

Helping You Buy

by

Pamela R. Cibbarelli

Guide to ILS Vendors and Products

Each vendor in Pamela Cibbarelli's annual ILS vendor survey (*CIL* magazine, Jan/Feb 2010 edition) was asked to identify the greatest strength of its product(s). We've included the vendors' answers along with full contact information, product release dates, the number of sites it has, and the library markets it serves.



Auto-Graphics, Inc.

AGent VERSO

AGent VERSO is a software-as-a-service, 100% web-based product with a strong patron user interface-based (Adobe Flex) rich internet application (RIA).

Release date: 2001
Sites: 230
Marketplace: Academic, Public
Suite 100, 3201 Temple Ave.
Pomona, CA 91768
Phone: (800) 776-6939
URL: www.auto-graphics.com
Email: info@auto-graphics.com

BiblioMondo

Portfolio

From a staff point of view, we have a web-centric, multilingual, user-friendly solution, fully parameterizable with nearly unlimited fields and indexes.

For the patron, it is the innovative, cutting-edge, feature-rich Portal/OPAC.

Release date: 1986
Sites: 300
Marketplace: Academic, Public,
Corp./Gov./Special
8 York Terrace
Short Hills, NJ 07078
Phone: (800) 529-3310 x230
URL: www.bibliomondo.com
Email: Gerard.Belanger@BiblioMondo.com

Book Systems, Inc.

Atrium

Atrium is a fully integrated, 100% browser-based ILS that offers powerful and easy-to-use features at an affordable price. With customizable, interactive "live" reports and configurable OPAC interfaces, Atrium offers the flexibility to meet the needs of your library. Atrium can be installed and maintained on centralized Windows 2003/2008, a Debian(Linux)-based server on your network, or as an ASP-hosted service provided by Book Systems.

Release date: 2004
Sites: 1,800
Marketplace: Public, School
4901 University Square, Suite 3
Huntsville, AL 35816

Phone: (800) 219-6571
URL: www.booksys.com
Email: sales@booksys.com

ByWater Solutions

Koha

At ByWater Solutions, our mission is to provide the highest quality of service for those seeking a significantly less-expensive alternative to high-priced software and technology solutions by utilizing the endless resources found in the open source software community.

Release date: 2000
Sites: 5
Marketplace: Academic, Public, School,
Corp./Govt./Special
5383 Hollister Ave.
Goleta, CA 93117
Phone: (203) 685-7207
URL: <http://bywatersolutions.com>
Email: sales@bywatersolutions.com

CivicaCMI

Spydus

Spydus' strengths are assisting with staff inquiries and its searching capabilities.

Release date: 1982
Sites: 1,500-plus
Marketplace: Academic, Public, School,
Corp./Govt./Special
52 Hillside Court
Englewood, OH 45322
Phone: (800) 686-9313
URL: www.spydus.us
Email: librarysales@civicaacmi.com

COMPAnion Corp.

Alexandria

Alexandria was built with the librarian in mind. Much of what Alexandria does has been created based on comments and suggestions from our customer base. We listen to our customers and change based on their real needs and concerns.

Release date: 1987
Sites: 10,000
Marketplace: Public, School,
Corp./Govt./Special
1831 Fort Union Blvd.
Salt Lake City, UT 84121
Phone: (800) 347-6439
URL: www.goalexandria.com
Email: sales@companioncorp.com

Cuadra Associates, Inc.

STAR Knowledge Center for Libraries

STAR Knowledge Center for Libraries is a flexible and robust product that not only helps librarians manage their collections, but also provides a feature-rich OPAC designed for precise retrieval of relevant information. Since Cuadra also offers solutions for archives, museum and photographic collections, competitive and market intelligence, and publishing, organizations with multiple needs can address those needs with the same core technology.

Release date: 2008
Sites: 12
Marketplace: Corp./Govt./Special

STAR/Libraries

STAR/Libraries includes a flexible OPAC with features that allow library users to take advantage of "gems"—materials that may not be found using retrieval capabilities that are less robust.

Release date: 1998
Sites: 94
Marketplace: Corp./Govt./Special
3415 S. Sepulveda Blvd., Suite 210
Los Angeles, CA 90034
Phone: (800) 366-1390
URL: www.cuadra.com
Email: sales@cuadra.com

CyberTools, Inc.

CyberTools for Libraries

CyberTools provides a comprehensive product and services suite at a simple, all-inclusive price. 2010 marks 10 years with only one fee increase, even as we've continued to add new features, even entirely new modules, to our base system, while constructively partnering with our users. Stable fees are possible with our growth and help thank our user community for their invaluable support.

Release date: 2000; most recent: 2009
Sites: 325
Marketplace: Academic,
Corp./Govt./Special
249 Ayer Road, Suite 302
Harvard, MA 01451
Phone: (800) 894-9206
URL: <http://cybertoolsforlibraries.com>
Email: Lori.Roux@CyberToolsForLibraries.com

EOS International

EOS.Web

EOS.Web's flexibility makes it one of the best ILS options on the market. With a six-foundation module program, more than 20 premium modules, and SaaS or local-hosting capability, EOS.Web is scalable for any size and type of organization. Librarians can manage all their library resources, whether digital or physical, on-site or across the globe. EOS.Web provides solutions that cross industry boundaries as well, making it the perfect solution for academic, government, corporate, legal, medical, and specialized libraries alike. With such a diverse offering, EOS.Web provides the most robust, flexible, and high-value solution in the ILS market today.

Release date: 2003
 Sites: 808
 Marketplace: Academic, Corp./Govt./Special
 2292 Faraday Ave.
 Carlsbad, CA 92008
 Phone: (800) 876-5484
 URL: www.eosintl.com
 Email: sales@eosintl.com

Equinox Software, Inc.

Evergreen

Evergreen is an open source project that is being developed through community efforts. It is the first software designed from the ground up to run geographically dispersed, resource-sharing library consortia.

Release date: 2006
 Sites: 191 sites serving 596 libraries
 Marketplace: Academic, Corp./Govt./Special
 3050 Business Park Drive, Suite A1
 Norcross, GA 30071
 Phone: (877) OPEN ILS (673-6457)
 URL: http://esilibrary.com
 Email: info@esilibrary.com

Ex Libris, Inc.

Aleph 500

Aleph 500's strengths are its flexibility, openness, interoperability, customizability, and multiscrypt Unicode.

Release date: 1994 with yearly updates
 Sites: 2,000-plus
 Marketplace: Academic

Voyager

Voyager's strengths are its flexibility, openness, customizability, and integration.

Release date: 1998
 Sites: 1,300-plus
 Marketplace: Academic, Corp./Govt./Special
 1350 East Touhy Ave., Suite 200
 Des Plaines, IL 60018
 Phone: (847) 296-2200
 URL: www.exlibrisgroup.com
 Email: info@exlibrisgroup.com

Follett Software Co.

Destiny Library Manager

Destiny Library Manager's greatest strength is that it allows students, teachers, parents, and librarians 24-hour access to information. Through any supported web browser, the patrons of the library can find print materials, read ebooks in the collection, access K-12 supported websites, watch video reviews created by fellow students, and a wide variety of other things. Today's culture is one where people are used to information on demand, and Destiny Library Manager supports that need. In addition, with Destiny Quest, Library Manager ensures that the access to information is gained in an interface that is easy to use for today's web-savvy kids.

Release date: 2003
 Sites: 35,600
 Marketplace: School
 1391 Corporate Drive
 McHenry, IL 60050
 Phone: (800) 323-3397
 URL: www.follettsoftware.com
 Email: CustomersFirst@fsc.follett.com

Infor Library and Information Solutions

Our products are particularly strong as a platform for flexible metadata management, interfaces to additional applications, as well as customer relationship management (CRM), and usage and trend analysis. When managing collec-

tions, libraries must have a clear understanding of what users want and develop services that are in-line with users' evolving interests and expectations. Libraries must also effectively communicate with users to draw attention to new and more-diverse services. Our products include tools that enable libraries to strengthen awareness of services, deliver a collaborative online user experience, and understand usage and trends.

V-smart

Release date: 2002
 Sites: 380
 Marketplace: Academic, Public, Corp./Govt./Special

Vubis Smart

Release date: 2008
 Sites: 25
 Marketplace: Academic, Public, Corp./Govt./Special
 550 Cochituate Road Framingham, MA 01701
 Phone: (800) 825-2574
 URL: www.libraries.infor.com
 Email: info@vubis-smart.com

Infovision Software, Inc.

Amlib

Amlib's strengths are its ease of use, comprehensive functionality, outstanding value, and strong customer support, as well as projects that are completed at a fixed price (on time and on budget).

Release date: 1997
 Sites: 600
 Marketplace: Academic, Public, School, Corp./Govt./Special
 4903 Morena Blvd., Suite 1212
 San Diego, CA 92117
 Phone: (800) 849-1655
 URL: www.infovisionsoftware.com
 Email: info@infovisionsoftware.com

Inmagic, Inc.

Genie

Inmagic Genie, a powerful, flexible, web-based ILS, enables the organized sharing of information within and across workgroups, which can increase efficiency, improve performance, and add to



the bottom line. Genie provides standard library management functionality that conforms to each library's unique needs. It gives users the power to effectively manage critical information, gain increased independence from IT, and achieve a low total cost of ownership by delivering all standard back-office functionality in a single application.

Release date: 2004

Sites: 181

Marketplace: Corp./Govt./Special

Presto for Social Libraries

Presto for Social Libraries improves productivity by managing and facilitating access to vetted and socially contributed information. As people holding information retire or become more transient and geographically distributed, there is an increased need to capture experience during tenure and encapsulate that knowledge for the future. A central organizing element of community that enables organizations to pass down information assets is necessary. Presto for Social Libraries becomes that element for domains of knowledge, so that the contribution and transfer of knowledge is managed, seamless and continuous, and everybody plays a role in making the information richer.

Release date: 2005

Sites: 40

Marketplace: Corp./Govt./Special
200 Unicorn Park Drive, Fourth Floor
Woburn, MA 01801
Phone: (800) 229-8398
URL: www.inmagic.com
Email: sales@inmagic.com

Innovative Interfaces, Inc.

Millennium

Millennium has four areas that distance it from other systems in the marketplace. First and foremost is integration. Millennium is designed to streamline data entry and operations with a focus on "doing things once." Second is Millennium's workflow flexibility. Third is the integration of electronic resources. With Millennium's market-leading ERM [electronic resource management] module in place, libraries have a comprehensive and complete approach to this increas-

ingly important area including managing holdings, contract terms, etc., as well as immediate updating of information that best informs users. Finally, reliability. Millennium is well-regarded for its reliable operation, and Innovative strives to ensure that, with each passing release, Millennium gets better and more reliable.

Release date: 1999

Sites: 1962

Marketplace: Academic, Public, School,
Corp./Govt./Special
5850 Shellmound Way
Emeryville, CA 94608
Phone: (510) 655-6200
URL: www.iii.com
Email: info@iii.com

Keystone Systems, Inc.

KLAS

KLAS is a full-featured ILS that also provides solutions outside the box of mainstream library automation systems.

Release date: 1983

Sites: 83

Marketplace: Academic,
Corp./Govt./Special
8016 Glenwood Ave., Suite 200
Raleigh, NC 27612
Phone: (800) 222-9711
URL: www.klas.com
Email: sales@klas.com

LibLime

LibLime Enterprise Koha

Koha's greatest strength is the open source community, where users steer development, rather than a vendor. LibLime customers can participate by sponsoring enhancements or features that are then shared with the whole community. The result is very rapid development cycles, customer-driven features, and a high return on investment.

Release date: 1999

Sites: 520

Marketplace: Academic, Public
4016 Townsfair Way, Suite 220
Columbus, OH 43219
Phone: (888) KOHA ILS (564-2457)
URL: www.liblime.com
Email: sales@liblime.com

Library Concepts

CONCEPT I

CONCEPT I is regarded by our users as easy to use. Our market is focused on the "small library," which is often staffed by volunteers. Ease of use is critical! While our user count (for CONCEPT I) is fairly small, we have another product (PC Card Catalog), which has more than 1,000 installations. CONCEPT I is an expanded "PC Card Catalog." Our software is well-written and intuitive to use. We can, therefore, get by with minimal support investment and low fees to our clients.

Release date: 2006

Sites: 15

Marketplace: Academic, Public, School,
Corp./Govt./Special
3801 Glenmont Drive
Fort Worth, TX 76133
Phone: (817) 346-0928
URL: www.libraryconcepts.com
Email: info@libraryconcepts.com

LibraryWorld, Inc.

LibraryWorld

LibraryWorld offers the best return-on-investment library system on the market, with a fully web-based service that allows you to automate your library for \$1 a day.

Release date: 2002

Sites: 1,300

Marketplace: Academic, Public, School,
Corp./Govt./Special
55 S. Market St., Suite 1616
San Jose, CA 95123
Phone: (408) 464-4720
URL: www.libraryworld.com
Email: kline@libraryworld.com

Mandarin Library Automation

Oasis

Mandarin Oasis is a complete, fully web-based, easy-to-use, affordable library system. Oasis is easy to implement and is feature rich with a built in Z39.50 client. Users can also rate books and provide reviews. Vendor ASP hosting is



available. Oasis is Unicode-compliant, which allows for cataloging and searching for records in any language.

Release date: 2005
 Sites: Not available
 Marketplace: Academic, Public, School, Corp./Govt./Special
 1100 Holland Drive
 Boca Raton, FL 33487
 Phone: (800) 426-7477 x751
 URL: www.mlasolutions.com
 Email: automation@mlasolutions.com

MINISIS, Inc.

M2L—MINISIS Management for Libraries

With M2L, 100% customization is possible (including, databases, fields, screens, reports, and forms). There is a one-time purchase price for all modules (Acquisitions, Catalog, Serials Management, Circulation, and OPAC). It has MARC and non-MARC interfaces, is bar-coding and RFID ready, and provides online indexing of Microsoft Word, PowerPoint, Excel, PDF, and many other formatted files to reduce data entry. It provides a secure and intelligent web-hosting center.

Release date: 2000
 Sites: 1,000
 Marketplace: Academic, Public, Corp./Govt./Special
 210 West Broadway, Fifth Floor
 Vancouver, British Columbia V5Y 3W2
 CANADA
 Phone: (604) 255-4366
 URL: www.minisisinc.com
 Email: marketing@minisisinc.com

New Generation Technologies, Inc.

LIBRARYSOFT

LIBRARYSOFT offers versatility and range of functionality.

Release date: 1992
 Sites: 6,900
 Marketplace: Public, Corp./Govt./Special
 Dept. 844, P.O. Box 34069
 Seattle, WA 98124
 Phone: (800) 661-7112
 URL: www.librarysoft.com
 Email: mail@librarysoft.com

OCLC (U.K.) Ltd.

Amlib

Our company priorities ensure that our solution is based on excellence in customer support; state-of-the-art library software that is robust, proven, and easy to use; and experience in helping libraries migrate to Amlib in a timely, professional manner.

Release date: 1994
 Sites: 506
 Marketplace: Public, School, Corp./Govt./Special
 Suite 5, 131 Paisley St.
 Footscray, Victoria, 3011, AUSTRALIA
 Phone: +613-936-28500
 URL: <http://www.oclc.org/au/en/amlib/default.htm>
 Email: sales-amlib@oclc.org

Open Text Corp.

Open Text Library Management

Open Text focuses on expert content; fast, precise searching of bibliographic data; and the full text of digital collections. The completely integrated interactive thesaurus provides term switching, search redirection, and validation.

Release date: 1999
 Sites: 115
 Marketplace: Corp./Govt./Special
 3671 Ridge Mill Drive
 Hilliard, OH 43026
 Phone: (614) 658-3588
 URL: www.opentext.com/library
 Email: sales@opentext.com

Polaris Library Systems

Polaris Integrated Library System

The overall design of the system is Polaris' strength. The Polaris ILS was built in "layers," which means that developers can redesign and replace significant tiers of the system independent of each other. This has enabled Polaris to change components in the architecture as technologies evolve without having to rewrite the entire ILS. This ability to upgrade and enhance layers within the system with-

out impacting the entire system has allowed us to quickly respond to changes in technology and enabled us to out-develop our competitors in many functional areas. And since Polaris was also built as an open database (we provide customers with complete access to the database schema), Polaris provides a perfect balance between an open database and a fully functional and supported ILS.

Release date: 1998
 Sites: 302
 Marketplace: Public
 P.O. Box 4903
 Syracuse, NY 132210-4903
 Phone: (800) 272-3414
 URL: www.polarislibrary.com
 Email: info@polarislibrary.com

SirsiDynix Corp.

SirsiDynix Symphony

Symphony's strengths are its breadth and depth of its capabilities, the ability to be extended by customers via use of APIs and web services, and an engineering emphasis on staff efficiency and expanded services to end users, as demonstrated by a focus on expanded search and discovery tools, support for mobile technology, and extensive links to third-party content intended to enhance the user experience.

Release date: 2007; built on Unicorn, released in 1982
 Sites: 580
 Marketplace: Academic, Public, School, Corp./Govt./Special
 Global Headquarters, 400 West Dynix Drive
 Provo, UT 84604
 Phone: (801) 223-5200
 URL: www.sirsidynix.com
 Email: www.sirsidynix.com

Softlink International

Liberty

Liberty's strength is its flexibility, offering a depth of functionality, customizability, and usability that satisfies a range of market and user requirements. With features refined by thousands of users in special, academic and public libraries, Liberty is one of the most easy to use yet comprehensive solutions



available to implement complex information management to professional library standards.

Release date: 1999

Sites: 600

Marketplace: Academic, Public, Corp./Govt./Special

Oliver

Oliver is the enterprise-level library solution for schools. High-level integration, customization, and scalable technology enable Oliver schools to grow and change with technology, learning systems, and the curriculum. Oliver's web-based interface and integration capabilities ensure the library remains an integral function in any learning environment. An engaging interface and range of search options enable students of any reading level to locate learning resources with ease. Developed by an experienced market leader, Oliver is a proven solution that already supports thousands of schools worldwide, including school districts and consortia.

Release date: 2003

Sites: 2000

Marketplace: School
720 Third Ave., Suite 2220
Seattle, WA 98104
URL: www.softlinkint.com
Email: sales@softlinkint.com

Surpass Software

Surpass Centriva

Surpass is an affordable product that offers a high level of customization to meet the varying needs of different types of libraries. Special packages and pricing are available for smaller libraries. Ease-of-use through an intuitive interface is one of the key aspects of Surpass. Surpass has long been praised for having a powerful custom report generator built into the program.

Release date: 1995

Sites: Not available

Marketplace: Public, School, Corp./Govt./Special
517 Oothcalooga St., Suite C
Calhoun, GA 30701
Phone: (706) 625-5399
URL: www.surpasssoftware.com
Email: jarrett@SurpassSoftware.com

SydneyPLUS International

SydneyPLUS

The ability to adapt the product to manage custom databases and interfaces is SydneyPLUS' strength.

Release date: 1987

Sites: 1,300

Marketplace: Corp./Govt./Special
Suite 5138, 13562 Maycrest Way
Richmond, British Columbia V6V 2J7
CANADA
Phone: (604) 278-6717
URL: www.sydneyplus.com
Email: support@sydneyplus.com

The Library Corp.

CARL.X, Library.Solution

The Library Corp. (TLC) builds attractive, useful, and flexible software. Even libraries of the same type will have unique requirements for both the staff and public users; therefore, we build our products to anticipate the data that needs collected, streamlined business processes and searching, and display the most useful information as quickly as possible. That flexibility coupled with intelligent and attractive design makes our systems stand out among others.

CARL.X

Release date: 2005

Sites: 10

Marketplace: Public, School
3801 Florida Ave., Suite 300
Denver, CO 80210
Phone: (303) 758-3030

Library.Solution

Release date: 1997

Sites: 635 servers

Marketplace: Academic, Public, School, Corp./Govt./Special
Research Park Inwood, WV 25428
Phone: (304) 229-0100
URL: www.TLCdelivers.com
Email: info@tlcdelivers.com

VTLS, Inc.

Virtua

Superior system architecture and design with Oracle and extensive multilingual support have long been strengths of the Virtua ILS. Support for industry and professional standards such as Unicode, FRBR, RDA, and more have long been a hallmark of all VTLS products. That's one reason why VTLS is one of the few vendors holding ISO 2009 certification.

Release date: 1998

Sites: 900

Marketplace: Academic, Public, Corp./Govt./Special
1701 Kraft Drive
Blacksburg, VA 24060
Phone: (540) 557-1200
URL: www.vtls.com
Email: info@vtls.com



Pamela R. Cibbarelli is now retired and traveling as a full-time RV-er with her husband, Tony Jones, and their beagle, Jones. She previously was editor of The Directory of Library Automation Software, Systems, and Services, chairperson of the annual IOLS Meetings held in New York, and a frequent contributor to Computers in Libraries, Information Today, and Special Libraries.