BIC LIBRARIES TECHNICAL IMPLEMENTATION CLINIC MEETING – Minutes
Location: GoToMeeting / Conference Call
Date and time: Wednesday 19th July 2017, 10am
Minutes written by: Alaina-Marie Bassett

Present

Alaina-Marie Bassett, BIC	Karina Luke, BIC
Catherine Cooke, Westminster Libraries	Wendy Robson, British Library
Simon Edwards, Consultant (Chair)	Ruth Rowell, Civica
Geraldine Fawcett, Capita	Dominic Stanley, Bertram's
Keir Finnerty, Coutts (ProQuest)	David Thomas, SirsiDynix
Graham Jones, Askews & Holts	Steven Wright, Buckinghamshire Library

1. **Welcome and Apologies**
   SE welcomed the Group to the meeting and the apologies were delivered.

2. **Competition Law - Conduct Reminder**
   The Group were reminded about BIC's Competition Law Policy – please click here for more information regarding this policy: http://www.bic.org.uk/149/BIC-Competition-Law-Policy/

3. **Review of minutes and actions from the last meeting**
   The minutes from the last meeting of this Group were approved with minor corrections from GF, who noted that the new GIR code in EDIFACT – which was requested in 2011 in order to express Product Type – was LFO and not NFO. SE noted that all the actions from the last meeting will be addressed under Item 5 (in the action grid, below).
   - ➤ **ACTION**: AMB to amend the minutes from the last meeting according to GF's feedback.
   - ➤ **ACTION**: AMB to continue to send out an email to all BIC members, a month prior to the next meeting of this Clinic, to encourage further attendance of this Group.

   Post-Meeting Update: The amended set of minutes were circulated to this Group on Thursday 20th July 2017.

4. **Discussion and removal of old / ongoing issues**
   KL noted that the ongoing issues from 2013/14 which are still being addressed by this Clinic will need to be drawn to a close ASAP or else abandoned. SE agreed that this sense of closure is required but suggested that any unresolved items could remain on the agenda for this Group as watching briefs going forwards.

5. **Current EDI issues (TRADACOMS and EDIFACT)**
   See the action grid, overleaf.

Title of Issue	Brief Description of Issue	Actions (if any)	Responsible for Action	Issue resolved? Yes / No
5.1 eBooks in EDI **Raised by** FP, Coutts Information Services **Date raised** 11/11/13	SE reported that information about this Group's proposed solution – which entails using GIR segments in EDI for eBook orders – was circulated to the BIC Digital Supply Chain Committee (DSCC) for its consideration following the last meeting, and the Committee has since suggested that library web services may be a more efficient way of providing libraries' requirements for eBooks going forwards, rather than pursuing an EDI solution. SE reported that, in response, BIC produced a survey to obtain further feedback from the library community regarding the timeframe in which they are likely to be able to implement library web services; this will inform BIC's next steps, i.e. whether the EDI standard should be amended or whether a library web service solution should be developed. KL commented that the DSCC is concerned about developing EDI further if it is not the direction that the industry is going in. She noted that the deadline to submit feedback for this survey was Tuesday 18th July 2017 and displayed the survey results on screen during the meeting. The responses indicate that the library community intends to begin moving towards the use of web services over the coming 2-3 years, although some respondents suggested that this shift may be premature at this stage.

DT confirmed that SirsiDynix has received interest from libraries regarding real-time responses / web services too. SE noted that there will need to be an evident demand for library web services before organisations begin providing / hosting them and libraries begin implementing them. He asked whether EDIFACT should be revised in the meantime for this reason. GJ noted that the duration of eBook licences is the primary concern for many organisations however they are coping by providing the necessary information in the notes field in EDIFACT already. CC also noted that organisations such as Westminster Libraries order eBooks via websites / subscription services. SE confirmed that the BIC Library Web Services Task & Finish Working Group (T&FWG) will address eBook ordering as part of its ongoing project. SW reported however that the T&FWG will need to update / revise EDIFACT codes as part of this project in order to incorporate them into the library web services. The Group agreed.

WR commented that libraries want to be able to receive invoices and price and availability (P&A) information in real-time. Referring to the minutes from BIC's Library Web Services Workshop which was held in June 2015 (see here: http://tiny.cc/yahqny), KL read aloud the identified requirements for library web services. SE noted that APIs / web services can be developed (and implemented) more quickly by libraries than the proposed revisions to EDI and subsequent testing. KL also noted that it will not be obligatory for organisations to adopt web services. | AMB to circulate the BIC Library Web Services T&FWG Project Brief and the BIC Library Web Services Workshop minutes to this Group, ASAP.

AMB to add a watching brief on the BIC Library Web Services T&FWG to the agenda for the next meeting of this Group and remove it from Item 5 / Current EDI Issues. | AMB

AMB | No |

Title of Issue	Brief Description of Issue	Actions (if any)	Responsible for Action	Issue resolved? Yes / No
	RR left the meeting.			
5.2 Unrecognised Product Type / Product Form **Raised by** DT, SirsiDynix **Date raised** 11/11/13	SE noted that this issue relates to unrecognised products and their data for different sources. DT confirmed that SirsiDynix had issues with merging and matching records (i.e. linking two formats of the same book such as an audiobook and a paperback) in the past but has made changes to its procedures internally to deal with this issue. GF reported that Capita also has its own workarounds in place. KL noted that the processes being implemented by organisations to counter this issue are not standardised at present. GF suggested that this topic could be discussed going forwards by the BIC Library Web Services T&FWG. SE noted that the requirements for this issue need to be captured to ensure the T&FWG is well informed. He noted that some organisations use ONIX and MARC records to provide Product Type. GF suggested that the use of Collections isn't as important now as it once was. It was agreed this item should be removed from the agenda of this Group going forwards.	Remove this item from the agenda for the next meeting.	AMB	No
5.3 Consolidated Invoices and Invoices for Fulfilment-only **Raised by** AC, Essex Libraries **Date raised** 11/11/13	SE reported that this issue is ongoing. CC noted that organisations want to receive a consolidated invoice rather that myriad, individual invoices but that their Library Management Systems (LMS) will need to be able to identify and deal with consolidated invoices in this way. WR confirmed that the British Library would be interested in receiving consolidated invoices also. She noted that the British Library is currently piloting receiving one delivery (and therefore one invoice) per week to see if this facilitates the goods-in process. CC noted that some fulfilments still require an invoice to be supplied with each delivery. DT reported that SirsiDynix has liaised with Askews & Holts regarding the proposed new invoice type for consolidated invoices (385) its effect on auto-payments. CC noted that some suppliers refuse to provide the fulfilment bar code on anything but the invoice.

CC suggested that a flag is needed to ensure that invoices are not paid until a consolidated invoice is received. SE and KL suggested that the use of Code 385 should be tested further and that EDItEUR should be informed about the proposed amendment to the EDIFACT standard. DS suggested that this issue is a result of library suppliers' processes rather than EDI itself and that trading partners should liaise independently to agree how EDI should be used in relation to invoicing. CC noted however that | SE to liaise with his contacts regarding this Clinic's proposed solution (the use of Code 385) to obtain further feedback and report back to the Group, ASAP. | SE | No |

Title of Issue	Brief Description of Issue	Actions (if any)	Responsible for Action	Issue resolved? Yes / No
	libraries have been trying to address this matter for many years and cannot do so because of their systems – she suggested that a change to the standard would force the issue, enabling libraries to put forward their requirements. KL noted that if an answer cannot be reached prior to the next meeting of this Clinic, this item will have to be removed from its agenda.			
5.4 Standing Orders in EDI **Raised by** WR, The British Library **Date raised** 07/06/16	WR reported that the British Library has tried to implement EDI invoicing for standing orders however test files need to be exchanged with its supplier to complete this process. CC confirmed that Westminster Libraries has done the same with its suppliers in the past and it now sends a quote for the number of copies on standing order. WR informed the Group that the British Library does not receive quotes or renewals, each series is simply on order and arrives when a new edition is available. DT noted that this sounds more like the process for a serial than a standing order. CC and SW reported that their organisations have not implemented serials to date. WR noted that the British Library needs a process that requires minimal, manual interventions and the ability to load invoices via EDI. SE suggested that there may not be a universal solution to this issue as each organisation works in a different way. CC agreed, noting that Westminster Libraries has to identify and deal with missing orders manually (by checking the number of copies received). SW noted that the British Library should be able to see when a book has not been fulfilled but will need to ascertain how to modify its ordering processes to improve them. WR suggested that invoicing is the main issue since the British Library has to make a large number of claims in order to receive all the books it requires. The Group agreed to liaise with colleagues regarding this matter and discuss it further at the next meeting.	ALL to consider how the process for standing orders in EDI can be modified to show when an order has not been fulfilled.	ALL	No
5.5 Potential new issues to be addressed	The Group did not have any further, new issues to raise. SE reminded the Group that any matters that do arise between now and the next meeting should be brought to the Group's attention prior to the next meeting date. He commented that the meetings of this Group are dependent on there being issues to resolve and noted that meetings may need to be postponed in future if there are not enough issues under discussion. SE encouraged the Group to liaise with trading partners about any issues that might be addressed by this Clinic; if an issue is identified, please encourage the organisation (providing that they are a BIC Member) to attend the next meeting of this Group.	ALL to liaise with their trading partners and report any new identified issues to SE + AMB prior to the next meeting of this Group.	ALL	

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6. **BIC Libraries Committee Update**

CC noted that the last meeting of the BIC Libraries Committee took place on Thursday 18th May 2017, where the main topic under discussion was the RFID Privacy Code of Practice and Policy documents which were signed off during the meeting. She noted that a BIC Breakfast on RFID Privacy will take place on Wednesday 26th July 2017 and copies of the draft RFID Privacy documentation will be made available to the attendees of that event. CC noted that there is some confusion between the proposed legislation for RFID Privacy and the General Data Protection Regulation (GDPR) which will come into legislation on Friday 25th May 2018 due to organisations conflating the two. The forthcoming BIC Breakfast will ensure that the differences between RFID Privacy and GDPR are better understood.

➢ **ACTION**: AMB to brand and publish the draft RFID Privacy documents in time for copies to be disseminated at the forthcoming BIC Breakfast.

Post-Meeting Update: Further information about this event can be found here: http://tiny.cc/01ltny

KF left the meeting.

7. **Library Web Services**

The Group was informed that the most recent meeting of the Library Web Services T&FWG took place on Thursday 8th June 2017. SE reported that progress is being made and that the members of this T&FWG are in the process of reviewing libraries' requirements for upcoming web services. He noted that the maintenance of the web services / APIs will be governed by this Clinic once the Library Web Services T&FWG has disbanded.

8. **Watching Briefs on BIC's Task & Finish Working Groups (T&FWGs)**

- Price & Availability (P&A)

AMB reported that the revised TRADACOMS List 54 document was circulated to this Group for feedback on Wednesday 19th July 2017. KL noted that this is the final opportunity for this Clinic to provide feedback as the T&FWG is keen to publish the document. SE encouraged the Group to look at their systems and ensure that the codes which have been deprecated are not in use by their organisation. KL noted that the revisions made to the document are primarily clarifications.

➢ **ACTION**: ALL to review the revised TRADACOMS List 54 document and submit any feedback on it by Wednesday 2nd August 2017.

- Acquisitions & Divestments

KL reported that the last meeting of this T&FWG took place on Thursday 1st June 2017, where the content / text for the eBook Acquisitions Best Practice document was finalised. She noted that an infographic is now being designed for inclusion in this Best Practice document, which will be published soon. KL also reported that Harbottle & Lewis LLP have informed the information in the Best Practice document, including what to consider (from a legal perspective) for acquisitions. This T&FWG will now begin to address the second phase of this project: printed product acquisitions.

The book industry's supply chain organisation

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9. **RFID Privacy – BIC RFID Privacy Code of Practice (CoP)**
   See Item 6 (above).
   Post-Meeting Update: The BIC RFID Privacy toolkit – which contains the RFID Privacy CoP and Policy documents plus 2 poster templates (intended to help organisations to inform their patrons about the potential risks associated with RFID tags) and a brief document containing some suggested text for libraries' websites, emails and RFID Kiosk receipts – was published on Wednesday 26th July 2017. To receive your copy, register here: http://eepurl.com/cXhI61

10. **Technology Excellence in Libraries Award (TEiLA) Accreditation**
    KL provided an update on the new BIC website in relation to the BIC Technology Excellence in Libraries Award (TEiLA), noting that for a number of reasons progress has temporarily been halted. KL advised that a 'Plan B' should be devised for the online TEiLA application form.
    ➢ **ACTION**: AMB to liaise with KL regarding the next meeting of the TEiLA Panel and devising a 'Plan B' for the application process in light of recent develops with the new BIC website.

11. **Training courses on EDI (EDIFACT and TRADACOMS)**
    KL reported that progress is being made on BIC's EDI training course. She noted that it is BIC's intention to keep the costs for attending this training course to a minimum and identify different locations across the UK where the course could be held. She suggested that it may also be possible to record the course in future in order to disseminate copies. KL noted that a sponsor for this training course will need to be identified. She noted that the course may be of particular interest to library suppliers and system vendors, and encouraged the Group to liaise with BIC if they are interested in securing this opportunity.
    ➢ **ACTION**: ALL to consider sponsoring this forthcoming BIC training course. Interested parties should get in touch with KL and AMB to find out more.

12. **Actions for the Training, Events and Communications (TEC) Committee**
    SE suggested that a BIC Clinics Update page could be featured on the BIC website going forwards, where highlights from both the BIC Technical Implementation Clinic (trade) and BIC LTIC could be listed in reverse chronological order.
    ➢ **ACTION**: AMB to add "providing updates on the BIC TIC and LTIC progress" to the agenda for the forthcoming meeting of the BIC TEC Committee.
    ➢ **ACTION**: ALL to send any ideas they may have for BIC Breakfast topics that are specifically relevant to the library community to AMB, asap.

13. **A.O.B.**
    The Group did not have anything further to report.

14. **Date of next meeting**
    The Group agreed that the next meeting of this Clinic should take place in 6 months' time, on Thursday 18th January 2018.

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The BIC Library Technical Group ListServ is at
http://uk.groups.yahoo.com/group/librarytech/

BIC website address: http://www.bic.org.uk/
BIC training courses: http://www.bic.org.uk/93/All-Courses-2013/

BIC is very active on twitter so if you use twitter you may want to follow BIC and
keep up with BIC announcements, activities and events via twitter: @bic1UK
Library Specific tweets can be found at @e4libraries

As always any comments, corrections etc. by email please to
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The book industry's supply chain organisation