E-commerce, Standards and Library Supply Chain Efficiencies

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A topic of some interest...

- ‘Public Libraries: Efficiency and Stock Supply Chain Review’ (2005)
- ‘Better Stock, Better Libraries: Transforming Library Stock Procurement’ (2006)

Savings at a macro level…

- £22 Million per annum? (PWC)

Savings at micro level…

Savings at a micro level...

London Borough of Havering case study showed significant benefits:

- Average admin cost: £5.46 per book purchased
- Reduced to £0.62 per book purchased

How?

- Economies of scale
- Avoidance of duplicated effort
- Effective – and comprehensive – use of existing technology – particularly EDI…

(Electronic Data Interchange)

E4Libraries Scheme...

- Some seed funding from ‘Better Stock, Better Libraries’, but...
- Not a top-down approach...
- Designed to enable each link in the library supply chain to use existing technology –and standards – to improve efficiency...

E4Libraries – and BIC...

- BIC (Book Industry Communication) manages scheme
- BIC is the UK standards body for the book industry
- Co-owned by CILIP, the British Library and the Booksellers and Publishers Associations
- Most major book businesses and many libraries are members
- Some other BIC projects and services:
  - E4books
  - BIC subject classification, e4libraries classification
  - BIC Basic data set, ONIX, EDI standards, etc

Links in the Chain…

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

How?

Beneficial technologies

- Efficient Bibliographic Information supply
- Full Cycle EDI
- RFID (in appropriate situations)

Focusing on standards

- MARC21, ONIX, Tradacoms, EDIFACT, XML, EDItxt, SIP2, ISO 28560...

Systems interoperability

- e.g. Integration with finance systems

Bibliographic Data Supply

- Up to date and complete information
- Efficient process/work flow
- Minimal human intervention
- Speedy upload to LMS, OPAC etc.
- Eliminate duplication

Full Cycle EDI…

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

EDI Rollout...

- EDI: usage data (UK Public Libraries)
  - Orders: 75%
  - Quotes: 40%
  - 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...

Libraries…

- Do you have efficient bibliographic processes or disconnected cottage industries?
- Do you have full-cycle EDI from orders/quotes to invoices/fulfilment?
  Or just orders?
- Do you have RFID or efficient barcode self service solutions, or are all issues by staff?
- Does your LMS integrate with RFID systems and Finance? Or is it just standalone?

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?

Library Management System Suppliers…

- Do your systems do full-cycle EDI?
  - Orders, quotes, responses, invoices, fulfilment
- Provide EDI as a core requirement - *not* an extra cost option
- Integrate with leading RFID and Finance Systems?
- Help, support, promote efficient Bibs, EDI, RFID?

Other Library Supply Chain Organisations…

- EDI Networks and Bureaux
- Bibliographic data suppliers
- Any organisation with a role to play in developing technology solutions to improve the library supply chain

E4Libraries Accreditation…

- Any of these links in the supply chain can apply for…
- E4Libraries Accreditation…

E4Libraries Accreditation…

- Recognises progress made
- Rewards hard work
- Provides 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?*

How to apply (it's free...)

- Go to 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

What then…?

- Panel of experts meets to discuss the applications
- A rigorous benchmarking process ensures fairness
- Any ambiguities resolved over the phone
- A spreadsheet model holds the input, the scores and weighting etc. to ensure continuity
- Panel makes its decisions and applicants are informed

How high is the bar?

- Not *too* 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 (or other self service)
  - Integrate LMS to Finance system
  - Adhere to Standards

- Not just for the sake of it – if you are not doing the above things then you should be...

What if you fail...?

- No one will know
- Only 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 nothing lost by applying...

List of accredited organizations, April 2010

Library services
Bournemouth Libraries
Bromley Libraries
Cambridgeshire Libraries, Archives and Information
Essex County Council Libraries
Highland Libraries
Middlesex University
Norfolk Library and Information Service
London Borough of Sutton Libraries
The Royal Borough of Kensington and Chelsea
Somerset County Libraries
Staffordshire Library and Information Services
University of Bedfordshire
Westminster Libraries
Wiltshire Library and Information Services

Library suppliers
Askews Library Services
Bertram Library Services
Coutts Information Services
Dawson Books
The Holt Jackson Book Company
Peters Bookselling Services

Systems suppliers and service providers
Axiell UK
Infor Global Solutions
Intellident
Nielsen Book
Talis

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