

Smart software that works with your workflows

With over 25 years of experience working with libraries, we know that no two libraries have the same needs. That's why we designed flexible software that lets you create custom profiles for each library and staff user, controlling access to over 600 functions throughout the system. Engineered for the flexibility and ease of use that library patrons and staff demand, Virtua lets you set the rules and parameters that work best for your library.

Easy to use and easy to train, Virtua offers integrated functionality between modules, including the system's cataloging, acquisitions, serials, circulation and reporting functions. With our fully integrated single-client approach, switching from one module to another is seamless as a keystroke or a click of the mouse.

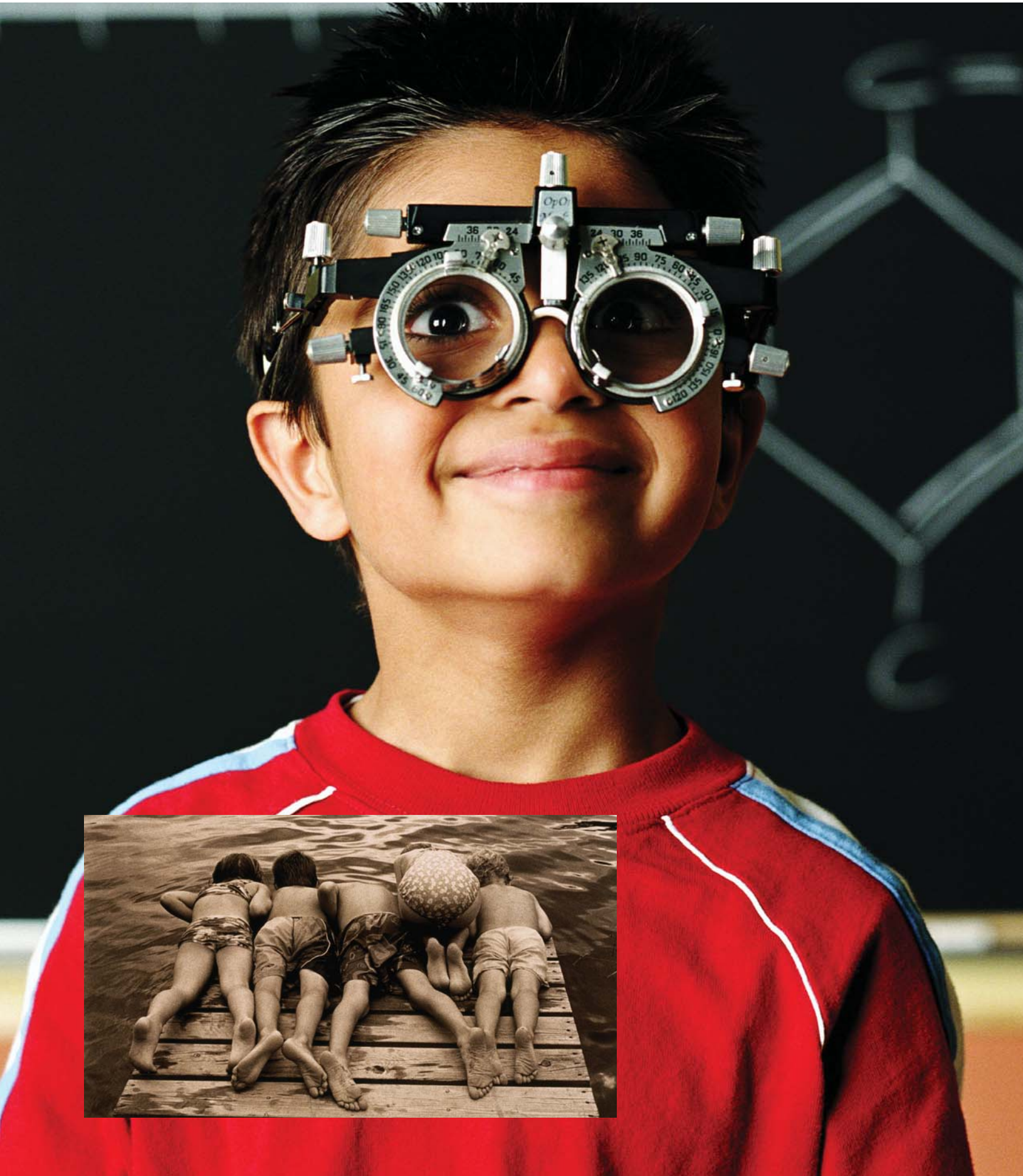
Virtua: For Libraries Looking to Stay a Step Ahead

- **Differentiate your library through enriched user searching.** Functional Requirements for Bibliographic Records (FRBR) is the next dimension in meaningful information – a fresh approach to traditional cataloging that features a more intuitive way of organizing and retrieving information. With FRBR, you only have to search once to retrieve all related materials, even if those materials are cataloged in different languages or editions, or with different subject headings.
- **Keep users up-to-date with SDI.** Fully integrated with the VECTORS *iPortal*, Update Notifications through Selective Dissemination of Information (SDI) lets users monitor new additions to your library's collection. With SDI, patrons can save any number of keyword searches automatically at a set frequency. For maximum convenience, search results are delivered directly to the user's email account.
- **Create a "community" of readers with User Reviews and Ratings.** A forum for patrons to write reviews and rank titles in the Vectors *iPortal*,

User Reviews and Ratings will get your patrons talking—and reading—more than ever. Reviews can be anonymous, and the library has the option of approving a review before it's posted.

- **Discover the Oracle™ advantage.** Unlike other library vendor implementations that use Oracle™ as just another SQL DBMS, the capabilities of Oracle™ are tightly woven into the very fabric of Virtua. Virtua takes full advantage of the special strengths of Oracle™, including its support of Unicode™, backup and recovery capabilities, rollback features, and indexing capabilities. This makes for a very structured Virtua implementation, with better performance that is easier to install and manage.
- **Offer global information in all the languages your users speak.** Virtua is the first ILS to fully comply with the Unicode™ standard on both the client and server levels. In the Vectors *iPortal*, changing the interface language is as simple as the click of a mouse. Users can view and print records in any language.

MORE THAN MEETS THE EYE





From implementation... to training... to everyday use...

VTLS doesn't stop at providing you with state-of-the-art software—we also make sure that your library receives the project management, training and customer support that help you get the most out of your system.

On-Time, On-Budget, Professional Project Management

Before you implement Virtua, VTLS will provide you with a project manager to oversee the entire implementation process. The VTLS Implementation Team will handle system parameter setup and provide robust data conversion services to deliver the best system implementation for your library.

Take Advantage of Virtua's Flexibility through Comprehensive Training

VTLS training prepares you for success with your new Virtua system, and continues as part of our ongoing customer service. Virtua's online training program provides a cost-effective way of keeping staff up-to-date on the latest VTLS technology. With Centra® training, you'll get real-time instruction without the travel expense of bringing in an instructor or sending your staff to a class. While your staff interacts with a VTLS trainer via an audio connection, concepts are demonstrated through an Internet web browser.

We're There for You; Customer Support Services

At VTLS, your library's needs drive our services. Our Customer Support Team consists of seasoned librarians, systems analysts and project managers. When it comes to providing support, advice and training, we do our best to make you feel competent, knowledgeable, at ease and in control of your Virtua system.

VTLS boasts the highest customer support ratio in the industry—and this means better service for you. With a variety of service options, you can select the level of service right for you. The complete customer service package offered by VTLS includes project management, consulting, training, 24-hour emergency support, software maintenance updates, upgrade services and remote systems management.



MORE THAN MEETS THE EYE



Put your best face forward: The VECTORS *iPortal*

Fully customizable, the VECTORS *iPortal* reflects an image as unique as your users. And beneath the surface lies powerful search capabilities that deliver the information your users seek.

With exciting new patron empowerment features and customization options, VECTORS sets the industry standard for Web OPACs. VECTORS skin technology lets you tailor the entire look and feel of your library's catalog. You can create as many different interfaces as you can imagine—the possibilities are endless. What's more, patrons can search and view information in any language.

- **Showcase your library's unique identity.**

The flexibility of VECTORS allows you to change the entire face of the software. Patrons can view the catalog through their preferred interface—whether that interface is designed for the advanced user, student, or child. News, weather feeds, blogs and other local information can be seamlessly included, making the library's *iPortal* a central spot for all information – bringing your library patrons back to the *iPortal* as their primary source for information.

- **Give users a "rich" experience through content enrichment.** Allow linking to book cover images, full electronic table of contents, published book reviews, video trailers for DVDs, and many other resources.

- **Find the information your users need wherever it resides.** VECTORS offers one of the most robust search engines on the market today. Patrons can perform federated and consolidated searches to retrieve information from any Z39.50 database the library selects. Search filters and multiple sorting options allow users to view only the results they desire, in whatever order they prefer.

- **Get users the material they need faster.**

VECTORS' Search Term Highlighting pinpoints the exact location of a search term on the results screen, making it faster than ever to find the information you're looking for. Update Notifications with SDI simplifies the search process by allowing patrons to save any number of keyword searches to run automatically at a set frequency.

- **Let the patron's voice be heard.** With the Selection List, librarians stay informed about the materials their patrons want. The Selection List lets patrons submit requests for items they'd like the library to purchase via a form on the *iPortal*. If the item is ordered, the system automatically sends an email to the requestor and places the item on hold upon receipt.

- **Empower your users.** Give your patrons the option to make requests, renew items, and view account information online with the VECTORS *iPortal* Patron Empowerment features. For even more convenience, patrons can access your library's catalog through a Smart Device interface. And with User Reviews and Ratings, your patrons have a forum to voice their opinions on titles in your catalog.

- **Make it easy.** VECTORS' ability to offer embedded search options allows you to simplify the way your patrons search. Searches and limits can be "preconfigured" by the library staff and offered as a single key click option, giving patrons up-to-date information without the need to understand complex searches. Powerful indexing options, including keyword searches of controlled vocabulary headings means powerful search options that are easier to understand and use by the patron.



High-speed, high-volume processing of Acquisitions and Serials

When books and other materials arrive at your library, you need to get them in the hands of your patrons as soon as possible. Virtua Acquisitions delivers high-speed, high-volume processing of all acquisitions materials. Drag and Drop capabilities for fast PO creation eliminates re-keying of information for orders. Patrons can easily recommend materials for purchase through powerful Selection List capabilities.

From managing funds, payments and credits to automating invoicing, vouchering and receipt printing, Virtua reduces time spent on manual tasks. For efficient serials control, Virtua offers automated claiming, powerful pattern-prediction capabilities, and the ability to import and export publication patterns from CONSER records or to create MARC standard patterns with our easy to use Pattern Builder.

Increase Productivity

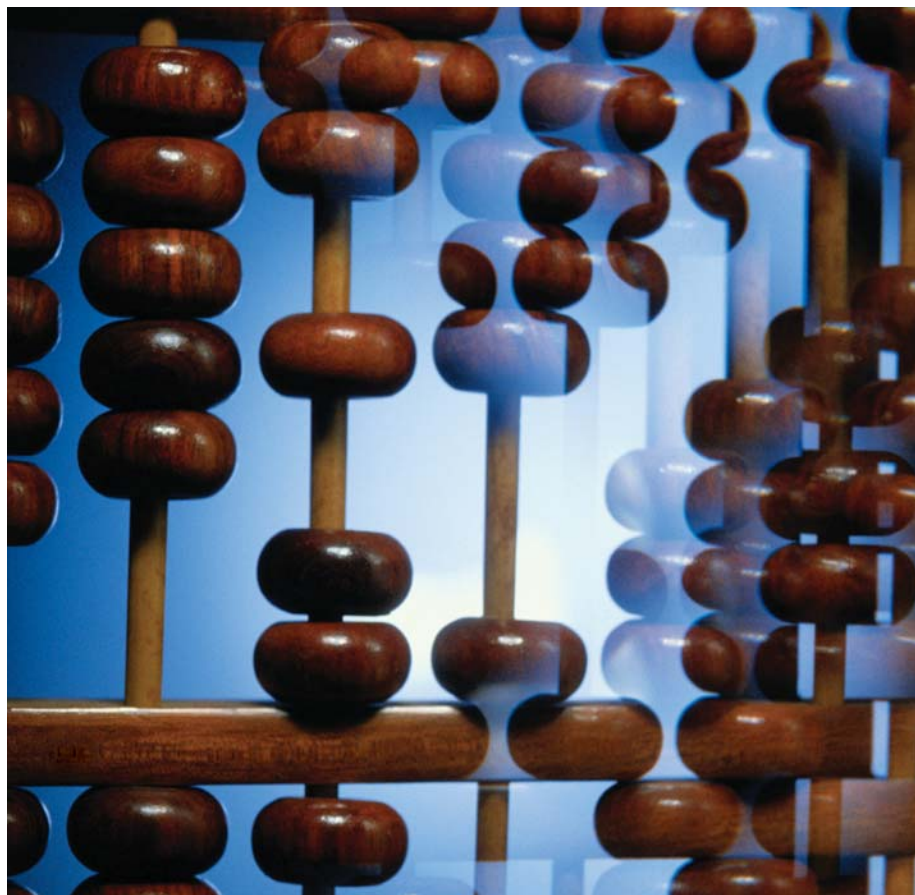
Creating accurate serials patterns can be a cumbersome and time-consuming task, even for the most experienced serials librarian. That's why we designed the Serials Pattern Editor – an easy-to-use interface for generating and editing serial patterns. To save you even more time, Virtua lets you save serials patterns to a pattern database so they can be retrieved for future use.

Save Time and Eliminate Manual Work

Virtua complies with EDI, a timesaving technology standard that allows for electronic transmission of documents such as invoices, purchase orders, and claims. Virtua acquisitions includes easy support for blanket orders, memberships and standing orders. For speedy management of serials, Virtua's automatic compression of the 863 serials tag saves you countless hours spent manually editing these tags.

Choose the Workflow that Works for You

With multiple access points for tasks, you can tailor workflows to suit your preferences. Custom displays and staff permissions let you see and access exactly what you need to get the job done. Virtua's single-client design allows for further streamlining of workflow, as all functions are available without switching between different client applications.



MORE THAN MEETS THE EYE



Cataloging that's effortless and error-free

From workflow shortcuts like batch processing for record importing to pre-defined templates that minimize repetitive input, Virtua's Cataloging module saves you time and ensures your records are error-free. Virtua also supports FRBR cataloging—a model that allows for better organization, easier cataloging, and a reduction in the cataloging workload.

For speedy and accurate record creation, Virtua offers the following cataloging shortcuts:

- Batch processing for record importing
- Keyboard commands for moving seamlessly between windows
- Cut-and-paste and point-and-click capabilities decrease editing time and reduce data entry errors

- Automatic validation of records at the client and server levels – validation that is based on MARC 21, but editable by the library for local practice
- Online importing of any Z39.50-compliant MARC record
- Ready-to-use work forms or record templates that you can customize
- Simple global headings changes that instantly update every affected record
- Support for multiple thesauri
- Indexing tailored for the library's specific needs

FRBR -- Making Complex Information More Understandable and Usable

The Functional Requirements for Bibliographic Records (FRBR) Model is an innovative alternative to traditional cataloging—and Virtua is the first ILS on the market today that supports it.

The advanced cataloging/data-handling standard of FRBR consolidates related information from disparate resources into a tree structure. The basic FRBR record consists of three entities - work, expression and manifestation. In addition, item records (holding records) can be attached to the manifestation. For example, Beethoven's Fifth Symphony represents a work. It can be independently cataloged. The performance of the symphony by, for example, the New York Philharmonic Orchestra represents an "expression" of the work. A CD by Columbia Records containing the particular performance represents a "manifestation" of the work. Two copies of the CD in the library represent two "items" of this manifestation.

FRBR offers a more intuitive way of organizing and retrieving information, which translates to easier cataloging for you, and more complete search results for patrons. With FRBR, you only have to search once to find all related materials, even if those materials are cataloged in different languages or editions, or with different subject headings.



Circulation that keeps things moving

Virtua's Circulation module gives you the flexibility and tools you need to keep things moving at the fast-paced circulation desk. Multiple windowing capabilities and single-click access to functions allows staff members to efficiently check-in, checkout, renew and place holds on items. Extensive policy matrices easily manage single or multiple-branch library requirements. It's easy to set up an unlimited number of user profiles, item types, locations, and loan periods specific to each library branch. A comprehensive system of alerts and blocks provides flexibility when dealing with patron delinquencies.

Fully-featured:

- **Reserve Book Room** – Handles multiple reserve locations with varying open and closed schedules, loan periods, and loan privileges. Items can be placed on reserve for several instructors and courses. Students have instant online access to course reserves by instructor name, course name, and course ID.
- **Homebound Services** – Helps you reach out to patrons who don't have Internet access or can't visit the library. Virtua's Homebound Services create reading lists based on the user's preferences and/or circulation history, and tracks loan history to avoid repeat delivery.
- **Self-Check Units** - Designed from the ground up to be robust yet attractive units, our patron self-check frees staff for other duties, taking on in some cases up to 85% of all circulation. Patrons can checkout multiple items accurately and quickly without assistance from the library staff. Our self-check units also feature automatic offline circulation, and a Remote Patron Assistance Service.
- **Interlibrary Loan** - Efficient resource sharing for networked libraries that help you integrate physical or electronic document delivery into your information service. ILL provides you with a management environment which enables you to seamlessly handle mixed media document delivery and provides electronic documents, where possible, straight to your user's desktop.
- **Telephone Notification and Renewal** – Allows libraries to significantly reduce their notice production costs by delivering overdue and hold pick-up notices by phone. Patrons are also able to renew their loan periods, automatically, over the phone, with no staff involvement, 24 hours per day.
 - **Staff efficiencies** - Staff can do more productive and enjoyable tasks, less time doing manual tasks.
 - **User satisfaction** - Users can renew and review items at times convenient to them.
 - **Faster notification** - Immediate delivery enables earlier item return or collection.
 - **Significant savings** - Telephone charges are substantially less than postal charges.
 - **Increased User services** - Improve circulation of library materials.
- **Materials Booking** – Makes it easy for library staff and patrons to reserve library equipment, meeting rooms, and materials such as: conference rooms, computers, DVD players, VCR's, overhead projectors, and course reserve materials. Patrons simply choose the items of interest, check against the calendar for availability, and book the time required.

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Reporting Tools that really deliver



It's important for you to know how many items are in circulation, which patron groups use the library most, how many outstanding requests are on items, and other vital statistics. Virtua's robust, web-based reporting capabilities include over 50 standard reports through InfoStation®, plus an effortless means of creating custom reports with AdHoc.

Our open system allows tracking of all information stored within the Oracle™ database for the most comprehensive reporting available, and SQL third-party report writing gives you the results you need in a variety of formats.

Virtua's InfoStation® is a flexible, web-based, user-friendly statistics and reporting tool that helps you monitor and manage the activities of your library. It lets you:

- Configure and customize reports to meet your library's specific needs.
- Save report configurations, so you can use them repeatedly.
- Generate tab-delimited output, from which you can produce paper notices.
- Send notices to patrons via e-mail.
- View report output in HTML format.
- Schedule report configurations to run automatically.
- Confirm that scheduled reports have been run successfully.
- Create multilingual reports.
- Access reports from any PC on your network.
- Ensure report security.

Ad Hoc Reporting gives you unprecedented flexibility in managing the information in your Virtua database. This custom reporting system makes use of Oracle™ database views to organize the data in the Virtua database for selecting in a specific query. Designed for use with third-party software packages, Ad Hoc Reporting can be used with any SQL reporting tool.

Collection Hosting Services: A cost-effective, hassle-free option



VTLS' hosted solution for Virtua gives libraries the option of a controlled environment for the maintenance, upgrades, and technical servicing of the servers that run their Virtua system. Ideal for any library, our Collection Hosting Services provide increased security, reliability and scalability over traditional library-administered applications—without a significant upfront financial cost.

Our Collection Hosting Services means making software more responsive and flexible, delivering lower and more predictable costs, and increasing efficiencies by automating the key processes associated with software management - availability, change, problems, security and performance—and measuring these processes in real-time.

As the software developer, VTLS has the expertise to provide world-class management of availability, performance, problems, change, and security for our own software.

What Benefits can VTLS Hosting Services Bring to Your Library?

Predictable cost - Lower, predictable software management costs. There are no upfront capital expenditures or maintenance fees—only a single annual subscription fee, dramatically reducing the initial cost of implementing a new system.

Comprehensive support - Highly trained, knowledgeable VTLS staff provides help-desk support, software maintenance and upgrade services, hardware maintenance and management services, and round-the-clock emergency support. All Virtua, Oracle™ and operating system upgrades are completed for the library by VTLS trained technical staff.

Process automation for better, faster service - Libraries receive faster support service and problem resolution via automated monitoring and management of key processes such as software availability, performance, problems, change and security.

Ability to scale computing power on demand - VTLS' simplified user-based pricing model gives customers added flexibility to scale their computing power 'on demand' - and pay only for what they are using. Our highly scalable, easy access solution allows you to grow locally or remotely, while at the same time reducing local library network traffic.

Flexibility for your library's changing needs - Over the past years, VTLS has significantly expanded our Collection Hosting Services to meet customer demands. Today we offer flexibility in deployment, and service offerings that span the entire VTLS product line.

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***There's a world of information out there
and Virtua puts it right at your fingertips.***

From improved workflow management to powerful, flexible and convenient access to information, Virtua provides a complete solution for your library's needs.

Discover for yourself how Virtua is more than meets the eye. Call 1-800-468-8857 to schedule a demo or speak with one of our account managers. Or visit us on the Web at www.vtls.com.



W O R L D W I D E
M E E T S T H E E Y E
T H A N



VTLS Inc. is a quality certified ISO 9001 Company

