

*BIC e4libraries and the  
e4libraries accreditation scheme*

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# Agenda

- BIC
- e4libraries
- e4libraries Accreditation Scheme
- How to apply



# About Book Industry Communication?

- BIC is the UK standards body for the book industry
- Co-owned by CILIP, the British Library and the Booksellers and Publishers Associations
- With most major book businesses and many libraries in membership
- Greatest hits:
  - BIC subject classification, e4libraries classification
  - BIC Basic data set, ONIX, EDI standards,
  - e4books project etc.



# What is e4libraries?

- An initiative of BIC (begun in 2007)
- Launch funded by the MLA
- Steering group of leading libraries etc.
- A Scoping Report by Simon Edwards
- The start of a campaign...
- ... to improve the library supply chain using beneficial technologies, focusing on standards and systems interoperability



# Technologies, standards and interoperability

- Improve the library supply chain:
- Beneficial technologies
  - Efficient Bibliographic Information supply
  - Full Cycle EDI
  - RFID
- Focusing on standards
  - MARC21, ONIX, Tradacoms, EDIFACT, XML, EDItxt, SIP2, ISO 28560,
- Systems interoperability
  - e.g. Integration with finance systems



# Bibliographic Data Supply

- Several suppliers
- Several products and services
- Several different methods of sourcing data
- Must be up to date and complete information
- An efficient process/work flow
- Minimal human intervention
- Speedy upload to LMS, OPAC etc.
- Key is to eliminate duplication



# Full Cycle EDI

- Proposals/Quotes
- Library orders
- Order responses/acknowledgements/status reports
- Order fulfilment
- Invoices



# EDI Roll-out

- EDI: usage data (UK public Libraries)
  - Quotes: 40%
  - Orders: 75%
  - Order Acks/Responses: 30%
  - Order Fulfilment/Cat Services/Item Load: 15%
  - Invoices: 15%
- Not enough to maximise benefit from investment in EDI
- Many libraries believe the job is complete once they have implemented EDI orders



# EDI Benefits

- We know that there is significant benefit to be gained from implementing full cycle EDI
  - (from quotes through to invoices)
  - Some benefit from supplier stock selection (If done right)
  - London Borough of Havering case study showed significant benefits:
    - Average Admin cost: £5.46 per book purchased
    - Reduced to £0.62 per book purchased



# RFID

- Self service
  - Self issue/self return
  - Payment and fines
- Stock management
- Security
- Catalyst for improvement in libraries
- Importance of adopting the new ISO standard
- And the BIC/CILIP UK guidelines



# E4libraries is here to help and encourage

- Encourage library supply chain to implement technology
- Support decision with information, advice, case studies etc.
- Develop guides to help
  - Guide to RFID, Guide to EDI
- Improve adherence to standards
  - BIC Library Technical Meeting
- Develop new standards where necessary
  - E4libraries classifications



# E4libraries accreditation - Who can apply?

- Libraries
- Library Stock Suppliers
- Library Management System Suppliers
- Other Service Providers and Library Supply Chain Organisations



# Libraries

- Do you have efficient bibliographic processes or a disconnected cottage industry?
- Do you do full-cycle EDI from orders/quotes to invoices/fulfilment? Or just do orders?
- Do you have RFID or efficient barcode self service solutions etc. or all issues by staff
- Does your LMS integrate with RFID systems and Finance? Or just standalone
- Apply for e4libraries accreditation



# Library Stock Suppliers

- Do you do full cycle EDI?
- Welcome and help libraries into EDI?
- Adhere to standards, avoiding complexity?
- Apply and program RFID tags?
- Supplier stock selection solutions?
- Shelf-ready stock?
- Apply for e4libraries accreditation



# LMS Suppliers

- Do your systems do full-cycle EDI?
  - Orders, quotes, responses, invoices, fulfilment
- Provide EDI as a core requirement not an extra cost option (No £3000 a year just for orders!)
- Integrate with leading RFID and Finance Systems?
- Help, support, promote efficient Bibs, EDI, RFID?
- Apply for e4libraries accreditation



# Other Library Supply Chain Organisations

- EDI Networks
- EDI Bureaux
- Bibliographic data suppliers
- Any organisation with a role to play in developing technology solutions to improve the library supply chain
- If you support the aims of the e4libraries project
- Apply for e4libraries accreditation and make your case!



# E4libraries Accreditation

- Recognise progress made
- Reward hard work
- Provide something to display which says:
  - We are modern, up to date and efficient
  - Investing in our organisation
  - Improving our service to our users, customers, trading partners etc.
- *Eventually why would anyone want to buy stock, LMS, EDI, RFID or Bibs from an organisation without e4libraries accreditation?*



# Now what?

- You apply by visiting [e4libraries.org](http://e4libraries.org)
- Libraries and Library Stock Suppliers
  - Follow the instructions, download a questionnaire, fill it in and send it to BIC
- Other organisations including LMS suppliers
  - Apply in around 1000 words saying why you should receive the accreditation



# The Accreditation Process

- A panel of experts meets to discuss the applications
- A rigorous benchmarking process ensures fairness
- Ambiguities are resolved over the phone to the applicant organisation
- A spreadsheet model holds the input, the scores and weighting etc. to ensure continuity over time
- The panel makes its decisions and applicants are informed



# How high is the bar?

- Not that high (to start with!)
- Basically libraries should do some or all of these:
  - Efficient Bibs sources and processes
  - A fair bit of EDI (not just orders!)
  - Some RFID (maybe self service)
  - Perhaps integrate LMS to Finance system
- Adhere to standards
- If you are not doing the above things then you probably should be anyway!



# What if you fail?

- No one will know (confidential)
- Only the successful applications are publicised
- BIC e4libraries will explain confidentially why you failed and where improvement is needed
- Advice and guidance from experts is available
- So you've nothing to lose by applying



# Exploiting your success

- When you've applied and succeeded in getting accreditation



- Wear your logo with pride
- Put it on your website
- Put it in your organisation letterhead, flyers, etc.
- Tell staff, bosses, trading partners etc.



# Organisations Accredited July 2009



- Libraries:
  - Essex Libraries, Middlesex University Library, Norfolk Libraries, Sutton Libraries, Westminster Libraries
- Library Stock Suppliers:
  - Askews, Bertrams, Coutts, Dawsons, Holt Jackson, Peters, YBP
- LMS suppliers:
  - Axiell (DS), Infor



# Take Action!

- If your organisation is missing from that list...
- Take action – see me afterwards!
- If you doubt you'd pass why not apply anyway in confidence and get free consultancy and advice?
- If you are just beginning then ask for advice or
- Look at the resources on the e4libraries website
- If your supplier's or trading partner's organisation is missing – ask why?
- Please note the e4libraries accreditation scheme is free!



# e4libraries



**BIC**  
accredited

# Thank You

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