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:

If you have selected Library Service Provider, this organisation type covers many different businesses ranging from bibliographic data providers to EDI VANs to RFID vendors etc. Therefore some questions may not be relevant. If this is the case please just use "N/A" to indicate that the question is not applicable to your business.

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

3. Brief description of your organisation, your business and your main markets *

Please give a brief description of your organisation, its business and markets served.

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

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

Please give approximate number and type of libraries served by your organisation (in the UK).

10. Your main products, services etc. *

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 *

Please list your main stock suppliers and give brief details of the type of products purchased from each

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.

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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Progress

TEiLA EDI (Page 2)

16. EDI Capabilities *

	0	1	2	3	4	5
EDI Quotes	○	○	○	○	○	○
EDI Orders	○	○	○	○	○	○
EDI Order Responses	○	○	○	○	○	○
EDI Invoices	○	○	○	○	○	○
EDI Fulfilment	○	○	○	○	○	○

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.

16. EDI Capabilities *

	0	1	2	3	4	5
EDI Quotes	○	○	○	○	○	○
EDI Orders	○	○	○	○	○	○
EDI Order Responses	○	○	○	○	○	○
EDI Invoices	○	○	○	○	○	○
EDI Fulfilment	○	○	○	○	○	○

Please indicate your EDI capabilities where: 0= EDI Not Applicable, 1= Pilot or advanced planning, 2= In development, 3= Developed, live and starting roll-out, 4= Rolled out to some customers, 5= Rolled out to all capable library customers.

Percentage %

What percentage of your library customers are capable of some form of EDI?

EDI Charges

If applicable, how do you charge for EDI services? E.g. No charge, Traffic charges, VAN Network charges, consultancy charges

EDI Standards *

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

EDI Roll-out

Please describe how you assist customers in adopting and rolling out EDI

Issues preventing EDI Rollout

What are the main issues if any which prevent full roll-out of EDI to your customer base?

Use of APIs and web services *

Have you developed or deployed any APIs or web services to enable communication with your library customers? Please give details of these messages (or any plans to implement them) and their benefits

APIs and Web Services

Recent developments in real time APIs and web services have offered libraries and their suppliers improved methods of exchanging EDI type messages e.g. orders, invoices etc. To what extent have your library customers requested development of these facilities and describe any APIs that you have developed in this area.

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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.

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.

In this section, please describe how you obtain and supply bibliographic data to your library customers

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

17. Supply of Bibliographic Data

If relevant please describe how your system or service helps libraries to obtain and use top quality bibliographic information.

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

19. Benefits of your bibliographic Products and Services *

If relevant, please describe briefly the benefits to libraries of your bibliographic products and services

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

20. Barcode supply for Self-Service *

[ ]

Do you supply barcodes for use in self-service (e.g. as part of servicing). If so please give full details:

[ ]

[ ]

[ ]

[ ]

[ ]

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21. Rolling out RFID *

	None	up to 25%	26% to 50%	51% to 75%	76% to 100%
Self Issue	○	○	○	○	○
Self Return	○	○	○	○	○
Stock checking	○	○	○	○	○
Security	○	○	○	○	○
Staff Station	○	○	○	○	○
Sortation	○	○	○	○	○
Stock accession/Receipting	○	○	○	○	○
Extended hours	○	○	○	○	○
Smart card	○	○	○	○	○

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

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

22. Self-service Volume *

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

22. RFID tag supply

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Self-service and other functions can be delivered by implementing RFID and related technologies e.g. barcodes. Stock suppliers play a crucial role in programming and applying RFID tags on books and materials supplied to libraries. If relevant, please give details of how you provide this service and whether you supply/program the tags etc.

[   ]

22. RFID Hardware and Software Supply

[   ]

Please describe if relevant any major projects undertaken in this area, please give the name of the customer(s) and the main benefits they derived from your products or services

23. Areas addressed by your products or services

☐ Self Issue

☐ Self-Return

☐ Stock checking

☐ Security

☐ Staff Stations

☐ Sortation

☐ Stock Accessioning/Receipting

☐ Extended Hours Automation

☐ RFID Smart Card

Please indicate which services are supported by your systems

[   ]

[   ]

[   ]

23. Compliance with Industry Standards for RFID

- ☐ SIP

- ☐ SIP2

- ☐ SIP3

- ☐ NCIP

- ☐ LCF

- ☐ ISIL

- ☐ Other:

Please indicate which standards you support

23. Compliance with Industry Standards for RFID - Detail

Please give any additional information with regard to standards supported

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

23. Implemented UK Data Model ISO: 28560/2

Please select from this list

RFID standards have been developed e.g. the UK Data Model/ ISO 28560/2. What percentage of your RFID Tag programming uses these standards:

24. Data held on RFID Tags in the library

Please give details of the data held on your RFID tags

24. Data held on RFID Tags supplied to libraries

Please give details of the data fields populated on any RFID tags that you supply to libraries.

24. Improvements in RFID tagging

What changes if any would help your business to be able to streamline your programming of RFID tags

25. Materials with RFID tags *

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

25. Your system and RFID

If relevant, please describe how your products or services assist libraries to obtain, deploy and benefit from RFID and related technologies.

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 your service to libraries?

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

27. Supply of digital products and services to libraries

What is your organisation's involvement if any with digital and the supply of eBooks and other digital resources? Please describe the products and services you offer in this area and the approximate percentage of your customers taking digital supplies

28 Use of the Digital Sales Report to report sales of digital and printed books to your suppliers? *

Do you use the Digital Sales Report to report sales of digital and printed books to your suppliers?

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

29. Supplier Selection *

[   ]

What selection service(s) do you offer? How is this provided? What are the benefits for libraries and for your business? If no supply selection service is offered, please give reasons:

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.

[   ]

30. Classification schemes *

Libraries can deploy many different classification and categorisation schemes. Please detail all the schemes which you supply data for within a bibliographic data feed or which you apply to spine labels as part of servicing. e.g. Dewey, LoC, UKSLC (previously EFLSH) or bespoke.

31. UK Standard Library Categories (UKSLC)

To what extent does your organisation use UKSLC?

31. Percentage of your library customers receiving UKSLC data?

Percentage:

What percentage of your customers currently receive UKSLC data? (or have plans to do so?)

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.

33. Servicing *

Please give details of the range of servicing you undertake for your library customers e.g. plastic jacket, spine label, RFID tag etc.

34. Standardised Library Servicing *

To what extent would you say that the servicing you supply is standardised (e.g. NAG) or customised? Would you welcome an initiative to further standardise library servicing?

34. Management Information systems *

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

34. Management Information systems *

Describe any statistics or management information you provide to your library customers? or any systems/modules to provide this information

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 *

Please Select

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