

*This glossary explains terminology used in the TEiLA accreditation scheme questionnaire. Please note that the questionnaire text is in blue and the commentary/explanation is in black. If any further help is needed, please contact the BIC Business Manager on 020 7255 0513 or via email: [info@bic.org.uk](mailto:info@bic.org.uk)*

**Section A: First please tell us a bit about the organisation you are applying for:**

**1. Name of Organisation**

This could be a library service or university library. Sometimes this may be a combined public library service such as the Triborough in London or even a consortium. Please make it clear what your organisation is called and what it consists of e.g. if it includes any other library services or is merged or combined in any way.

**2. Type of Organisation: e.g. public, HE, FE, Special, Other**

Please specify the type of library service. If it is an institutional library please briefly describe the institution. If it is primarily academic, please put "Academic", if it is a public library, please put "Public".

**3. Address of Organisation**

**4. Your name**

The name of the person who is filling out this questionnaire who BIC can contact if we have any questions of clarification. The questionnaire may be filled out by more than one person in which case please give the main contact.

**5. Your job title**

**6. Contact telephone number**

**7. Contact email address**

**8. Number and type of libraries served by your organisation**

Please see Note 1 above. If you are applying for accreditation for a combined library service of any kind, please give details e.g. the number and type of libraries in each sub-organisation.

**9. Name of your Library Management Systems supplier(s)**

The Library Management System (LMS) also known as an ILS (Integrated Library System) is the main system in the library but we would also like to know about any other technology deployed in your library service. Sometimes more than one system is operating in a combined library service. Please give details. RFID solutions are covered in questions 11 and 12.

**10. Name and version of your Library Management System**

See Note 9.

**11. Name of RFID supplier(s)**

It is now quite common for libraries to have more than one RFID supplier. If this is the case, please give all your suppliers and their main products/services/solutions. This would include any suppliers of security technology, sortation equipment, kiosks, hand held devices etc.

**12. Name and version of your RFID solution(s)**

See Note 11.

**13. Name of your major stock supplier(s):**

Please give the names of your major stock suppliers including specialists. It would be helpful to indicate each supplier's main area of supply for your library service e.g. Adult Fiction, Foreign Language Books, Audio-Visual, etc.

14. Are you a member of a consortium?

This could include a stock buying consortium as well as an IT or equipment supply consortium.

14.1 If you are, please give the name and type of consortium and contact details and indicate its purpose, geographical coverage and approximate number of members:

Please give the name of a primary contact at the consortium with their contact details and Please give an idea of the coverage of the consortium e.g. its name, type, purpose, the approximate number of members and its geographical focus if any.

15. How well resourced is your organisation to deal with systems related issues? e.g. support queries, customising programs etc. Please answer 0: Not resourced at all; 1: Some limited capability but mostly reliant on systems vendors, 2: Some reliance on systems vendors but mostly capable, 3: Fully resourced

16. Please indicate in the tick box that you agree that BIC may follow up, with the appropriate contact, any answers given in response to this questionnaire.

17. Please indicate in the tick box provided, that you give permission for BIC to carry out checks to ensure that this application has been completed accurately.

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**Section B: Now we'd like to know about your systems infrastructure and your service capabilities:**

**1. EDI**

Electronic Data Interchange is the exchange of electronic business messages with trading partners or suppliers. For each EDI message commonly used in libraries please indicate your current level of progress: where:

0= Not at all, 1= Pilot or advanced planning, 2= In development, 3= Developed, Live and starting roll-out, 4= Rolled out to major suppliers, 5= Rolled out to all capable suppliers. (Note the final column which is for you to specify usage of an extra EDI message)

Quotes	Orders	Order Responses	Invoices	Fulfilment (AKA catalogue services)	

EDI is an important part of the questionnaire and we want to understand how much EDI activity there is and with which suppliers. The chart above has the main types of EDI message used in libraries. The 6<sup>th</sup> box which is blank is for any additional EDI messages. Most library services which do EDI are in a certain stage of development for each message. So, you could be 100% for quotes and orders but only 50% invoices and just testing Fulfilment. Note that different libraries and sectors call their messages by different names. Order responses are sometimes called Order Acknowledgements and Order Fulfilment is sometimes called Catalogue Services. If you use invoices in place of order fulfilment or you use email in place of order responses, please give details. In addition to scoring your progress in EDI development you should state the key suppliers with which you exchange these messages.

**2. Bibliographic Data Supply**

Libraries typically require one or more sources of accurate and up to date information about books. This bibliographic information (or product metadata) can be obtained from specialist suppliers in several ways. Please give your sources and the frequency of both bibliographic record supply and enrichment and describe briefly the process of receipt and how these data sets are used by the library e.g. staff, customers, OPAC etc.

## 2.0 How bibliographic information is obtained, received and processed:

Sources: (e.g. OCLC, Nielsen, BDS etc.)	Methodology (e.g. Z39:50 download)

The above chart lists the sources of the information in the first column and the methodology in the second column. For example, if you used a CD-ROM from Nielsen you would put Nielsen in Column 1 and CD-ROM, monthly etc. in the second column. Many libraries have developed sophisticated methodologies for obtaining bibliographic data for individual records or whole data feeds and these should be detailed in column 2. Please give the source and the frequency and some idea of volume e.g. the number of records or the percentage of records obtained by this method. This information can be approximate – it is designed to help us get an idea of your bibliographic process and how up to date and complete the information would be.

## 2.1 How bibliographic information may be accessed and used:

Library Staff	
Library Users	

You may deploy your bibliographic information in many different ways to staff and library users so please give details e.g. web access, OPAC, hand held device etc.

## 2.2 Please describe the benefits of your process(es):

2.2.1 and how you would improve it/them if you could:

## 2.3 Does your LMS offer full support for RDA?

## 2.4 Have you implemented RDA?

RDA, Resource Description and Access is the new, unified cataloguing standard designed for the digital world and an expanding universe of metadata users. (e.g. it is a successor standard to AACR2) It is still fairly new, and BIC would like to find out to what extent libraries are implementing RDA.

2.5 Are you participating or planning to participate in contributing records to Union catalogues such as the Alma Community Zone, or the Bibliographic KnowledgeBase, and if so what workflow improvements does this, or will this, give?

## 3. RFID (Radio Frequency Identification) and Self Service

### 3.0 Do you use barcode self-service instead of RFID. If so, please give full details:

#### 3.1 If you use barcode self-service instead of RFID, please explain your reasons for this:

BIC is primarily interested in how technology and standards can benefit libraries. This section is on RFID, but some libraries already offer self-service via barcode technology (and security via tattle tape). Please fully describe your barcode service and any reasons why you have decided to use this in preference to RFID.

3.2 Self-service and other functions can be delivered by implementing RFID and related technologies e.g. barcodes. Please give details including how many of your libraries have implemented each service and any volume information

e.g. the number of libraries using RFID security etc.

Service	Details
Self issue:	
Self return:	
Stock checking:	
Security:	
Staff Stations:	
Sortation:	
Stock Accession /Receipting	
Extended hours automation	
RFID Library card /Smartcard	

**3.3 Approximately what percentage of transactions across all your libraries, is done by self-service?**

The benefits of investment in RFID are maximised by maximising the volume of books managed by self-service. Please give the total percentage of your book issues and, if relevant book returns, managed by RFID. If you have several libraries, then show the approximate percentage across all your libraries.

**3.4 If you have RFID, have you implemented the UK Data Model/ISO 28560/2? (Please answer Yes/No/Don't know):**

The UK Data Model is agreed by all the major RFID suppliers as the standard for data on library RFID tags in the UK. Your RFID supplier and your stock supplier should both be compliant but if your implementation pre-dates the UK Data Model then you may not yet be compliant.

If you answered "don't know" then you can find out about the UK Data Model here: <http://www.bic.org.uk/e4libraries/files/pdfs/111102%20UK%20Data%20Model%20for%20RFID%20in%20Libraries%20updated.pdf>

**3.5 Which fields do you use on your RFID tags? Please give details or answer: don't know:**

The UK Data Model provides flexibility for libraries. It specifies 3 mandatory fields but many other optional fields. Please state the fields that you use.

**3.6 Are your RFID tags applied (and programmed) by your stock suppliers, in house or in some other way?**

RFID Tags can be applied to library books by the libraries themselves or by a 3<sup>rd</sup> party or by their stock suppliers as part of their book servicing. Please indicate which party is placing the tag onto the book and which is programming with the data to make the book shelf-ready.

**3.7 Please list the main types of materials to which RFID tags are applied in your library service.**

This could be books, DVDs, e-readers, learning resources etc.

**3.8 If you have implemented RFID in your library what changes have you made as a result:**

Item	Details
Changes in library practice	
Refurbishment of library	
Removal of counters	

Reallocation of Staff	
Budget savings	
Other	

Implementing RFID in libraries is usually more than just a technology upgrade. It often acts as a catalyst to new methods of working in libraries. The above items are some possible suggestions as to how your library may have changed when implementing RFID. (e.g. self-service often means that there is less need for a big service counter, so some libraries have removed their counters and refurbished the space.)

3.9 Do you know about the LCF (Library Communications Framework)? Please answer Yes or No.

If you answered No you can find out about LCF here:

[http://www.bic.org.uk/114/Library-Communications-Framework-\(LCF\)/](http://www.bic.org.uk/114/Library-Communications-Framework-(LCF)/)

3.10 Do you use LCF or do you have any plans to specify LCF in your next tender for LMS or RFID supply?

The LCF is a framework which assists the development of solutions linking to the LMS/ILS. These include RFID solutions and in future may include any systems which exchange data with the LMS/ILS. Most UK libraries will use the legacy protocols SIP, SIP2 or SIP2 with extensions. LCF accommodates these protocols and offers additional capabilities reflecting how library systems work now. BIC advises that libraries should discuss LCF with their suppliers and specify LCF when tendering.

3.10.1 If you are about to tender for a new LMS or RFID solution and you are not planning to specify LCF, please give reasons.

3.11 RFID Privacy and BIC RFID Code of Practice

BIC has developed an RFID Code of Practice designed to help libraries and their systems demonstrate the measures they are taking to inform library customers of the threat to their privacy from RFID technology deployed in the library, and to comply with future EU or UK legislation. Please indicate to what extent you have engaged with this initiative: 0= Not at all, 1= initial research or planning, 2= Starting RFID Privacy work on signage and policy, 3= Completed RFID Work, 4= Filling in Code of Practice document, 5= Code of Practice Document filled in and registered with BIC. Note that this is completely separate from GDPR.

3.11.1 Are you aware of the ability of smartphone apps to read (and write to) library RFID tags via NFC (Near Field Communications). If you are, what is your policy, if any, regarding this issue?

This question is alerting you to this issue and asking how you may plan to deal with it.

3.11.2 Would you welcome assistance from BIC with these two issues? (Privacy and NFC) *(Please state which issue and any ideas on how BIC might be able to help)*

## 4. Digital

4.0 What is your organisation's involvement with digital and the lending or supply of ebooks, other digital resources and associated hardware e.g. e-readers, tablets, laptops etc.? Please describe the service you offer in this area:

4.1 If you do offer a digital service how does your platform/system authenticate your users?

4.2 What types of e-resources does your organisation provide? (Please list all)

Digital products and services may be very different in academic or public libraries but they are likely to be important to both. This question seeks to understand how your library service is reacting to the growth in digital and the opportunities this may offer.

4.2.1 How do your users access/use each of these? (Please answer for each type of e-resource listed above e.g. do they have to download? How/where do they go to do this? etc.)

## 5. Interoperability

Library systems are becoming increasingly sophisticated and there are many opportunities to pass information between systems without printing and re-keying. This integration can be very beneficial, and we'd like to know if your systems integrate with other systems in the library or in other organisations e.g. university or local authority finance systems, or student registry systems etc. Please indicate if your integration uses LCF (Library Communication Framework) or other protocols.

Main flows of information:

Host system (e.g. your LMS)	Other System (e.g. finance system or RFID solution)	Description of data flow, protocols used etc.

In this section you should put the host system and the system it exchanges information with. This could be a SIP2 link between an LMS and an RFID solution offering self-service or it could be an in-house developed link between the LMS and a finance system. We want to know how the two systems interoperate and any standards used.

## 6. Selection

Libraries source books and materials via several different selection methods eg. Acquisition department in the library, Supplier Selection from a Supplier, Patron Driven Acquisition (PDA), or Evidence Based Acquisition (EBA). Please give details of your major buying methodologies and in each case please state the systems in use and the benefits obtained: (Also please specify the type of products being acquired e.g. books or ebooks)

Selection Method	
Systems or services in use	
Benefits obtained	

Selection Method	
Systems or services in use	
Benefits obtained	

Selection Method	
Systems or services in use	
Benefits obtained	

## 7. Classification

7.1 Libraries can deploy many different classification and categorisation schemes, some varying as to department. Please list all the classification schemes (and versions) that you use in your library (service) e.g. Dewey, LoC, UKSLC

(previously EFLSH) or bespoke. If bespoke, please give details including any localised or non-standard versions.

Classification Scheme	Where used

LoC: Library of Congress. UKSLC: United Kingdom Standard Library Catalogue. EFLSH: e4libraries subject scheme. The e4libraries subject scheme (EFLSH) has been superseded by the UKSLC. This is a scheme which is closely related to the BIC scheme used in bookshops and the Thema scheme used in the international book trade.

7.2 Standardisation of classification schemes can bring benefits of simplification and cost reduction: How standardised would you say your classification deployment is: 0=lots of local classification schemes used, 1= some local schemes but mainly standardised, 2=Virtually all books classified with a standard scheme. Please answer 0 to 2:

7.3 BIC has developed the UK Standard Library Catalogue scheme (UKSLC). If you don't already use it, do you have any plans to do so? If not please give reasons.

UKSLC is available to public libraries to replace any local schemes which are proving too hard to maintain. The main bibliographic data suppliers can now supply UKSLC and this could be more convenient, easier to maintain and more accessible to library users.

7.4 BIC has been involved with the development of Thema, the new global subject classification system for books. Do you have any plans to implement Thema in the future? If not please give reasons.

## 8. Servicing

Please give details of the ways in which your books are serviced e.g. plastic jacket, spine label containing..., RFID tag etc. Please indicate if this is to a standard e.g. NAG, CBC, SUPC etc.

Many libraries use the NAG: National Acquisitions Group standard for servicing. Various other schemes exist usually within consortia e.g. CBC: Central Buying Consortium

## 9. Management Information

Your LMS as well as other specialised services e.g. Nielsen LibScan, COPAC or CollectionHQ, can supply management information to assist decision making and stock management in the library. Please describe which services you use, how you use them and what benefits you have obtained.

Please briefly describe the product or service used, the information obtained, the use to which this information is put and the benefits that have resulted.

## 10. Promotional and Supporting Activity

10.1 What part does your organisation play in supporting the widespread adoption of beneficial technology and standards in libraries e.g. EDI and RFID?

Many libraries play an active role in supporting standards and the adoption of beneficial technologies and best practice. Some undertake training in their own service and with neighbours or within consortia. Some attend meetings at BIC and other organisations. This work could include formal training, involvement on BIC working parties or accreditation panels or just being available to colleagues in other libraries via the telephone. We want to ensure that you get the credit for any activity of this sort that you undertake.

#### 10.2 Are you a member of BIC?

If you are not already a member of BIC, hopefully this questionnaire will have given you some idea of the wide range of BIC's activities which help libraries and if you do want to join please see <http://www.bic.org.uk/83/Why-become-a-member?/>

#### 10.3 Are you an active member of any other library organisations or product user groups?

#### 10.4 Has your organisation been involved in BIC's standards work, in e4libraries or other similar activity? If so how?

#### 10.5 Do you attend the BIC Library Technical Implementation Clinic or any other BIC committees or working groups?

The BIC Library Technical Implementation Clinic is a dropin/dial in clinic looking at detailed issues raised by libraries in areas such as EDI. It is for members only and it offers access to a group of librarians who are also systems experts to ask about your issues.

### 11. Other

Please use this question to give any extra details to support your TEiLA accreditation application:

Library practice and technology is constantly evolving and if there is any activity or any beneficial technology or application of standards that we have not mentioned and that you think may be relevant then please give full details here.