

# SYMPHONY

Your ILS today. Your future LSP.



SirsiDynix<sup>®</sup>

*We believe in the*  
**POWER**  
**OF LIBRARIES™**

*At SirsiDynix, we believe in the power of libraries. We believe libraries have the power to transform, improve, and enrich our communities. Our mission is to advance the libraries' impact in their communities through software and services. SirsiDynix solutions are built to help libraries fulfill their*

*missions and adapt to changing demands. Our product line is called "BLUEcloud"—BLUE standing for "Best Library User Experience." We create solutions that allow both your staff and community to have the best experience possible. We do what we do, to help you and your community accomplish great things.*

## Table of Contents

Your ILS today. Your future LSP. ....	2
Why choose Symphony? .....	7
Who is Symphony for? .....	11
What can Symphony do? .....	13
What is Symphony Web? .....	21
All you need is a browser .....	23
Empowering your library with Symphony.....	25
Work with a Partner not a Vendor .....	32







# Symphony

SirsiDynix Symphony® is a progressive Integrated Library System (ILS) designed to support your library now and into the future. Recognized as a long-standing, scalable, reliable ILS, Symphony leads the industry as one of the most thorough and robust library management solutions.





# A Cornerstone

Symphony plays a unique role in the future of SirsiDynix technology. Symphony connects your patrons and librarians serving as the cornerstone of your library.

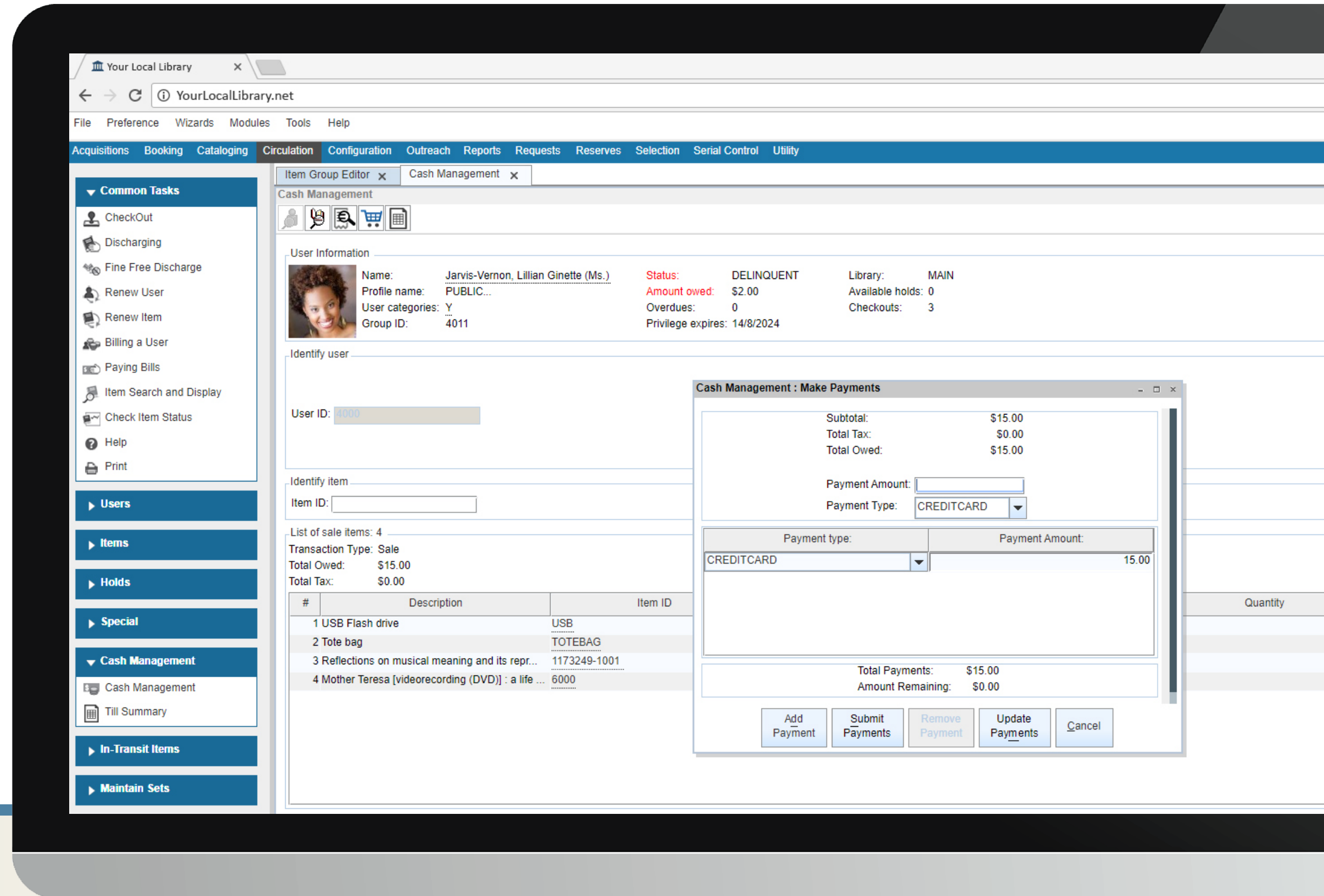


# Symphony ILS, supporting libraries for over 30 years.

During this time, Symphony has developed a reputation as a highly dependable ILS. It has earned this legacy through progressive evolution. Constant development keeps Symphony modern. By building on a dependable foundation, SirsiDynix has been able to focus on functionality. Symphony now stands as one of the most full-featured ILSs in the industry.

Symphony is the cornerstone in the SirsiDynix plan for the future of library technology. It plays a dual role as a modern solution, serving libraries now, and the gateway to the future. SirsiDynix helps libraries make a smooth transition to the cloud-based future by building the next generation on the foundation of the present. When the time comes for Symphony libraries to upgrade to the next-generation, the shared architecture allows libraries to make the move without a migration.

Symphony offers options and advantages to libraries. As the cornerstone of a long-term vision, Symphony gives libraries the options they need to grow and adapt to the needs of the future.





# Why choose Symphony?

Enjoy the benefits of an advanced library management solution. Symphony's advanced functionality gives it the distinct characteristics of an evolved and established solution.







“Symphony makes my work-life easy. It’s straightforward, fast, and reliable. With it I can stay focused on helping patrons and students. And if I ever need support SirsiDynix is right there for me, friendly and responsive.”

Staff Librarian

## Flexible

Symphony gives libraries options and responds to your unique needs. With hosting options, flexible consortia configuration, and APIs and web services for customization, you can tailor Symphony to your organization.

## Powerful

Robust functionality allows Symphony to help you accomplish anything your library wants to do. Whether it’s Circulation, Cataloging or Configuration—Symphony’s well-developed modules offer granular rules to let you shape and administrate your ILS the way you want.

## Reliable

SirsiDynix makes dependability a priority. That’s why we offer 24/7 support, hosting with over 99.95% uptime, and industry-leading security certifications.



# Who is Symphony for?

Symphony is equipped to fill the needs of any library type or role. Scalability and extensive functionality allow Symphony to adapt to each library's specialized needs.



## ● Consortium

Flexibility to respond to unique member-library needs and keep your consortium organized and administration efficient. Easily create library groups, configure your libraries, and apply different rules to different groups. Exercise control, while delivering robust functionality to all your libraries.

## ● Academic

Manage your library and integrate into campus with a single ILS. Symphony's comprehensive APIs let you connect seamlessly to your institutions' other software, like your LMS. Friendly UI and intuitive searching support your students' learning, from undergrad to postgrad.

## ● Public

Expansive functionality streamlines workflows, so staff can focus on your collections and patrons, not software. Symphony's well-known dependability means your library is always there for your community.

## ● Special

Scalability adapts Symphony to your size and needs. Advanced module capabilities help you stay organized and respond to the unique organizational demands on your library. No need to change your workflows—Symphony changes for you.

## ● School

Support your students—and their parents—with an easy-to-learn and easy-to-use solution. Use Symphony to manage a small school library or serve the entire district with the system that lets you keep the focus on learning, not your ILS.



# What can Symphony do?

Symphony handles all your library's workflows with specially designed modules. Rich functionality gives your staff the support they need in all their tasks. The streamlined capabilities and flow that Symphony brings are the reason the platform is known as WorkFlows.

“Symphony gives us the ability to customize our system according to the specific needs of each library. It's everything we want from our library software—flexible, easy-to-use, and robust.”

System Administrator



# Modules

## Acquisitions

Complete your acquisitions from selection to payment in a single module. Search vendor databases, place orders, automatically load orders, and track your items through ordering, claiming, receiving, invoicing, and processing—all within Symphony.

## Cataloging

Take control of cataloging, no matter your needs. For simple editing, use the MARC editor with built-in validation and MARC help. For advanced group item editing, take advantage of parameter-based batch editing tools.

## Circulation

Streamline your workflow with Symphony's flexible circulation policies. Track and fulfill patron needs with easy-to-use demand management tools. Reach out to your patrons with books by mail, intelligent holds processing, and user groups for families, book clubs, or proxy borrowers.

## Configuration

Establish parameters for library activities, workstations, and users. Set policies to control what actions are permitted and performed by Symphony, from establishing who can check out what materials to determining how newly-loaded records are indexed.

## Offline

Just because your server's down doesn't mean your library is down. Check out materials, register new users, and process returns all in offline mode. When you are able to reconnect, data used by Offline WorkFlows is automatically uploaded and downloaded.

## Outreach

Symphony's Outreach module helps your library extend its services beyond your walls. Streamline the delivery process for homebound users with special user records, interest profiles, and reading histories for easy selection, delivery, and returns.

## Reports

Spot trends and learn how to better serve your community with the power of Symphony Reports. Available for all types of records, these powerful reports guide your team as you make informed decisions and help you illustrate your library's value.

## Requests

Library users can communicate their needs or requests to the library by sending a request via the online catalog. Organize, manage, and respond to patron requests with the automated Requests module.

## Reserves

Give teachers, students, and staff simple tools for finding and reserving materials. Items in reserve may be from the library's main collection, loaned to the library from an instructor, or through interlibrary loan.

## Selection

Help your staff make informed decisions in acquiring new and replacement titles. Selection List policies support your processes by gathering statistics about control records as well as tracking processing and selection orders. Speed your process along with automatic notifications to staff and centralized control over lists.

## Serial Control

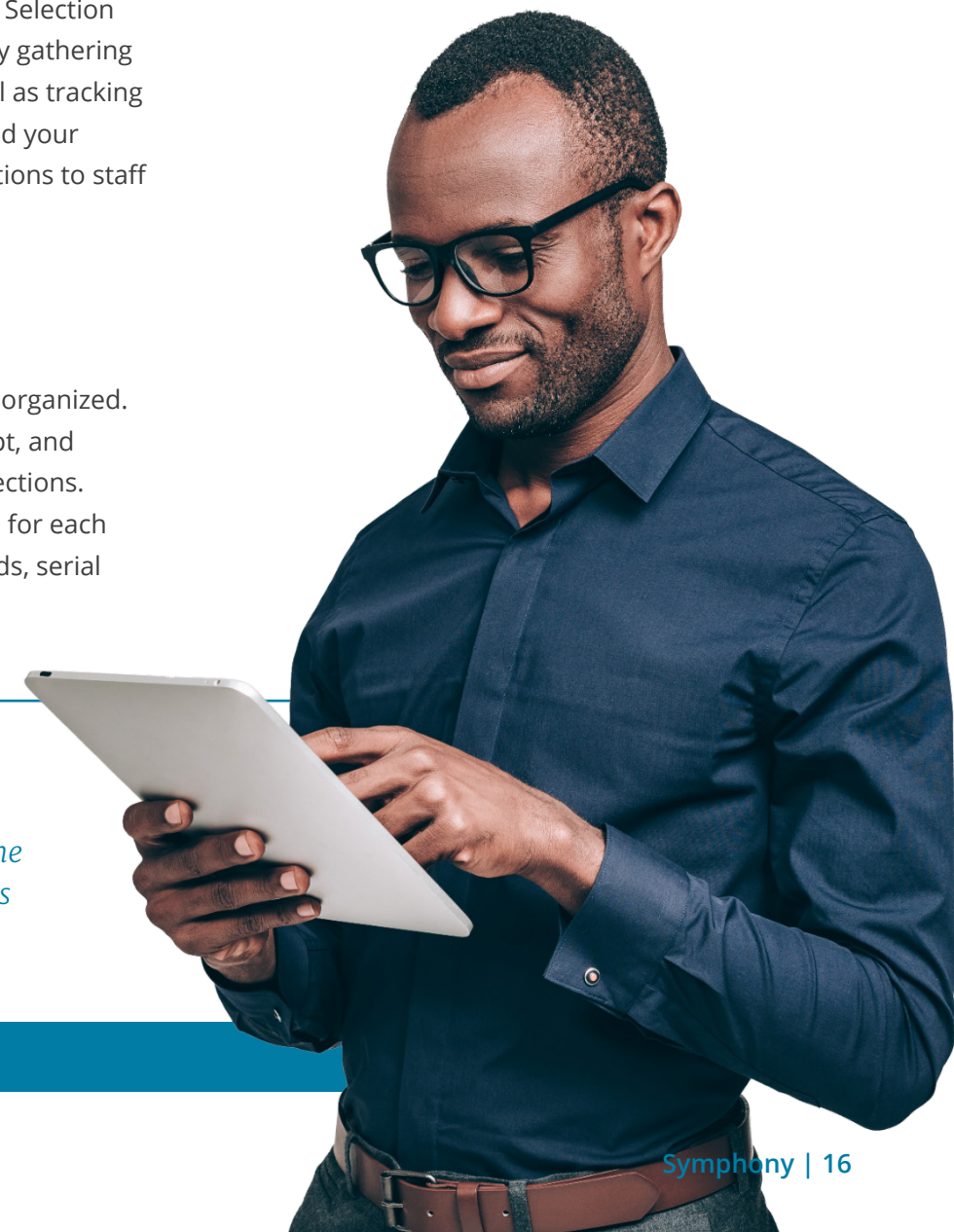
Keep even your most irregular serials organized. Symphony manages prediction, receipt, and routing for all your library's serial collections. Generate and maintain MARC records for each volume. Even manage your title records, serial control records, and claim records.

## Utility

The Utility module maximizes your functionality through tracking transactions to and from vendors, importing and exporting bibliographic records, creating and sending SMS notifications to library patrons, and much more.

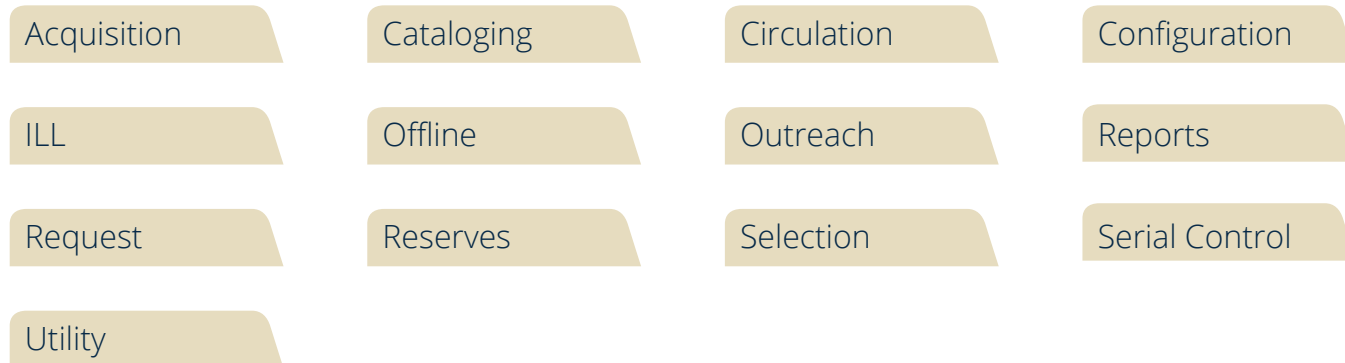
“The modules in Symphony make it a powerful ILS. We've customized each module for the needs of the staff, their various roles, and for each of our locations.”

Staff Librarian





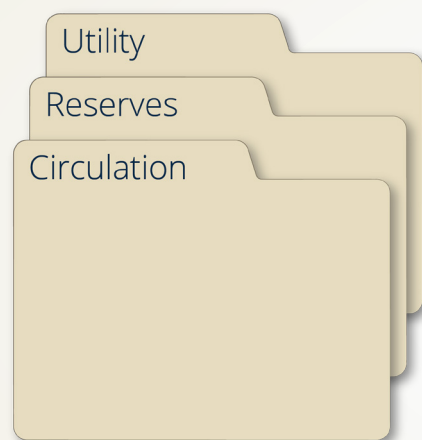
## Modules



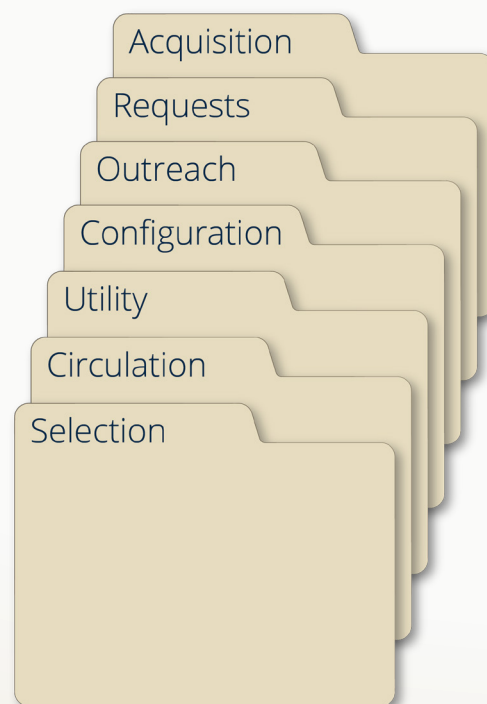
# Customizable Workflows for every staff role

No matter the tasks or roles your staff are responsible for, Symphony can be configured to bring an efficient flow to your process. No matter the tasks or roles your staff are responsible for, Symphony can be configured to bring an efficient flow to your process.

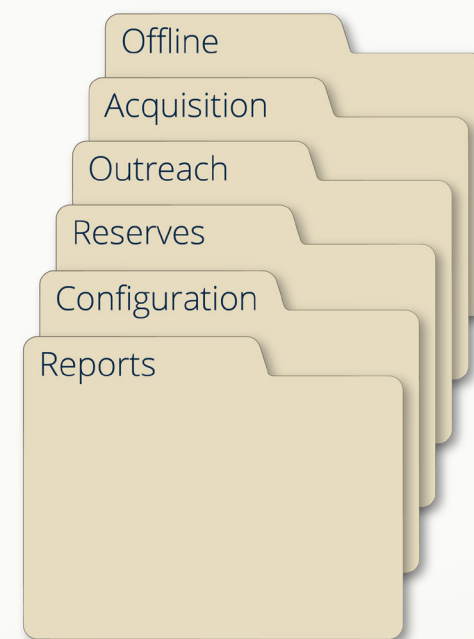
### Workflow #1



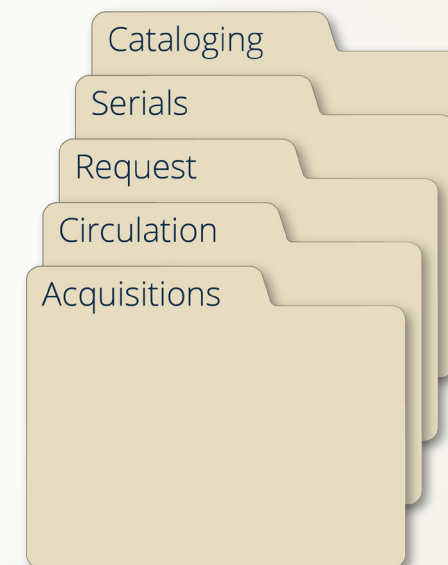
### Workflow #2



### Workflow #3



### Workflow #4





# Symphony gives you options

Symphony is versatile and ready to support all of your library's needs. You can deploy Symphony in a variety of ways, according to what works best for you.



## Local

If you want full control over your ILS, server, and workstations, Symphony clients and servers can be installed locally for all of your libraries.

## Server Hosted

If you are looking to reduce server hassles and maintenance, Symphony server hosting is available through SirsiDynix. This gives you reliability, without all the work. Workflows, the client companion to Symphony, can then be installed on your local machines.

## Hosted

The most convenient option is to have both your server and client hosted with SirsiDynix. This gives you peace of mind knowing that you will always be running.

Local

Server Hosted

Hosted

### Option 1

Client	Server
Not Hosted	Not Hosted

- Manually upgrade to latest version of Symphony
- Manually manage hardware
- Manually manage 3rd party connections to Symphony

### Option 2

Client	Server
Not Hosted	Hosted

- Automatic Symphony upgrades
- Managed server configuration
- Managed 3rd-party integrations
- Automatic hardware upgrades incl.
- Off-site, automatic back-ups
- Scalable server size
- Over 99.95% up time
- NIST SP 800-53 accreditation
- ISO 27001 and TRUSTe certifications
- 24/7 system monitoring and threat protection

### Option 3

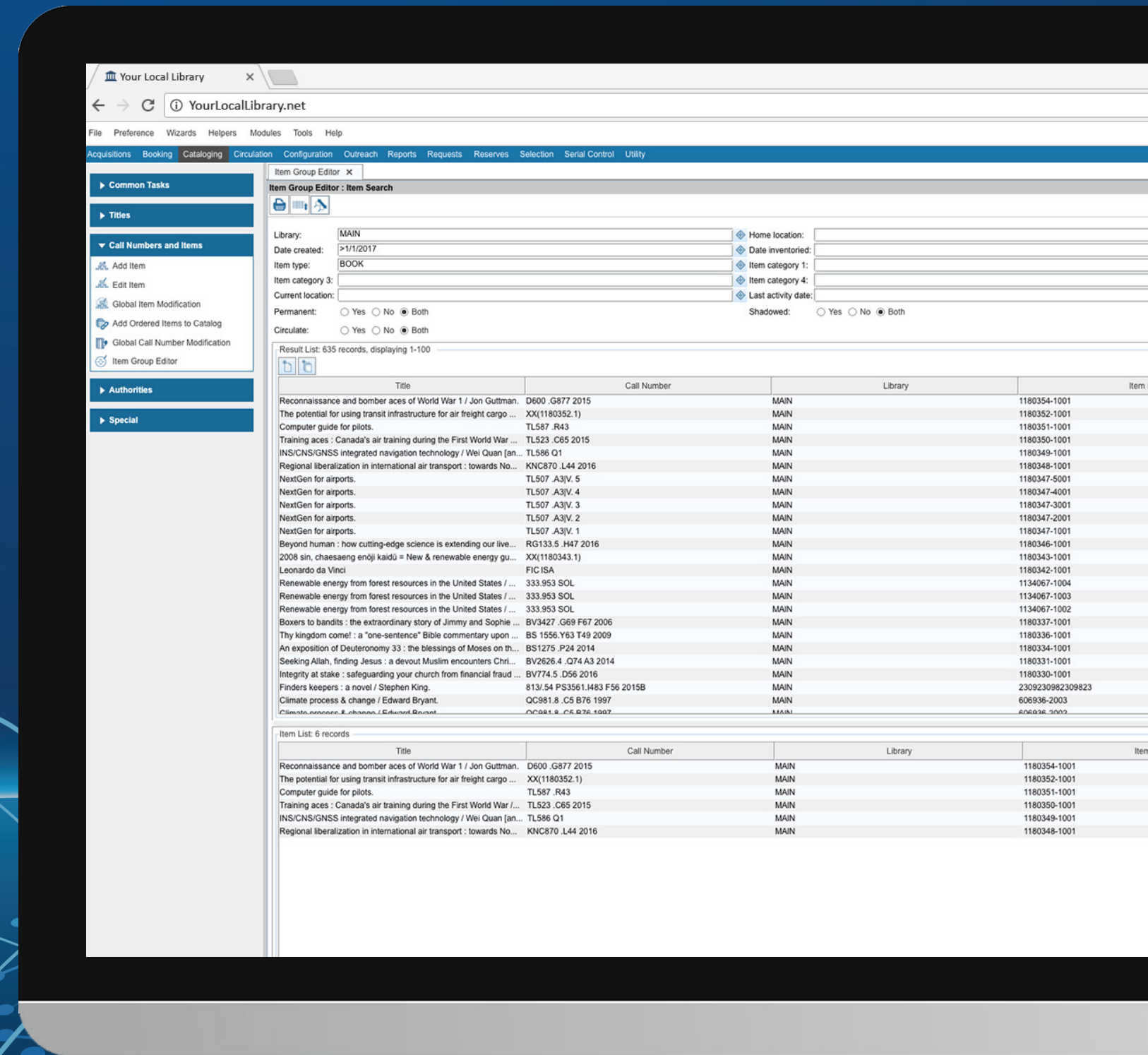
Client	Server
Hosted	Hosted

- Automatic Symphony upgrades
- Managed server configuration
- Managed 3rd-party integrations
- Automatic hardware upgrades incl.
- Off-site, automatic back-ups
- Scalable server size
- Over 99.95% up time
- NIST SP 800-53 accreditation
- ISO 27001 and TRUSTe certifications
- 24/7 monitoring and protection
- Client (SymphonyWeb) access with browser
- Clients always run latest version
- Simplified client hardware and software administration



# What is SymphonyWeb?

If your library is looking for a cloud-based solution, SymphonyWeb is the answer. With all the functionality of a local WorkFlows client, SymphonyWeb untethers your staff from your library desktops.





# All you need is a browser

SymphonyWeb is Symphony's browser-based client. Replacing Workflows, the locally installed client, SymphonyWeb stays updated via hosting in our cloud, so you can eliminate time spent on updates and administration.





# Empowering your library with Symphony

You know what's best for your team and your community. This is why SirsiDynix believes in freeing libraries from restrictions on technology via our 'Best-of-Breed' approach.

“Customizing Symphony was really easy. I worked hand-in-hand with the Professional Services team and our library was up and running in no time. And with SirsiDynix' Best-of-Breed approach, we were able to keep our favorite vendors and integrate them seamlessly with Symphony.”

Staff Librarian



# Partners

At SirsiDynix, we are dedicated to providing you with the best experience possible, which also means giving you options. We have designed Symphony to be open for and easy to integrate with your favorite solutions. Our Best-of-Breed philosophy means that you have choices, and the ability to select which integrations are best for you.

**bibliotheca**

**EBSCO**

**Solus**

**hoopla**

 **zepheira**

 **Askews & Holts**  
Library Services Ltd

 **StackMap™**

 **imagine easy**  
SOLUTIONS

**Bowker®**

**MicroStrategy™**

  
**KHAN**  
ACADEMY

  
**STOR**

 **altarama**

 **THOMSON REUTERS**

 **biblioboard**

  
**CLCD**

 **BAKER & TAYLOR**

 **TALKINGTECH**  
engaging customers... better, smarter.

  
**Bolinda**  
digital

**3M**

**OverDrive**

 **LexisNexis®**

 **wheelers**

**ChiliFresh**

  
**OPEN**  
LIBRARY

  
**EnvisionWare**

  
**KAPLAN**

**INGRAM**

  
**ODILO**

**MACKIN**

**clio**

  
**ProQuest.**

  
**BetterWorldBooks**

**prenda**

 **prenumerique.ca**



“ I love that SirsiDynix isn't just a 'one size fits all.' With Symphony's flexibility we are able to choose what is best for us.”

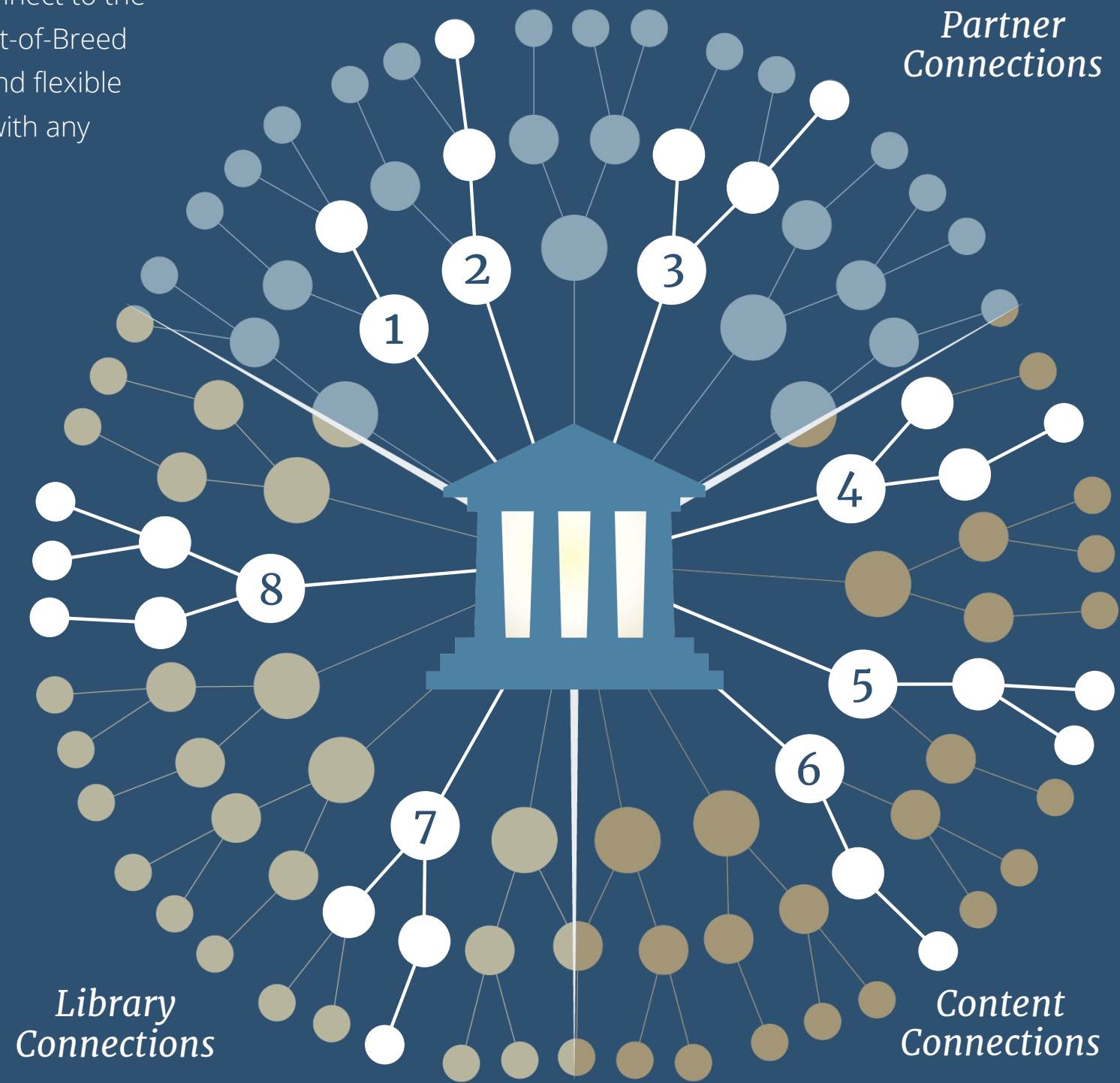
Library Director



# Best-of-Breed

Symphony is built with our Best-of-Breed methodology so you can connect to the best solutions available. Best-of-Breed means Symphony is open and flexible so you can easily integrate with any third-party solutions.

1. EBSCO
2. Solus
3.  zepheira
4.  Recorded Books
5. OverDrive
6. hoopla
7. Branch #1
8. Branch #2



## APIs and Web Services

Part of this Best-of-Breed approach are the APIs and web services built into Symphony's architecture. APIs enable your library to get at the core of your Symphony ILS. With developer-level API access you can modify your solution to function the way you want. With web services, your solutions are able to perform the way your users expect.

Use APIs to connect your ILS to other solutions in your institution, like Learning Management System, Student Management System, authentication services, enterprise resource planning systems, and more.

In the big picture of your library, APIs play a small role, but without them your library can be isolated. With APIs, your library is open and interconnected with your institution's other solutions.

For more about APIs and Web Services visit [SirsiDYNIX.com](https://www.sirsi.com/SirsiDYNIX.com) to download

Case Study:  
*How BYU Uses APIs and Web Services to Support Powerful Custom Applications*

eBook:  
*The Librarian's Guide to Web Services*

Connecting your ILS to third party solutions is one of the most important uses of APIs. SirsiDYNIX makes these connections easy through partnerships with library solution vendors—a further example of our Best-of-Breed philosophy in action. SirsiDYNIX partners with some of the leading vendors or library technology and content. Our close partnerships enable us to deliver tight integration with these third-party vendors, as well as streamlined access to partner content.





# Work with a Partner, not a Vendor

One of the greatest benefits of working with SirsiDynix is the customer experience. We value our relationship with our libraries and believe in working together to advance your library's objectives.



# Programs and Services



## Strategic Partner Program

Strategic Partner Program is a formal program through which we work with our partner libraries to develop and enhance SirsiDynix solutions.



## Library Relations Managers

Library Relations Managers are SirsiDynix representatives specifically assigned to care for the needs of each individual library.



## SirsiDynix Support

SirsiDynix Support has been recognized as some of the leading support in the industry. The Support Team is available to you 24/7 to help with all your needs.



## Continuous Learning

Continuous learning is supported through SirsiDynix Mentor and through our website. We provide webinars for continued training on our solutions as well as professional development.



# A Culture that's all about community

Culture is the everyday, not the exception. When you shoot a quick email to your account rep, or have a quick question for support, the type and timeliness of the response you receive is an indication of the culture in a company. At SirsiDynix, we pride ourselves on a culture that prioritizes the right values. We value our people, and our people value you.

Our teams are set up to deliver the best possible service to our libraries. We have knowledgeable staff, with our average employee offering more than 9 years of tenure with SirsiDynix. Departments all across our company, from Development to our Executive team, draw on the expertise of qualified librarians. Our Consulting, Support, and SaaS teams have specialized expertise in their fields, making for reliable and dependable partners to serve you.

## Have you heard about COSUGI, COSA, or COSI?

*Every year our library user group COSUGI (Customers of SirsiDynix Users Group Inc.) pull together a fantastic conference. These conferences with SirsiDynix, are your opportunity to learn from and network with other users and exchange ideas.*

*Check out the user group website:*

*COSUGI: [www.cosugi.org](http://www.cosugi.org)*

*COSA [www.cosa.asn.org](http://www.cosa.asn.org)*

*COSI: [www.cosiemea.org](http://www.cosiemea.org)*

In addition to our in-house community, one of our greatest benefits of being a SirsiDynix customer is the family of library users that you join. The SirsiDynix user Listserv is known for being active, outgoing, and helpful. The Listserv contains hundreds of customer-created help articles, creative ideas, and folks that are happy to respond to new needs. Though our library users are not an official service of SirsiDynix, the friendly and helpful community is remarkable. And we would be remiss if we didn't mention their ongoing contributions to the culture at SirsiDynix.





*We believe in the...*



# POWER OF LIBRARIES™


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We want to help you and your community accomplish great things.

To learn more about Symphony,  
visit [SirsiDynix.com](http://SirsiDynix.com) or request a demo.



SirsiDynix®

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