

TEILA

Book Industry Communication

TEiLA Technology Excellence in Libraries Accreditation

Thank you very much in advance for completing this application form for the TEiLA Accreditation Scheme. The form may take up to an hour to fill out and you may need the input of people from other departments within your organisation. If at any stage we can help with any clarification, please don't hesitate to contact BIC on 0207 255 0516 or by email to: info@bic.org.uk. There is a downloadable [glossary](#) explaining all the terms used in this application form; before you start, we recommend you read the [Scheme's instructions](#).

Confidentiality:

Information which is supplied on this form will only be shared with BIC management and members of the BIC TEiLA Accreditation Panel, but this may include similar or competitor organisations, so it is strongly suggested that organisations should only supply information which is already in the public domain.

Please note that questions marked with an asterisk are mandatory

1. Name of Organisation *

2. Type of Organisation *

Public Library

Academic Library

Library Stock Supplier

Library Systems Vendor

Library Service Provider

Please choose one of the above options. Please note that this selection will influence the questions asked on this application so please choose carefully



Please Note.

Navigation to the next question is best achieved by using the tab key rather than the up or down arrow keys because once you have made a selection e.g. Type of Organisation, immediately moving the arrow keys may change your selection. Using tab prevents this.

3. Brief description of your organisation and its main role *

Please detail the main services your organisation offers

4. Organisation Address *

City

County/Region

Postcode

5. Your Name *

First Name

Last Name

6. Your Job Title *



7. Phone *

Email *

Confirm Email*

9. Number and type of libraries *

Please give details of the number and type of libraries in your organisation

10. Name of your organisation's Library Management Systems supplier(s). *

Please give the name(s) of your main systems vendors and the name and version of the system(s) you use

11. Name of your organisation's RFID supplier(s) *

Please give the name(s) of your RFID Systems vendor (if any) and the name and version of the system(s) you use

12. Names of major stock suppliers *



13. Is your organisation a member of a consortium *

Please give details of membership e.g. consortium name, membership and main purpose

14. In house systems resources *

 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.

How well resourced is your organisation to deal with systems related issues, e.g. support queries, customising programs, etc.?
Please tick on of the above options

15. Follow up consent

 Please indicate that you agree that BIC may follow-up, with the appropriate contact, any answers given Please indicate that you give permission for BIC to carry out checks to ensure accuracy.

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TEiLA EDI (Page 2)

16. EDI Capabilities *

	0	1	2	3	4	5
EDI Quotes	<input type="radio"/>					
EDI Orders	<input type="radio"/>					
EDI Order Responses	<input type="radio"/>					
EDI Invoices	<input type="radio"/>					
EDI Fulfilment	<input type="radio"/>					

Please indicate your EDI capabilities 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.

EDI Standards *

Please give details of the EDI standards you comply with in your products and services e.g. TRADACOMS, EDIFACT, etc.

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TEiLA Bibliographic (Page 3)

Bibliographic Data Supply

Libraries 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 different ways.

Please give your main sources and 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.

17. Sources and methodology of Bibliographic information *

Please describe the main sources of your bibliographic information and the method and frequency by which you obtain this data

18. Usage of Bibliographic information by customers and staff *

Please indicate in the field above what bibliographic information is available for customers and staff and how this is accessed



19. Benefits of your bibliographic processes *

Please describe the benefits of your bibliographic processes and any improvements you would make

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TEiLA RFID (Page 4)

RFID Self-service, security and stock management

Self-service and other functions can be delivered by implementing RFID and related technologies, e.g. barcodes.

20. Barcodes for self service instead of RFID

Some libraries use barcodes instead of RFID tags to enable self service. If this applies to you, please give details

21. Rolling out RFID *

	None	up to 25%	26% to 50%	51% to 75%	76% to 100%
Self Issue	<input type="radio"/>				
Self Return	<input type="radio"/>				
Stock checking	<input type="radio"/>				
Security	<input type="radio"/>				
Staff Station	<input type="radio"/>				
Sortation	<input type="radio"/>				
Stock accession/Receipting	<input type="radio"/>				
Extended hours	<input type="radio"/>				
Smart card	<input type="radio"/>				

Self-service and other functions can be delivered by implementing RFID and related technologies, e.g. barcodes. Please indicate which services are available and how far each is rolled out across your organisation.

21. Continued - Additional Information re RFID Usage

Please supply any additional information relating to the "Rolling out RFID" matrix above

22. Self-service Volume *

Approximately what percentage of transactions across all your organisation's libraries, is done by self-service?

23. Implemented UK Data Model ISO: 28560/2 *

Please select from this list

Please select "Yes", "No" or "Don't Know" from the pull down

24. Data held on RFID Tags in the library

Please give details of the data held on your RFID tags

25. Materials with RFID tags *

Please give details of the main type(s) of materials with RFID tags in your organisation

25. Percentage of customers using ISIL on RFID Tags

If you place RFID tags on books and materials for your library customers, approximately what percentage have an ISIL?



26. Changes made resulting from implementing RFID

Changes in library practice

Refurbishment of library

Removal of counters

Reallocation of Staff

Budget Savings

Other:

Please select any changes made following implementation of RFID

Potential Privacy Legislation *

Are you aware of the possibility of upcoming EU Privacy Requirements towards libraries which deploy RFID? Do you anticipate these requirements impacting on the service offered by your organisation

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TEiLA Digital and Selection (Page 5)

Digital

In this section we are interested in your organisation's involvement with the supply of digital products such as ebooks and other digital resources, and any lending of associated hardware such as e-readers, tablets, laptops.

27. Digital service offering *

Please describe your organisation's involvement with digital books and resources in libraries and your e-resource lending model if applicable

27. Authentication *

Please describe how you authenticate your users e.g. adults/children

Interoperability

Library systems are becoming increasingly sophisticated and there are 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.



28. Main Flows of Information

Please give the main flows of information between systems e.g. LMS to Finance, LMS to RFID Kiosks etc. Please include any standards in use

Selection

Libraries source books and materials via several different selection methods, e.g. 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: (Please also specify the type of materials being acquired e.g. books or eBooks, etc.)

29. Types of Materials - Selection Method - Systems or Services - Benefits Obtained *

Please describe how books and materials are selected for your libraries

7. Classification

Libraries can deploy many different classification and categorisation schemes, some varying as to department.

Please list in the box below, 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.



30. Classification scheme - Where and how used *

Please give details of the main classification schemes in use and where and how they are used.

31. UK Standard Library Categories (UKSLC)

To what extent does your organisation use UKSLC?

32. Use of Thema

To what extent does your organisation use Thema? If not used are there any plans to do so in future?

33. Servicing*

Please give details of the ways in which your books are serviced, e.g. plastic jacket, spine labelling, RFID tag etc.



34. Management Information systems *

Please give details of any management information systems used to assist decision making and stock management in your libraries

35. Promotional and Supporting Activity *

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

36. Are you a current member of BIC *

36. Future BIC Membership *

Do you have any plans to join BIC?

37. Involvement in BIC's work on committees. standards, etc.

Please give details of any involvement



38. Any additional information in support of your application

Please use this question to supply details of any relevant activity in support of your application

Many thanks for taking the time to complete this application.

To submit your application , please click on Submit Form

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Submit Form

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