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Welcome to Issue 10 of "Evidence"

smartsm continues to go from strength to strength and as another financial year comes to an end, we continue to see increased demand for the product with it being described as **"the must have product that sits alongside an LMS in the UK"**

For those of you yet to see smartsm for yourselves, please request your demo >> [HERE](#)

Our website **Download Area** has been updated and it is even now even easier to find all the downloadable documentation (product datasheets, presentations, press releases, past newsletters etc) all in one place.

To explore these for yourself click >> [HERE](#)

Our **smartsm Benefits Calculator** has proved extremely popular. For those of you who want to see exactly what EBSM and smartsm can do within your Library Service - you can find the smartsm Benefits Calculator >> [HERE](#)



customer news

We are delighted to announce another **five new customers** this month - who will be implementing smartsm to help improve their stock performance:-

- **Bradford MDC Libraries**
- **Lancashire County Libraries**
- **Stoke-on Trent Libraries**
- **West Lothian Libraries**
- **Worcestershire County Libraries**

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In March we presented at the two NAG "Fact Not Fiction - Implementing Effective Stock Management" Seminars in Perth and York. Here we unveiled the new smartsm Procurement module for the first time in public. Our concept of Evidence Based Stock Selection and Performance Monitoring was well received and generated a good deal of interest. With more and more authorities considering a move to Supplier Selection for their stock procurement there is a need for greater confidence in the creation of a specification, monitoring supply of material against contract and then subsequent measurement of performance of the supplied material in terms of how well it works once on the shelves.

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25th - 26th March. EBSM Masterclass at Bridgeall HQ in Glasgow.

Comments from delegates included - "A very useful session exploring EBSM in more detail" and "A real eye-opener when we examined and mapped our existing processes and highlighted the waste"

EBSM Forum

We have now set up an EBSM Forum on JISCmail, which will allow customers and non-customers to share experiences of both EBSM and smartsm online and discuss tactics as to how to get the most out of the product.

To join the list please click >> [HERE](#)

smartsm
managing
3 million
items of stock
in 500 Libraries

- › customer news
- › product news
- › ebsm Hints and Tips
- › events



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product news

We are currently busy preparing for our May release of smartsm (v1.11) which will be a fairly major release for us, with a considerable range of new features, functionality and enhancements to the current toolset.

We will cover these in more detail in the next edition of Evidence, but for now we have some exciting information on how our service to our customers is about to improve.

We have recently reached agreement with **Bowker (UK)** to incorporate its bibliographic data (including synopsis and jacket covers) into smartsm which opens up some very interesting options for both our pending May release and also for future releases.

Larger scale May changes that incorporate Bowker bibliographic data include the ability to create usage and purchase specifications and display them using the latest **BIC2 categories** (eg Romance, Crime etc from the E4Libraries initiatives) regardless of whether your library service catalogues to this level of detail or not.

Future releases beyond May will take this a stage further, combining the power of smartsm's aggregated data with the standard **BIC2 classification scheme** to allow our customers to quickly and easily identify popular items that are currently not part of their collections - a fantastic method of using evidence to help guarantee high usage figures from future book purchases.

More information on all of the above will be in the next edition of Evidence.



ebsm Hints and Tips

Frequently asked questions about EBSM - by George Kerr

This question has not only been raised a number of times during the 2007 seminars but also at a recent EBSM Masterclass.

The response illustrates a fundamental aspect of EBSM - it is not a theoretical structure but essentially a series of highly practical tools to address stock problems highlighted in EBSM assessments.

Question

Librarians have asked why the Stock Use Summaries (and consequential Action Plans) for non fiction and fiction are so different.

Answer

The first thing to be said is that most EBSM assessments and Action Plans are based on addressing local library stock problem this is because it is at local level that users encounter any stock deficiencies.

In fiction there is a Local Library Action Plan which compares stock provision in the various fiction collections, with local demand. The Action Plan then suggests future financial provision to try to get provision more in line with demand. This works for fiction because we are generally only comparing demand/supply for a relatively small number of collections (genres).

The Local Library Action Plan in non fiction however, looks in particular for under provision across various Dewey class number groups. To be effective and focused, EBSM looks at several hundred such subject groups, many of which may only have a relatively small numbers of items compared with fiction collections. EBSM then identifies purchase numbers to build stock up **ONLY IN THOSE SUBJECT AREAS WHICH ARE VERY POPULAR**, to meet what is obviously a gap in provision.

As I was developing EBSM, in many cases using trial and error, I discovered that, if we were to attempt to use the fiction technique for non fiction, computer produced action plans will prompt purchase right across all subject groups for local library ownership. This would mean that stock would be purchased where there will be very low local use for much of the purchases. This is totally contrary to the EBSM philosophy of avoidance of wasteful purchase.

Of course this is not to suggest that no purchases should be made for less popular subjects. In non fiction there exists within EBSM, a provision/comparison tool like that in fiction but this looks at provision across the authority as a whole. The subsequent Action Plan based on this tool assumes that the material chosen will be rotated round libraries using your LMS rotation utility, thus ensuring provision of low (or relatively low) demand subject matter in a cost effective way. Cost effective, since all such material will be provided in appropriate quantities to ensure that it is well used, while at the same time becoming available to all local users (they will exist in small numbers in most locations) as it is rotated round all service points.



