- Harvest Sierra data in MARCXML via OAI-PMH
- Status date field in item record

**Innovative Product Status Board - New**

**Polaris**

SIERRA POLARIS INN-REACH DECISION CENTER MOBILE WORKLISTS INNOVATIVE PHONE ALERTS

+ Submit idea

**IN PROGRESS: Polaris 7.4 (Q1 2023)**

- Multi-Factor Authentication (Leap)
- Google Analytics API Changes
- Circulation by Branch in Leap Bib Record
- Patron Bulk Change in Leap
- Publication Patterns (Part 2)
- Serials Labels (Leap)
- CKO API Endpoint

**UPCOMING**

- Leap Accessibility Continued
- PAC Banner for Emergency Closures
- Bulk Change Held Till Dates
- Preferred ISBN/UPC for PO Creation
- Automatically Clear Object Locks
- Recaptcha for PAC registration
- Add Renewals Count to Item Statistics
- Subscription Records (Leap)

# Innovative Mobile

*Patron Convenience, Customized for Libraries*





# Innovative Mobile

Patron Convenience, Customized for Libraries



**Fast implementation**



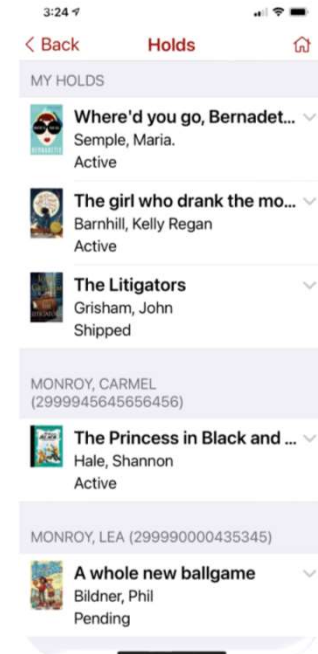
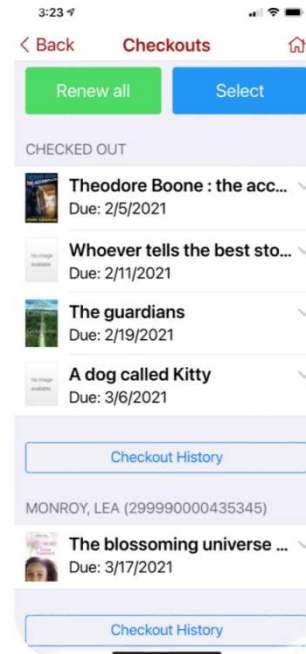
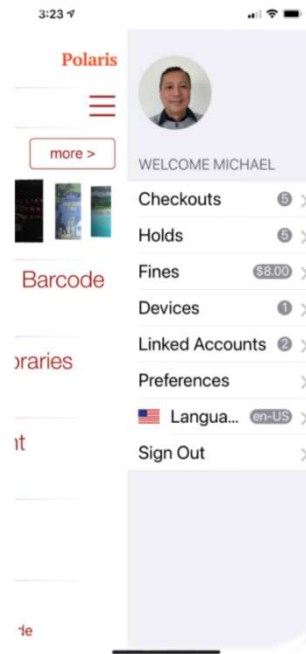
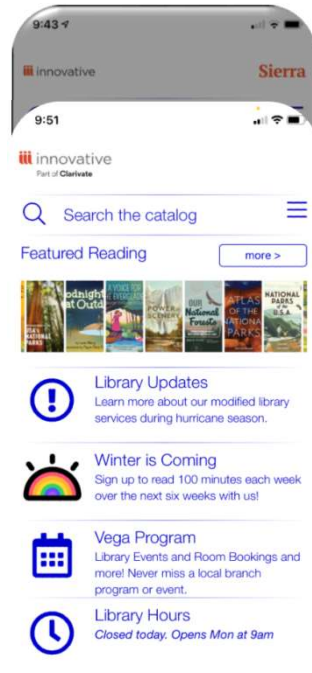
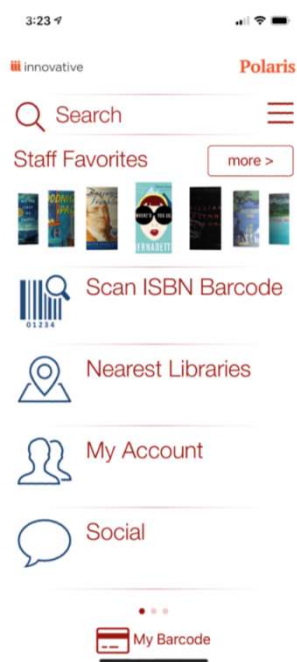
**Easy customization**



**Powerful patron services**



# Innovative Mobile – Linked Patron Accounts and more!



Innovative Mobile



innovative  
Part of Clarivate

# Vega Suite Roadmaps - [www.iii.com/products](http://www.iii.com/products)


**iii Vega Product Portal** + Submit idea

DISCOVER | LX STARTER | PROGRAM | PROMOTE | MOBILE | GUIDE

---

Contact

**Vega Discover Contact (Samantha Cuning, Product Manager)** 🔍 0




Samantha Cuning, MSLS  
Product Manager, Vega Discover


---

Now


**Centralized eContent Controls for Consortia** 🔍 3




**Axis 360 Integration** 🔍 4



**Collection Site Level Fine Payment Account Configuration** 🔍 3




**CloudLibrary Integration** 🔍 10



---

Now

**Centralized eContent Controls for Consortia** 🔍 3




Global Header ▲


English (US) ▼

Library Name  
Winchester Free Library


**Axis 360 Integration** 🔍 4



**Collection Site Level Fine Payment Account Configuration** 🔍 3



**CloudLibrary Integration** 🔍 10



# Vega Program

*A Captivating Event Experience,  
from beginning to end*



M	T	W	T	F	S
6	7	1	2	3	4
13	14	8	9	10	11
20	21	15	16	17	18
27	28	22	23	24	25





# Vega Program

A captivating event experience, from beginning to end



**Empower users and patrons with self-service**



**Entrust staff with advanced settings**



**Elevate programming with easy automations**





### Upcoming Events

Apply category and location filters, or select an event date to preview upcoming events.

<b>PAGETURNERS BOOKCHAT</b> Croydon Library - 1:00PM on Tue 15 Mar <a href="#">Series</a>	Bookclubs & Bookchats
<b>SOLAR SAVERS</b> Montrose Library - 4:00PM on Wed 16 Mar <a href="#">Series</a>	Cooking & Craft
<b>FAMILY &amp; LOCAL HISTORY HELP WITH CHARLES</b> Rowville Library - 6:00AM on Thu 17 Mar <a href="#">Series</a>	History
<b>CREATIVE COLORING FOR ADULTS</b> Lilydale Library - 1:00PM on Thu 17 Mar <a href="#">Series</a>	
<b>DROP IN FRIDAYS - CARDS AND CHAT</b> Yarra Junction Library - 3:00PM on Thu 17 Mar <a href="#">Series</a>	

### Filter Events

-- All Libraries --

-- All Categories --

« **March 2022** »

Su Mo Tu We Th Fr Sa



**Vega Program**  
*Integrated event & room mgmt*



### Upcoming Events

Apply category and location filters, or select an event date to preview upcoming events.

### Filter Events

-- All Libraries --

-- All Categories --

« **March 2022** »

Su Mo Tu We Th Fr Sa

27 28 1 2 3 4 5

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

# My Bookings

VIEW AND MANAGE YOUR ROOM AND EVENT BOOKINGS IN ONE PLACE.

 Event Bookings

 Room Bookings



## Upcoming Event Bookings

Browse and revise upcoming event bookings.



Vega Program  
Patron Self-Service

Event Date	Event Name	Booking Name	Location	
14-07-2022 at 8:00 AM	Cooking With Frank	ANNA RUBIN	Bedford Falls Public Library	Cancel Booking
30-08-2022 at 1:00 PM	Author Talk: David Sedaris	ANNA RUBIN	Red Rock Public Library	Cancel Booking
04-12-2022 at 6:00 PM	Wordsmiths Writing Group	SPENSA NIGHTSHADE	Knox Library	Cancel Booking



151 LIBRARY EVENTS

**Date Range**  
01-03-2022 - 31-08-2022

**Locations**  
All Locations

**Categories**  
All Categories

**MAKE EVENT BOOKINGS**  
Book your place using our website.  
iishowcase.events.mylibrary.digital

**GET IN TOUCH**  
You can also speak to us on the phone.  
1300737277

**Tue March 1, 2022**

**PageTurners Bookchat**  
Crofton Library  
1:00pm - 3:00pm  
Read something amazing and just need to share it? Join us for an informal discussion about books that you've recently read.

Bookclubs & Bookch All Ages Free

**Creative Coloring For Adults**

Lilydale Library  
1:00pm - 2:00pm  
Join us for inspirational ideas to channel your inner coloring genius. Relax and unwind with our creative colouring group for adults. BYO mate...

BOOKINGS REQUIRED  
Cooking & Craft All Ages Free

**Fri March 4, 2022**

**Mario Maker For Kids!**  
Online Event  
5:00pm - 7:00pm  
Create a level in Mario Maker with others and then compete with them in this curated online session.

BOOKINGS REQUIRED  
Kids Ages 7-15 Free

**Wed March 2, 2022**

**Solar Savers**  
Montrose Library  
1:00pm - 5:00pm  
The Solar Savers program helps you reduce your energy bills and future-proof your household against increasing energy costs whilst also redu...

BOOKINGS REQUIRED  
Cooking & Craft All Ages Free

**Drop In Fridays - Cards And Chat**

Yarra Junction Library  
3:00pm - 5:00pm  
Come along to Yarra Junction Library to play cards or feel free to just have some coffee. Everyone is welcome!

BOOKINGS REQUIRED  
Fun & Friendship All Ages Free

**Sun March 6, 2022**

**Family & Local History Help With Charies**  
Rowville Library  
11:00am - 1:00pm  
Make an appointment with our specialised staff & receive help with local or family history research, newspaper articles, library databases a...

BOOKINGS REQUIRED  
History All Ages Free

**Thu March 3, 2022**

**Family & Local History Help With Charies**  
Rowville Library

**Family & Local History Help With Charies**

Rowville Library  
11:00am - 1:00pm

**Mon March 7, 2022**

**Family & Local History Help With Charies**  
Rowville Library

Something with our resident

eLearner! We can assist you with: ...

BOOKINGS REQUIRED

Technology All Ages Free

**Vega Program**  
Images & automated materials



Photos 3.8K

Videos 1.3K

Users 54



## EVENT MANAGEMENT

- HOME
- ADD EVENT
- CALENDAR VIEW
- LOG STATISTICS
- PENDING APPROVAL 8
- IMPERSONATE
- STATS
- ADVANCED
- ROOM BOOKINGS 6
- ROOM MANAGEMENT
- EXPLORE EVENTS

# View Statistics

Look back over time to view attendee numbers, popular events, produce charts and discover insights. Data is retained by the platform for 24 months following each event's start date, and the maximum time period able to be displayed in a single report is 365 days.

Start Date ⓘ

05/01/2022

End Date ⓘ

05/31/2022

GENERATE REPORT

## Overview | 1st May 2022 → 31st May 2022

The data on this card relates broadly to the organisation. Scroll further down to view details about individual locations and event categories.

Total Events:	70	
Cancelled Events:	4	
Event Bookings:	131	Online: 96 Offline: 35
Event Attendees:	116	
Income:	\$400.00	Online: \$175.00 Offline: \$225.00
Refunded:	\$150.00	
Event Views:	2,083	
Total Room/Space Bookings:	179	
Cancelled Room/Space Bookings:	131	

## Top Viewed Events

- Family & Local History Help With Charles at Bedford Falls Public Library on Tuesday 10th May - 120 views | 0/1 places
- John Irving - Live And In Person - The Last Chairlift at Bedford Falls Public Library on Monday 9th May - 116 views | 21/20 places
- Family & Local History Help With Charles at Bedford Falls Public Library on Tuesday 10th May - 102 views | 0/1 places
- Family & Local History Help With Charles at Bedford Falls Public Library on Tuesday 10th May - 102 views | 0/1 places
- Family & Local History Help With Charles at Bedford Falls Public Library on Tuesday 10th May - 102 views | 0/1 places
- Family & Local History Help With Charles at Bedford Falls Public Library on Tuesday 10th May - 102 views | 0/1 places
- Family & Local History Help With Charles at Bedford Falls Public Library on Tuesday 10th May - 102 views | 0/1 places
- Family & Local History Help With Charles at Bedford Falls Public Library on Tuesday 10th May - 102 views | 0/1 places
- Family & Local History Help With Charles at Rowville Library on Thursday 19th May - 57 views | 17/1 places
- Family & Local History Help With Charles at Rowville Library on Friday 20th May - 57 views | 0/1 places
- Family & Local History Help With Charles at Rowville Library on Monday 2nd May - 56 views | 0/1 places
- Family & Local History Help With Charles at Rowville Library on Friday 6th May - 53 views | 0/1 places
- Family & Local History Help With Charles at Rowville Library on Monday 30th May - 53 views | 0/1 places



Vega Program  
Program Admin

ST



# Vega Promote

*Digital Marketing, Designed for Libraries*



**iii** innovative  
Part of Clarivate

# Vega Promote

Digital Marketing, Designed for Libraries



**Streamline with ILS & Vega LX integrations**



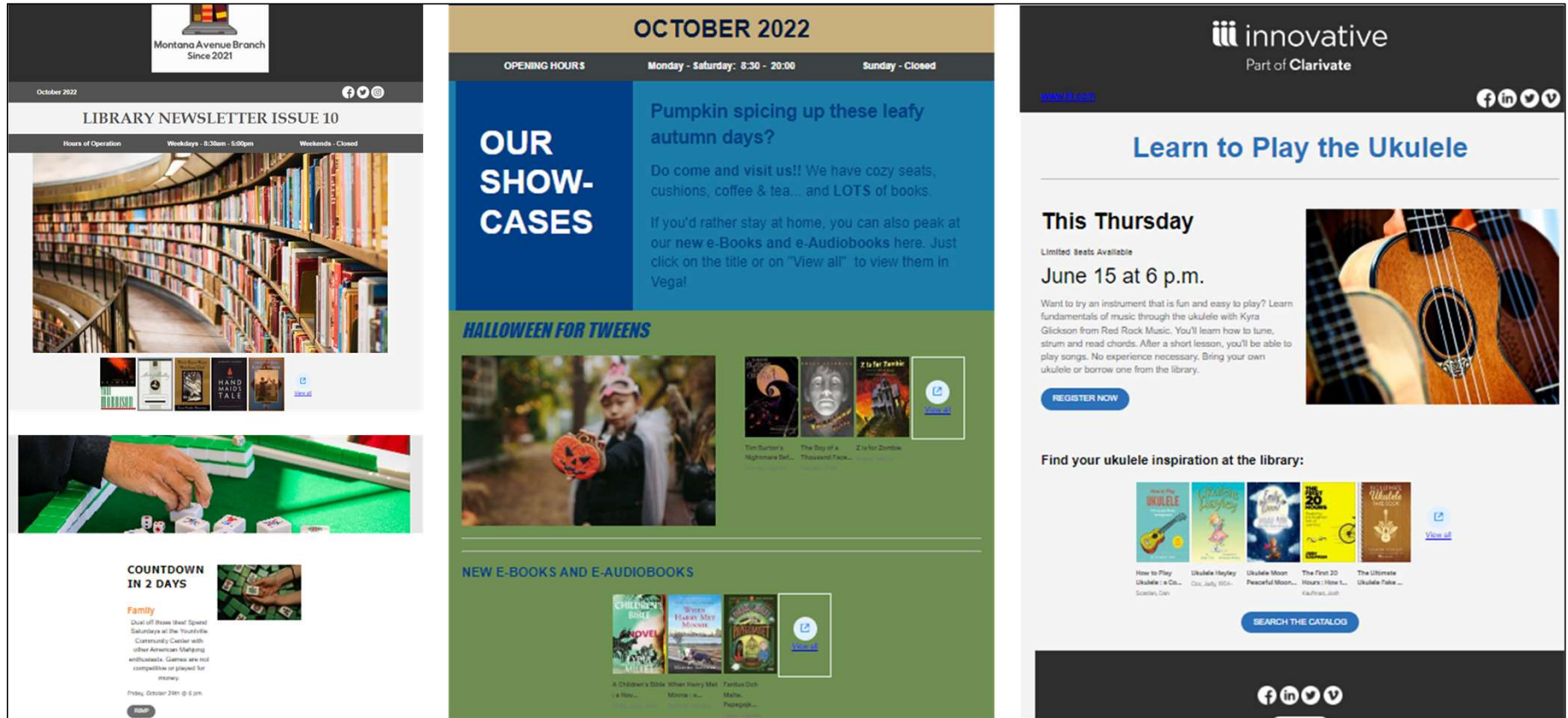
**Reach targeted segments with relevant content**



**Launch quickly with templates & images**



# Library Email Marketing with Vega Promote





Subject What's New at Westlake Public Library?

# Upcoming Events

Registration required:

## Podcasting 101

Create your very own podcast using our recording studio

July 18, 6:00 - 6:30 PM

RSVP



PROGRAM - FAMILY

## Lego at the Library

Join other LEGO fans to engineer some fun. If you can imagine it,



Vega Promote  
Email design tool

- COLUMNS
- BUTTON
- DIVIDER
- HEADING
- HTML
- IMAGE
- SOCIAL
- TEXT
- VIDEO
- SHOWCASE

Content

Blocks

Body

Images

Uploads



Cancel

Save & Close

# < Email Templates


View Design Blocks

All Custom **Prebuilt**

Search


Sort - Last Edited

**Prebuilt**



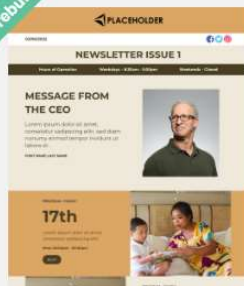
**Newsletter 3**  
Duplicate to edit ⓘ

**Prebuilt**




**Newsletter 2**  
Duplicate to edit ⓘ

**Prebuilt**




**Newsletter 1**  
Duplicate to edit ⓘ

**Prebuilt**



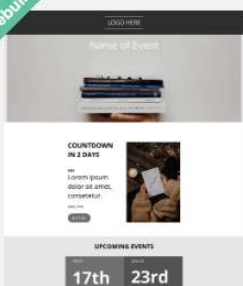
**General Announcements**  
Duplicate to edit ⓘ

**Prebuilt**



**Single Event**  
Duplicate to edit ⓘ

**Prebuilt**




**Events 2**

**Prebuilt**



**Fundraiser**

**Prebuilt**



**Events Template**



**Vega Promote**  
Prebuilt & custom templates



Subject What's New at Westlake Public Library?

# NEWSLETTER ISSUE 1

Hours of Operation

M-F: 9:00am - 8:00pm

Sat-Sun: 10:00am - 4:00pm

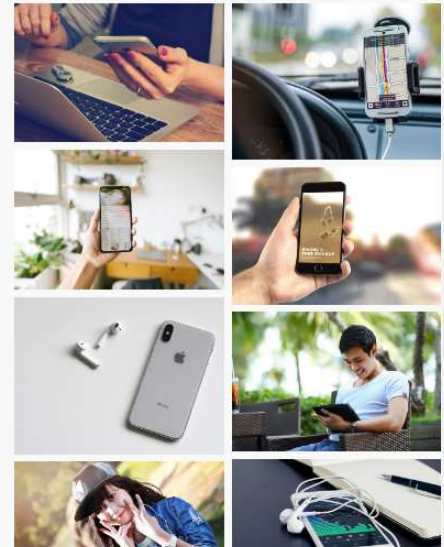
## New Smart Phone Lending Program

New pilot program loans smart phones to residents. Devices come with unlimited calls & 5G hotspots.



Button Text

smart phone



- Content
- Blocks
- Body
- Images
- Uploads

 **Vega Promote**  
Freely-licensed image database

Cancel

[View the footer](#) that's automatically added to all emails you create

Send a Test

Save & Close

# Audience

[View Import History](#)

[Import CSV of People](#)



## People

0

Both cardholders & noncardholders



## Segments

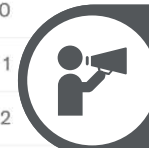
31

Lists of people who share certain criteria

[Add Segment](#)

SEGMENT NAME	PEOPLE	CAMPAIGNS	DATE CREATED
Lost Architecture of Syracuse	136	0	May 27, 2022, 2:09 pm
Author Drop By	1	2	May 25, 2022, 1:59 pm
Author Talk Event Fans	4	1	May 17, 2022, 7:21 pm
Library Staff	3	1	May 16, 2022, 2:33 pm
Discover Your Best Life	2	2	May 16, 2022, 12:09 pm
Discover Your Best Life	136	0	May 16, 2022, 12:05 pm
Library News	38	5	May 3, 2022, 7:33 pm
Vega Public Library News	3	0	
Shakespeare events	4	1	
Comic Con 2021 Sign Ups	3	2	

[New Campaign](#)



**Vega Promote**  
Contact list segmentation

**1** 2 3 4 Viewing 1 - 10 of 31

Show 10 per Page

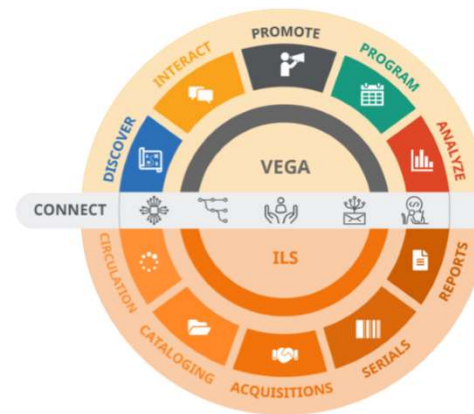







# Vega LX Library Experience Management

*Unified Library  
Solutions in One  
Product Ecosystem*

## The Vega LX Platform At a Glance

- Integrates seamlessly with your ILS
- Deepens community engagement
- Ensures patron privacy

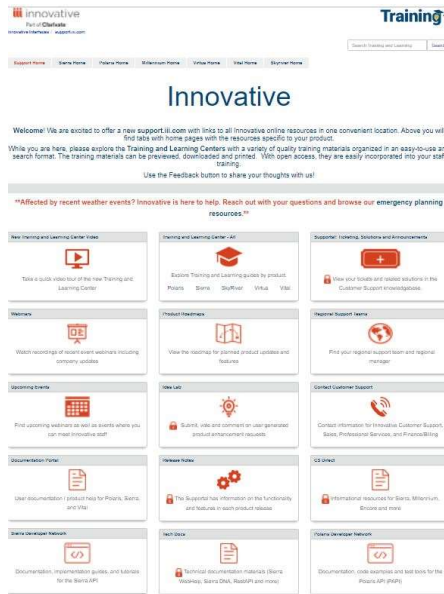


- |   |                 |  |
|---|-----------------|--|
|    | <b>DISCOVER</b> | A user-friendly, discovery experience with modern features         |
|    | <b>INTERACT</b> | Two-way messaging via SMS, or chatbot, or digital assistants       |
|  | <b>PROMOTE</b>  | Digital marketing, website building, & fundraising tools           |
|  | <b>PROGRAM</b>  | Integrates, manages and creates library events & room reservations |
|  | <b>ANALYZE</b>  | Uses key data to quantify your library's ROI                       |



# Additional Resources

# Training



**CUSTOMER RELATIONSHIP CENTER (CRC)**

**510-619-3566**  
**sales@iii.com**



**SERVICES**



**SMALLER PRODUCTS**



**TRAINING**



**Post new ideas for enhancements to our ILS products in the Always Open Space.**

[www.iii.com/community/the-idea-lab/](http://www.iii.com/community/the-idea-lab/)



## UPCOMING WEBINARS

Innovative Mobile

Nov 16<sup>th</sup>

Level Up Your Library's Marketing and  
Communications

Nov 16th

[III.COM/EVENTS/](https://iii.com/events/)

# Phased Implementation

The availability of LX Starter will be implemented for customers in waves

## Wave 1

- Select Development Partners to provide feedback and refine our processes before GA
- Low-Medium volume
- Will run from July through September 2022

## Wave 2

- Available to libraries that schedule a release upgrade to Sierra 5.5 or Polaris 7.3
- Low-Medium volume
- English-only notifications\*
- Starting in November 2022

## Wave 3

- Focus on performance scaling for our largest libraries and consortia
- High volume notices
- Require multi-language notifications
- Starting in 1H 2023
- Libraries will need to schedule a Sierra / Polaris release upgrade

## Wave 4

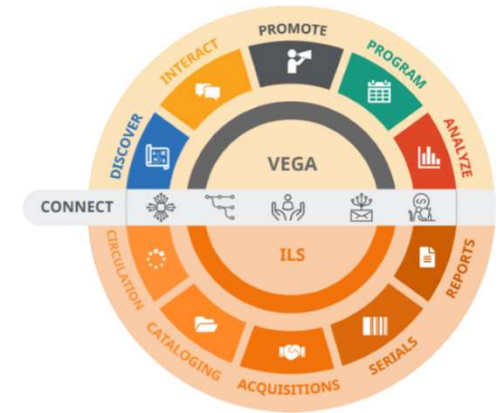
- Libraries that want to go at their own pace and wait for later releases
- Libraries that may require more planning for upgrades or training

# Vega LX Library Experience Management

*Unified Library  
Solutions in One  
Product Ecosystem*

## The Vega LX Platform At a Glance

- Integrates seamlessly with your ILS
- Deepens community engagement
- Ensures patron privacy



### DISCOVER

A user-friendly, discovery experience with modern features



### INTERACT

Two-way messaging via SMS, or chatbot, or digital assistants



### PROMOTE

Digital marketing, website building, & fundraising tools



### PROGRAM

Integrates, manages and creates library events & room reservations



### ANALYZE

Uses key data to quantify your library's ROI



# *How can my library get Phase 1 of LX Starter?*

# LX Starter: 2 Delivery Phases

## Phase 1



**Patron Notices  
via Email**



**Email  
Design Tool**

## Phase 2



**Registration &  
Welcome Journey**



**Email  
Templates**



**Automated Renewal  
Journey**



**Syndetics  
Cover Art**



**Anniversary  
Journey**



**Engagement  
Metrics**



# What do you need to do?



- Start to plan and prepare for an upgrade to Sierra 5.5 or Polaris 7.3
- Review follow-up communications to best understand the features, associated training or other preparation steps



Contact your Account Manager to set up time to discuss your strategic goals and learn more about Vega LX!

**Are you satisfied with your current**

- Catalog user experience?
- Events calendaring?
- Room bookings & reservations?
- Library emails and newsletters?

Opt-in to our **Vega Insider email newsletter** hear all the latest Vega LX news and announcements in real time!

<https://go.iii.com/subscription-center.html>





Thank You!



IUG EaST | A Regional Group of  
**Innovative  
Users Group**

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