BIC Breakfasts 2017

Welcome to September's BIC Breakfast: EDI & Enriched Metadata: Driving the Efficiency of Libraries into the 21st Century and Beyond

#BICBreakfast

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What is a
BIC Breakfast?

THE BOOK INDUSTRY'S
SUPPLY CHAIN ORGANISATION

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WWW.BIC.ORG.UK | INFO@BIC.ORG.UK | @BIC1UK

BIC Committees

Digital Supply Chain

Libraries

Metadata

Physical Supply Chain

Training, Events & Communications

Regular BIC Events

BIC Breakfasts (monthly)

BIC Networking Events
including our annual BIC Bash (14th November 2017)

Building a Better Business Seminar at LBF
(12th April March 2018)

New Trends in Publishing Seminar (September 2018)

BIC on the web

Extensive Training Programme

Social Media:
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@KarinaLuke
@LastPhoenixDown

Connect with us on Twitter, Facebook and LinkedIn.

BIC BOOK INDUSTRY COMMUNICATION LTD

Over to Jack…

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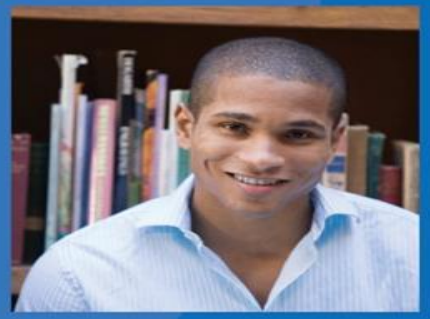


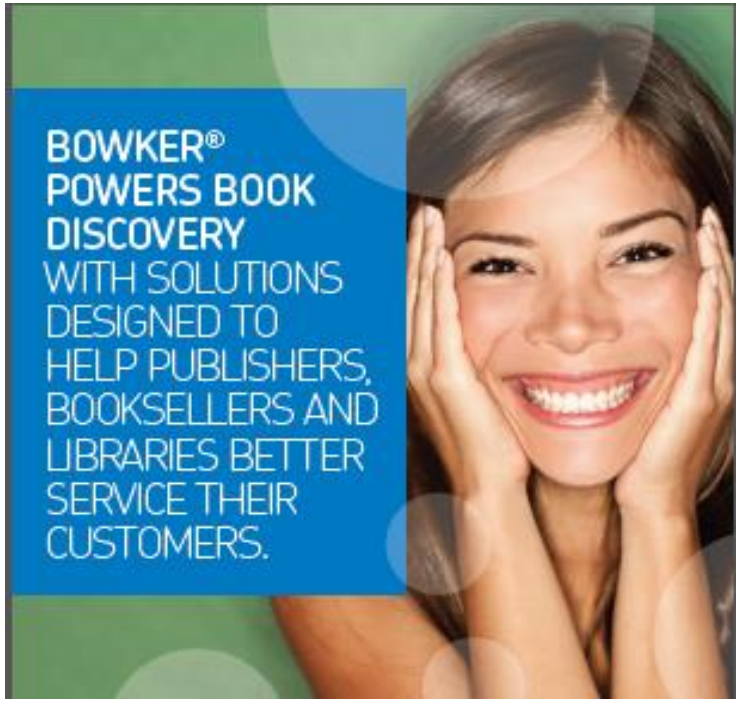
Your Partner in Discovery

BIC Breakfast
Wednesday 27th September 2017
Jack Tipping – Bowker UK

Bowker Mission

To connect readers with books, and provide critical insights in to readership worldwide

Bowker is Your Partner in Discovery!



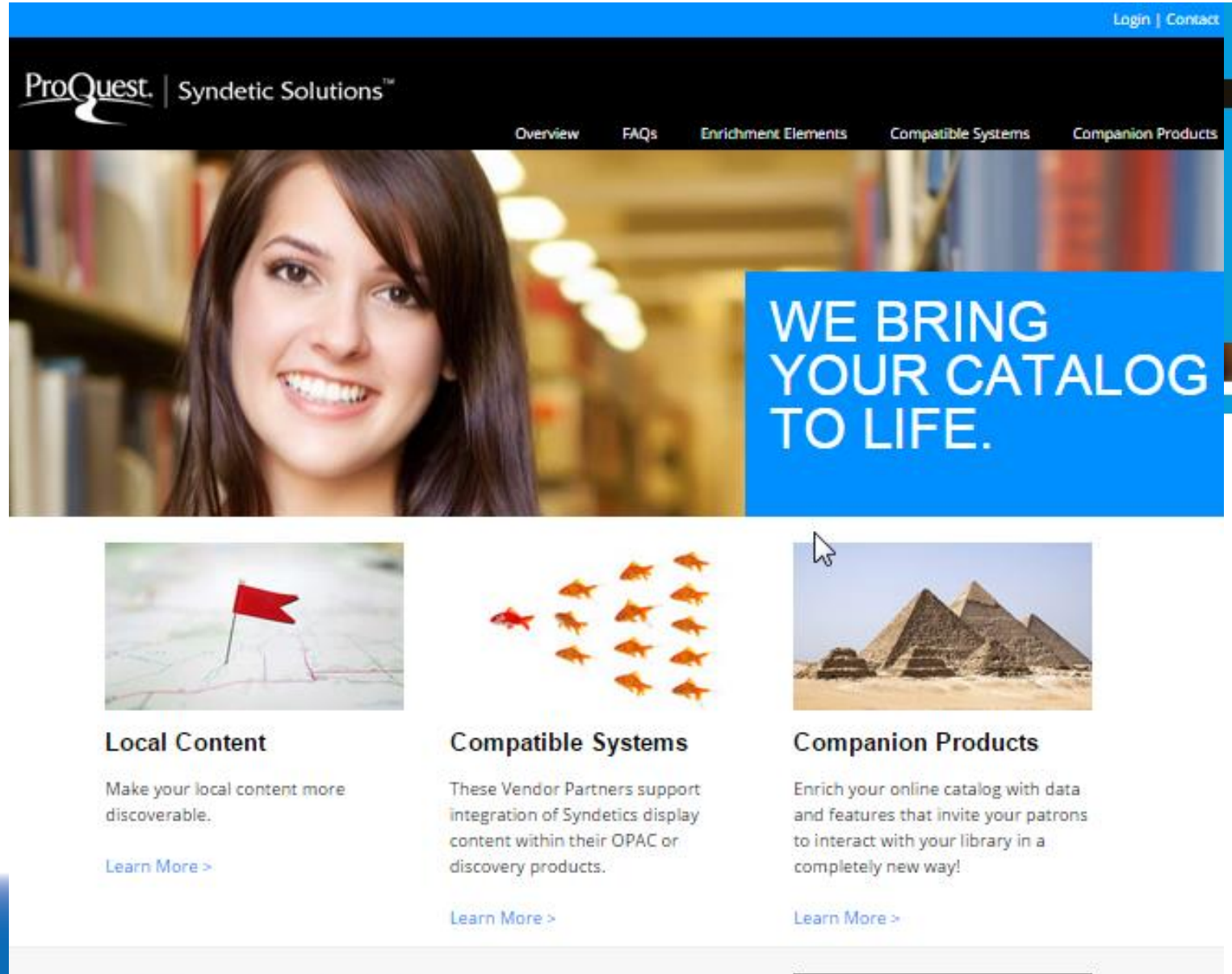
140+ years serving the global book publishing community

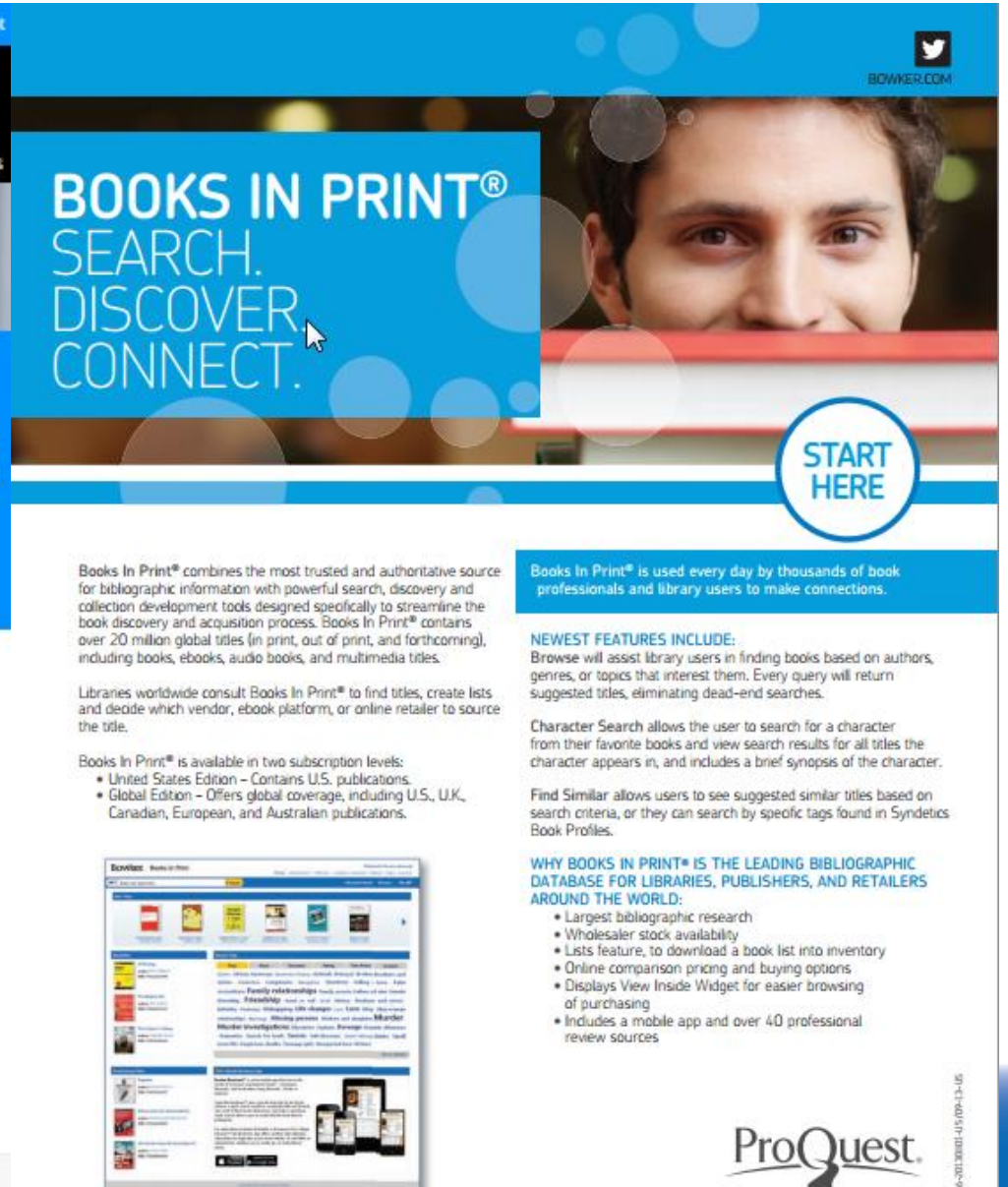
Book Publishers
Authors
Libraries
Book Sellers
Book Consumers/Lovers

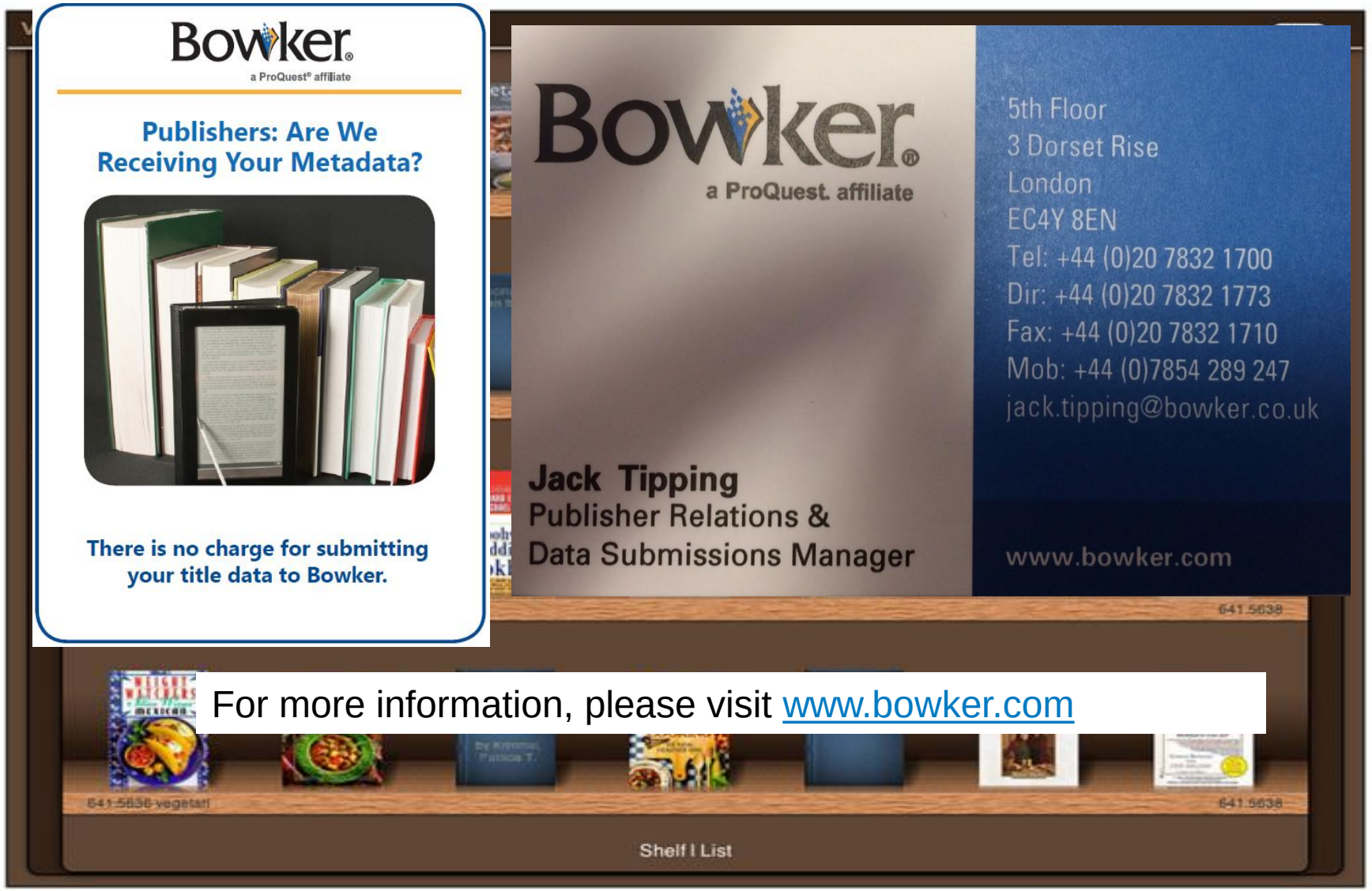
No charge to supply metadata to Bowker

- Provide metadata to retailers, libraries, and schools
- Communicate price and status updates in a timely fashion to multiple customers
- Display enhanced content such as cover images and marketing descriptions for readers and buyers
- Increase awareness of your titles

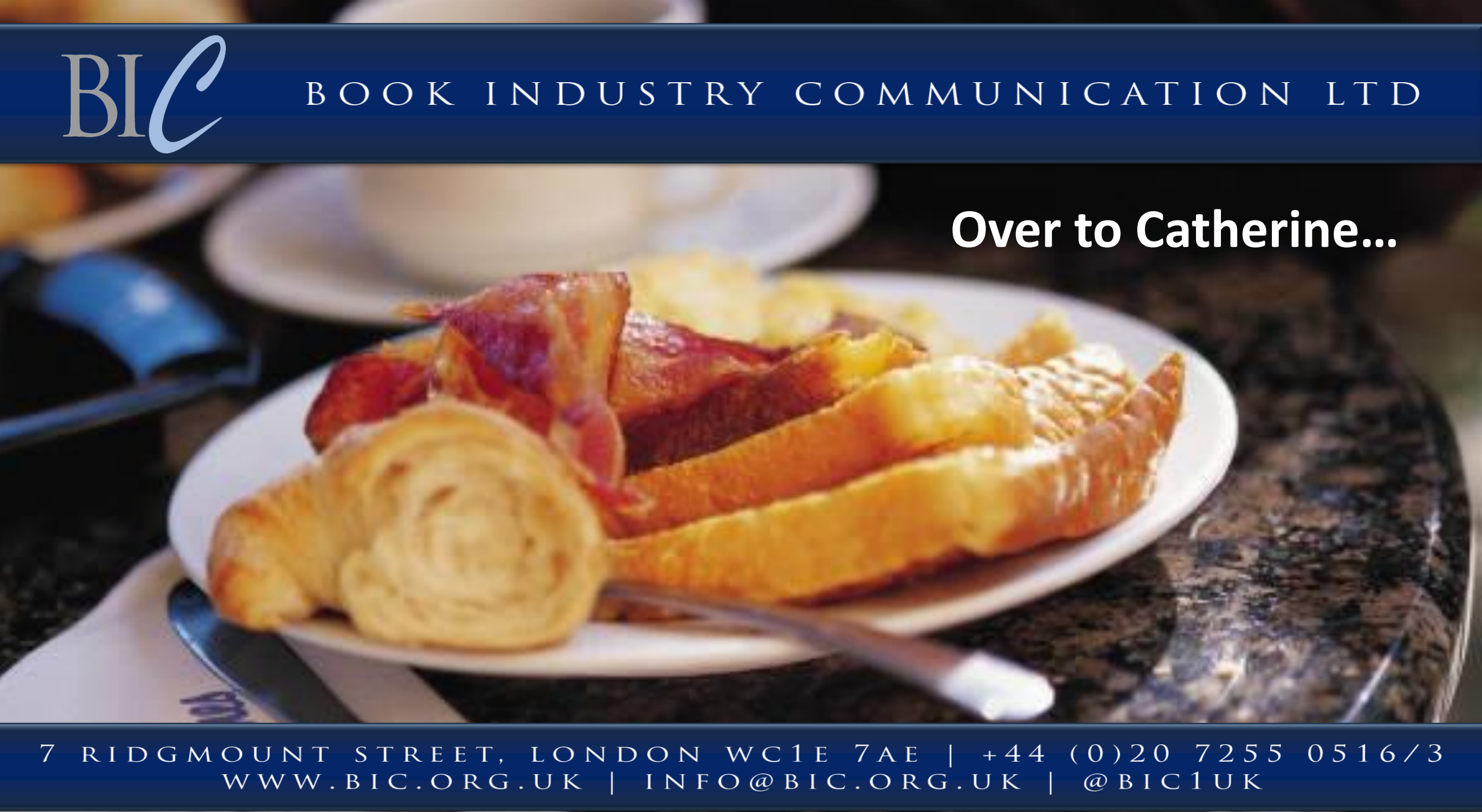
Powerful Metadata







For more information, please visit www.bowker.com



Over to Catherine…

BIC Breakfast 27th September 2017

EDI & Enriched Metadata: Driving the efficiency of libraries into the 21st century and beyond

Catherine Cooke

Westminster Libraries

EDI & Enriched Metadata – BIC Breakfast

- **What is EDI?**
  - Electronic Data Interchange
    - The direct communication of trading messages between computer systems, using national and international telecommunications networks
    - Electronic Trading using open systems, standard message formats and communications protocols
    - Effective management of supply chain

EDI & Enriched Metadata – BIC Breakfast

- **Orders**
  - Self-explanatory
  - Cornerstone of EDI
  - The message most people seem to be using
  - The vast majority of orders go EDI

EDI & Enriched Metadata – BIC Breakfast

DAY	**MANUAL**	**EDI**
Monday	Order placed	Order placed
Tuesday	Printed and posted	Sent over EDI; vendor receives & loads
Wednesday		
Thursday		
Friday }	Rec’d at vendor	
Monday }	Keyed into vendor	
Tuesday }	system	

EDI & Enriched Metadata – BIC Breakfast

- **Quotes**
  - Puts order on Library System when staff don’t
    - Standing Orders
    - Shop Selections / Showroom Visits
    - Web site orders
    - Supplier Selection
  - Return EDI Confirmation Order
  - Maintains full audit and budgetary control
  - Allows other EDI messages to follow

EDI & Enriched Metadata – BIC Breakfast

- **Invoices**
  - Self-explanatory
  - Manually building invoice at receipt is
    - time-consuming
    - prone to error
  - EDI puts invoice on Library System before staff open the box
  - Electronic copy invoice
  - May also receipt stock

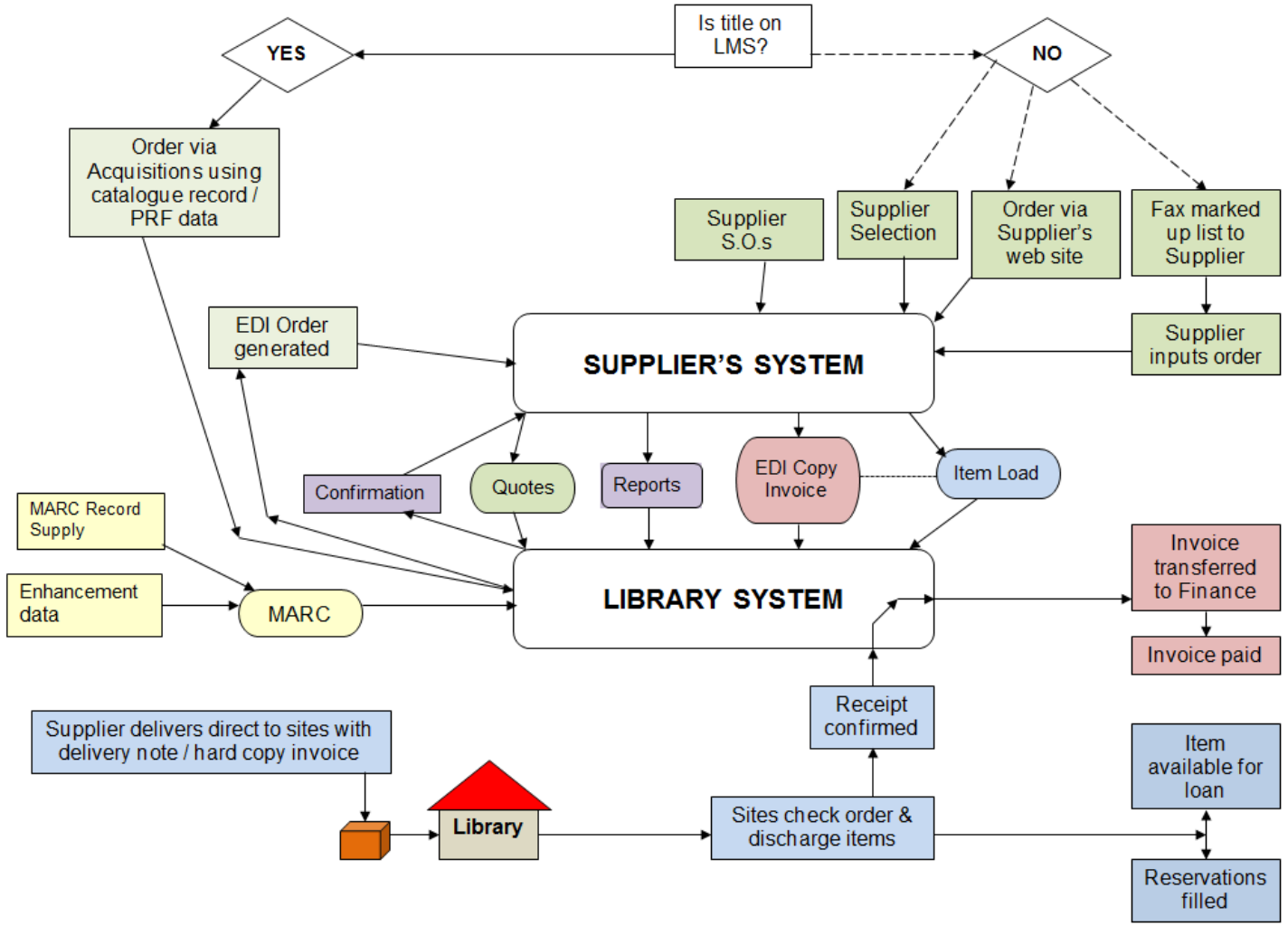
EDI & Enriched Metadata – BIC Breakfast

- **Receipting**
  - Order Response message
    - “Order Fulfilment”
    - “Shelf-ready stock”
  - Puts items on Library System before staff open the box
  - Staff check paper invoice against box
  - Discharge for reservations / shelves

EDI & Enriched Metadata – BIC Breakfast

- **Acknowledgements**
  - Order Response message
    - Acknowledgements
    - Reports
  - Keeps order records up to date
  - Notifies dates of publication or reprinting
  - Cancels unobtainable

EDI & Enriched Metadata – BIC Breakfast

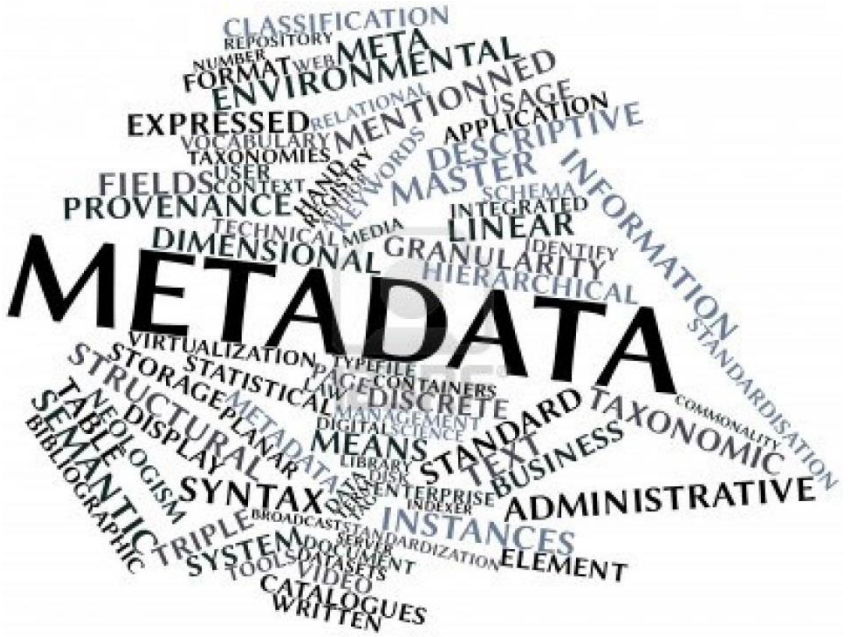


Key Benefits

- Speed of supply
- Reduction of error
- Elimination of duplication
- Reduction of back office work
- Savings in staff time
- Technology
  - Further business aims
  - To reduce costs
- Reputation as forward-looking service

EDI & Enriched Metadata – BIC Breakfast

- **Other system improvements around EDI**
  - Link to Corporate Finance system
  - Cataloguing aspects of Quotes
    - Can only load order if Title on LMS - checks by ISBN
      - If match - loads order
      - If no match, MARC compatible record and loads order
  - Catalogues need more



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Enriched Metadata
Unlocking the treasures of the library

Doug McMillan

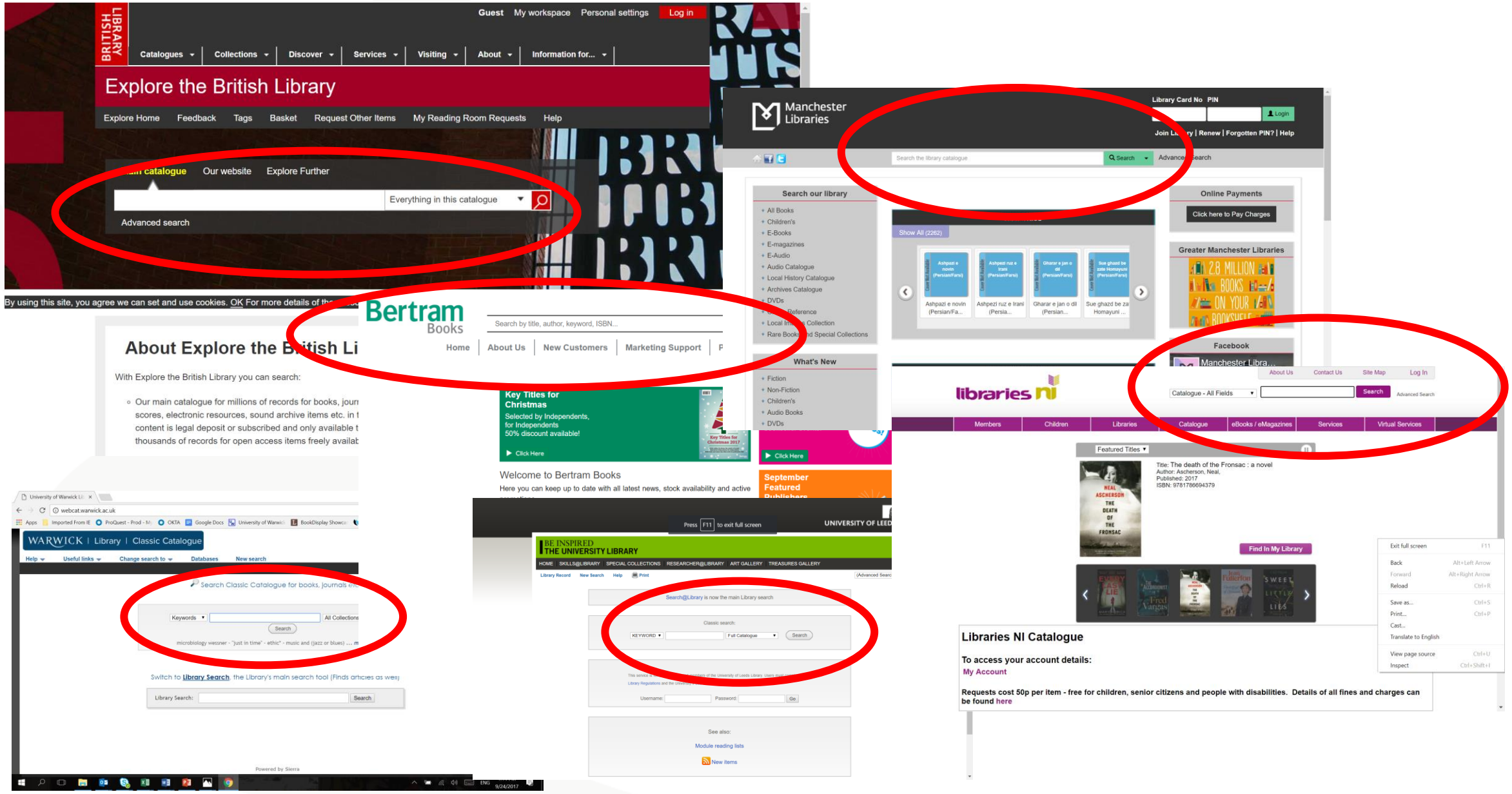
VP Strategic Partnerships and Licensing

ProQuest®

Core and Enriched Metadata

Mainframe to Windows

- Amazon launched in 1995 and consumers were looking at metadata for the first time – no longer just library reference desks and wholesaler warehouses
- To figure out what to borrow or buy online consumers needed to see the metadata
- Windows made it much easier to display data
- Libraries and booksellers quickly followed suit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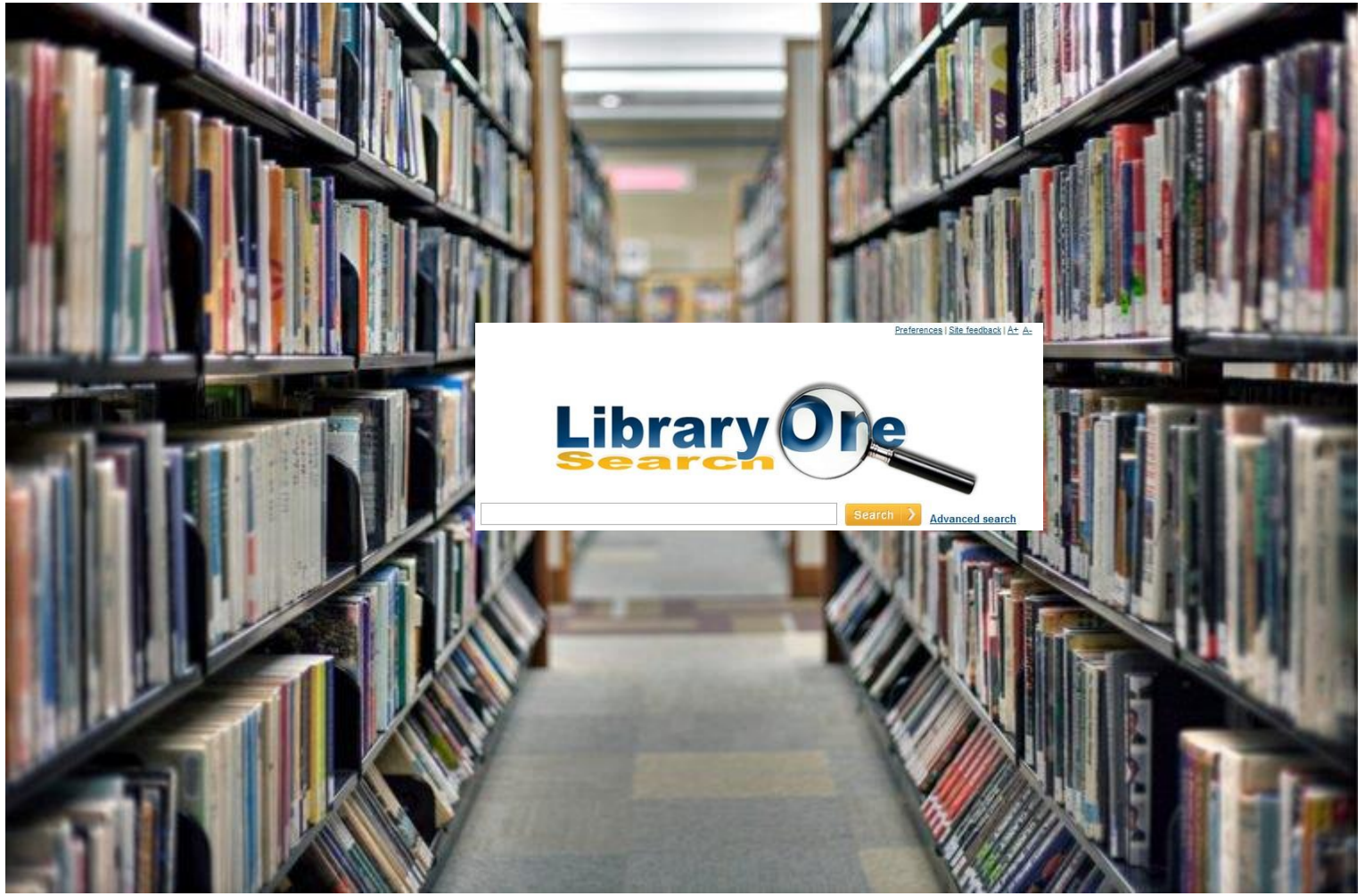
New items

Discovery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Library One Search
Search
Advanced search

Search Engines

- Use metadata as an information retrieval system to connect searchers with content
- All words have a value
- Keywords and phrases are most important but searchable textual content also improves results
- Inclusion of enriched data at record detail level improves user experience and aids selection decisions

Enriched metadata sources

- Create accurate, current and rich Marc records
- Federated search / Discovery services / Linked data
- Access enriched content via APIs
- Access third party hosted enrichment data
- Combination of all of these…

Discover to Explore

- Discovery has been the buzz word for several years
- A lot of online library searches are for known items
- How can enriched data help encourage exploration of the collection, improve the user experience and drive issues/circulation/usage?

- Demos
- http://explore.bl.uk/primo_library/libweb/action/search.do?vid=BLVU1
- https://encore.cuyahogafallslibrary.org/iii/encore/record/C__Rb1470936__Sraven%20boys__Orightresult__U__X7?lang=eng&suite=def

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Taking Libraries Beyond EDI

John Garrould

Head of IT, Connect Books

Dawson Books

Bertram Library Services

Using Web Services API's to move beyond EDI:

1. Web Service API's v EDI
2. What's the difference between BIC LCF and BIC Library Web Services?
3. BIC Library Web Services development project
4. The need for standards / Bertrams experience implementing
5. Next steps

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Bertram Library Services

Web Service API's v EDI in a nutshell:

- Web Services (SOAP, XML, REST, JSON) are faster and cheaper to implement
    - Lower cost technology stack
    - API's are described by a machine readable schema that can be used to generate code, and validate messages before they are sent and on receipt.
    - Current technology – IT Graduates will have studied Web Services and other forms of RMI, but are unlikely to have even heard of EDI.
    - See the *BIC Realtime* Implementation Guide for a worked example showing an EDI implementation costing £37k v the same implementation using API's costing £10k

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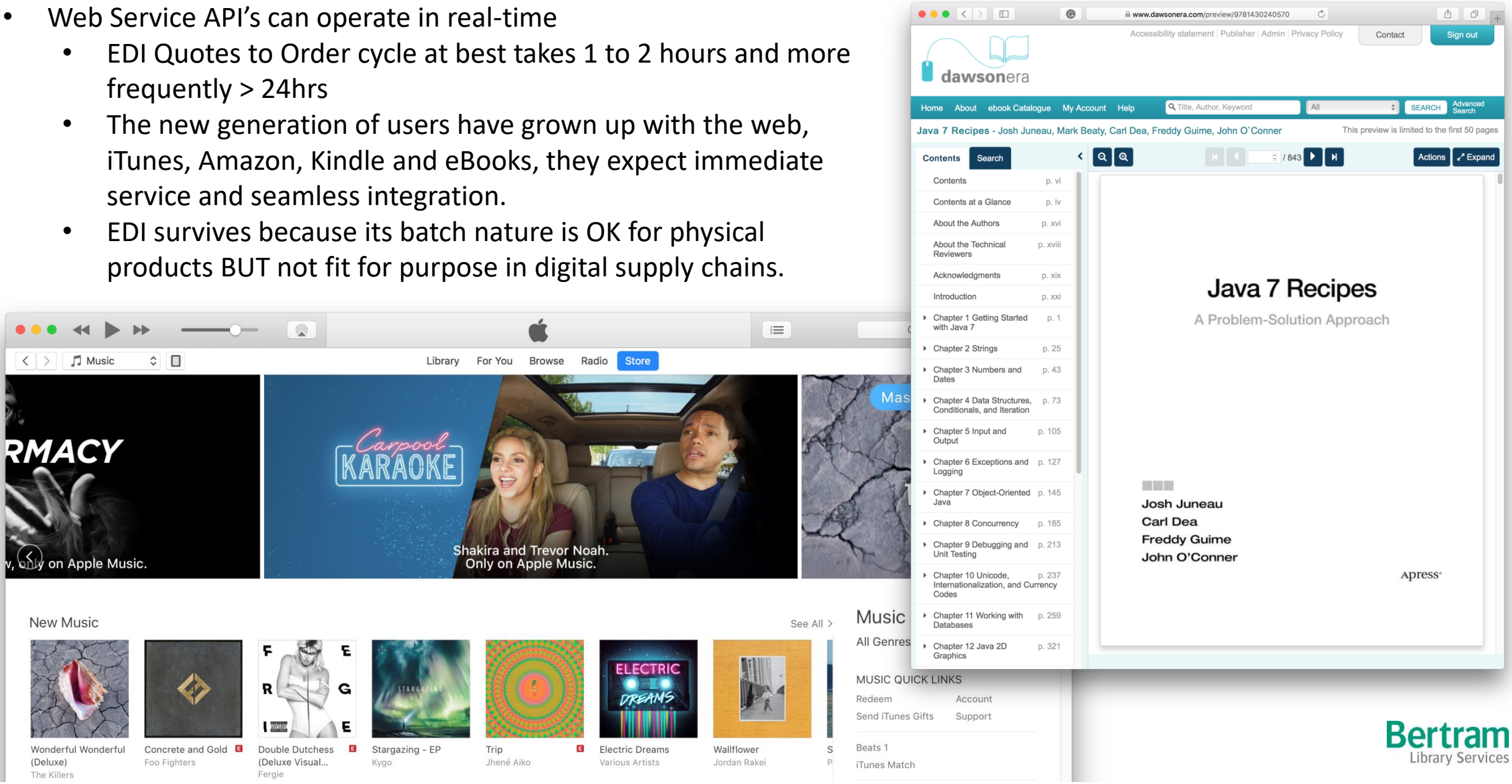
Web Service API's v EDI in a nutshell:

- Web Service API's can operate in real-time
  - EDI Quotes to Order cycle at best takes 1 to 2 hours and more frequently > 24hrs
  - The new generation of users have grown up with the web, iTunes, Amazon, Kindle and eBooks, they expect immediate service and seamless integration.
  - EDI survives because its batch nature is OK for physical products BUT not fit for purpose in digital supply chains.



Bertram Library Services

What's the difference between BIC LCF and BIC Library Web Services?

1. LCF (Library Communications Framework)
   Scope: Connecting the LMS with other systems running within the library's own network, e.g. Self Service Terminals, RFID, NFC, etc.

   LCF can also be considered to address Patron Facing use-cases.

   There are a few grey areas where it is not clear if a requirement sits in the LCF or BIC Web Services Projects. For example Inter-Library-Loans (ILL). These will be resolved by the BIC Libraries Committee on a case-by-case basis.

2. BIC Library Web Services API's
   Scope: Connecting the LMS with external suppliers of content (both physical and digital) and metadata.

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BIC Library Web Services development project

The working group has agreed that a BIC Industry standard API has agreed to give priority to real-time API replacement for the current EDI messages:

1. Price and Availability
2. Quotes
3. Order & Order Response
4. Despatch / Fulfilments
5. Invoice
6. Credit

Why?

1. The need to support digital media fulfilment in real-time (music, video, books, knowledge bases)

2. To address the proliferation of proprietary API's which are being established in the absence of an industry standard.

Approach:

1. Documents which will only be used by the LMS will be based on EDItX, with JSON versions also available.

2. This allows us to address the bloated nature of the current EDI messages, where library requirements have had to be squeezed into TRADACOMS and EDIFACT standard messages.

3. For the Invoice and Credit we will investigate using the OASIS UBL (Universal Business Language) Invoice and Credit. These are more likely to be supported by ERP / Financial Systems vendors such as SAP, Agresso, Oracle, etc. and offer better interoperability with EU PEPPOL.

OASIS
Advancing open standards for the information society

Bertram
Library Services

The need for standards / Bertrams experience implementing

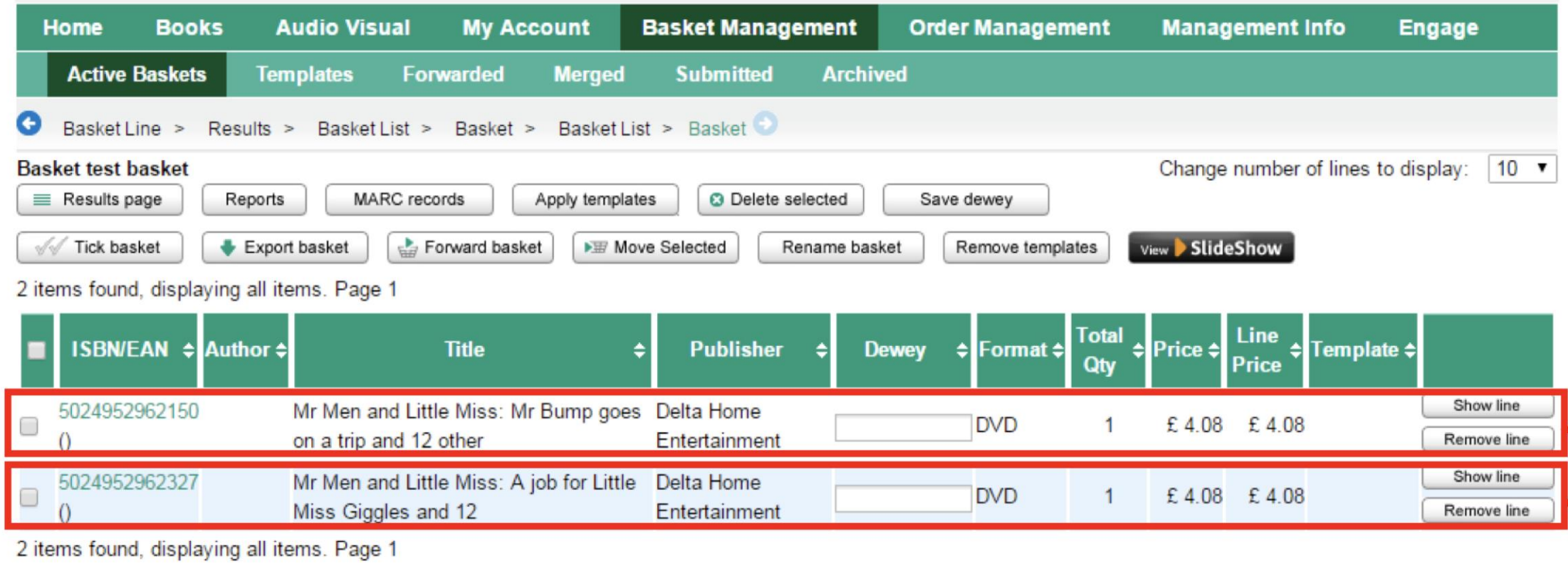
Why?

1. The need to support digital media fulfilment in real-time (music, video, books, knowledge bases)

2. To address the proliferation of proprietary API's which are being established in the absence of an industry standard.

Libraries Ireland wanted to use a modern alternative to EDI so required the use of API's instead of EDI.

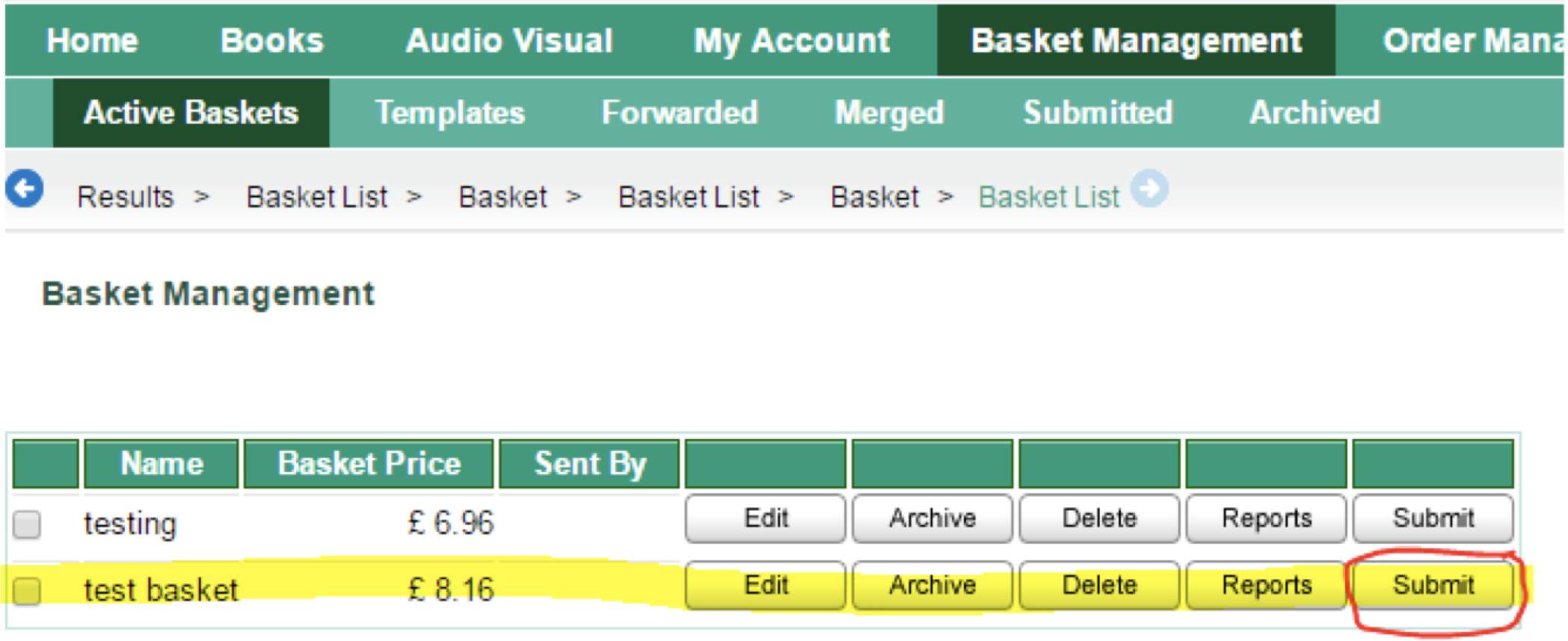
In the absence of an industry standard the chosen LMS vendors set of proprietary API's were used to integrate Bertrams and their LMS.



In this example the customer has built a small basket containing two lines.

They are now ready to place this order with Bertrams, so they click through to Basket Management…..

Bertram Library Services



The customer clicks on the Submit button and this then starts the real-time interaction with their LMS, powered by a set of API calls.

In the past this would have triggered an EDI Quote to be sent…received…processed…EDI Order sent…received….processed.

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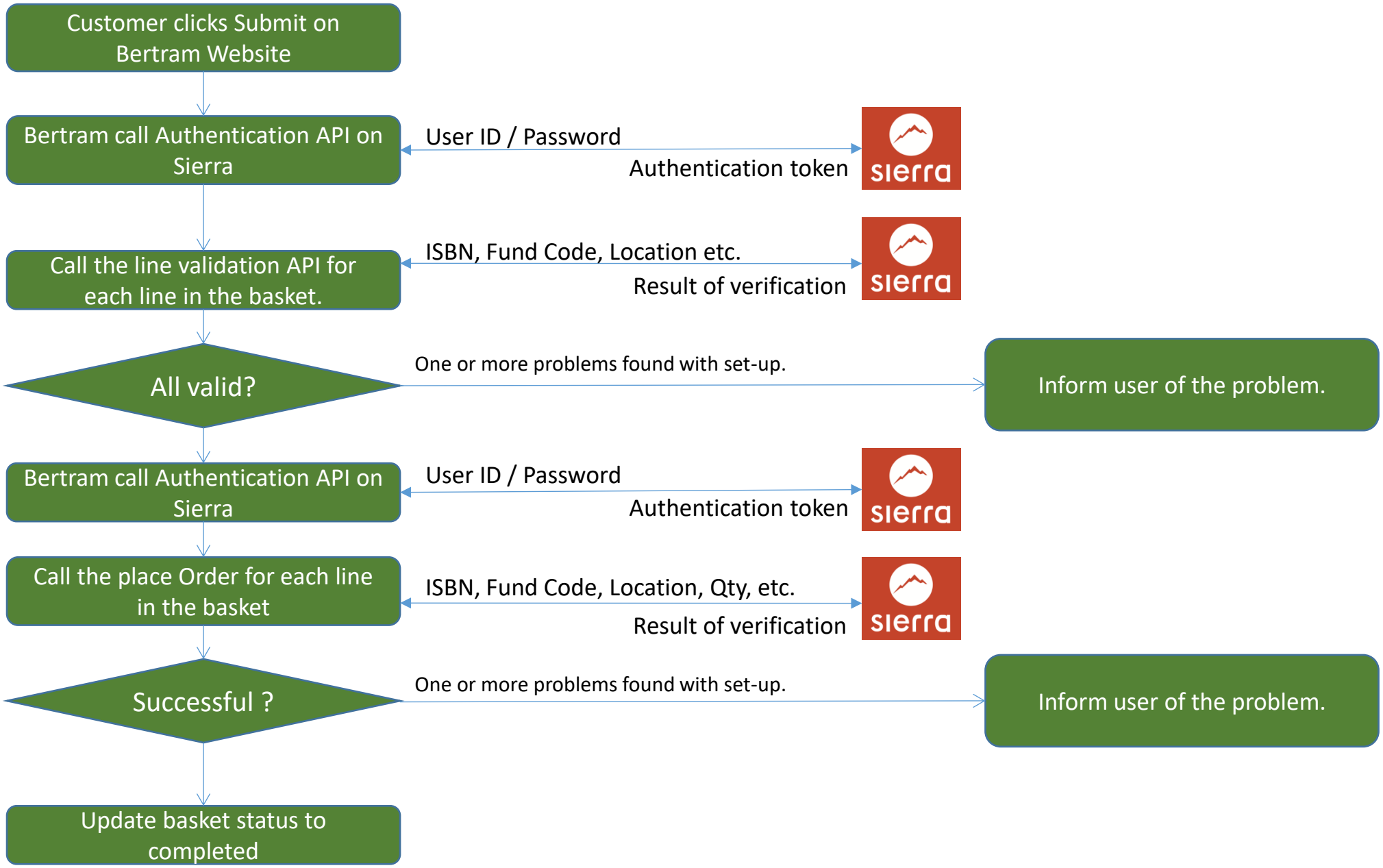
Bertram / Sierra Web Service API Workflow



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Ordered by: isbn

Report by ISBN | Report by branch | Report by fund | View PDF | Download

Total items ordered: 2 **Total cost of order:** £8.16

Order by (ascending): ISBN | Author | Date | Dewey | Format | Price | Publisher | Title

Order by (descending): ISBN | Author | Date | Dewey | Format | Price | Publisher | Title

ISBN/EAN	Title/Author	Date	Publisher	Format	Price	Dewey
5024952962150 ()	Mr Men and Little Miss: Mr Bump goes on a trip and 12 other /	20110221	Delta Home Entertainment	DVD	£4.08	

Branch	Volumes	Fund	Shelving Location	Value	Order Ref	Notes
VH	1	branchey	Juvenile Fiction	£4.08	.o100041371	

Total volumes: 1 **Total value:** £4.08

ISBN/EAN	Title/Author	Date	Publisher	Format	Price	Dewey
5024952962327 ()	Mr Men and Little Miss: A job for Little Miss Giggles and 12/	20110221	Delta Home Entertainment	DVD	£4.08	

Branch	Volumes	Fund	Shelving Location	Value	Order Ref	Notes
VH	1	adlit400	Juvenile Fiction	£4.08	.o10004136x	

Total volumes: 1 **Total value:** £4.08

From end-to-end, the basket has been built, approved on the LMS, and PO Number returned to Bertrams, all in under one minute.

Bertram Library Services

Conclusion and call to action….

- The Irish Libraries use of API's with Sierra is a brilliant example of the technology and very forward looking. They should be commended for taking this step.

- The use of proprietary API's instead of standard EDI is NOT economically viable…. it would cost too much to do a dozen or more API implementations for different LMS vendors and then have to support them.

- Please get involved in the BIC Library Web Services Project. Make sure it covers your requirements.

- Make sure that tender documents are specific and ask for "BIC Compatible EDI Messages" or "BIC Compatible Library Web Service API's", not just EDI or API's.

- Systems Vendors and Systems Integrators should have current BIC Supply Chain Accreditation.

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Bertram Library Services

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Any questions?

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