

Having trouble reading this newsletter? Click here to see it in your browser.
You are receiving this newsletter because you signed up from our web site. Click here to unsubscribe.



fact of the month
6.7 million items
now managed
by smartsm in
over 500 libraries

- ▶ customer news
- ▶ product news
- ▶ ebsm Hints and Tips
- ▶ events
- ▶ and finally ...



Pass it on

Know anyone who might be interested in our newsletter? Forward this email to up to 5 friends.



Add us!

To make sure you receive future emails, please add evidence@smartsm.com to your address book.



Welcome to Issue 13 of "Evidence"

smartsm continues to go from strength to strength with a number of new customers going LIVE and an unrelenting pipeline of requests from UK public libraries wanting a demo of smartsm so much so, **we're recruiting again.**

>>>>>>

Our website, www.smartsm.com now contains even more information on the various modules within the product. We hope you like it and look forward to your feedback.

>>>>>>

We have now announced the date for our **FIRST smartsm User Group** - which will take place on **11th November 2009 in Birmingham**. All existing customers are welcome and details will be sent out to you shortly. This will be a great opportunity to network with other users, compare and share best practice with smartsm and contribute to smartsm's development schedule.



customer news

In the past few weeks, another 3 UK Public Library customers have gone LIVE with smartsm including:-

- **Wolverhampton Libraries**
- **Bradford Libraries**
- **Coventry Libraries**

>>>>>>

We are also in advanced discussions with a range of **International** Library Suppliers who want to promote smartsm around the world. More news to follow on this over the coming weeks and months as new territories are signed up.

>>>>>>

Shortly, we will be releasing a paper on "**How to Get the MOST from Your Book Fund**" authored by George Kerr and Geoff Smith which should stimulate useful debate on tactics to help maximise your book fund which, in many cases, is a resource under huge pressure.

If you would like a copy of this paper once it is available, please drop us an **email**.



product news

As well as preparing for the August release of smartsm (scheduled for week ending 28th August) the Development Team have been working hard behind the scenes to look at what is needed to 'localise' smartsm - in other words to enable it for international release. This is in preparation for upcoming launches in mainland Europe, Australia and the United States, and signals a new chapter in the development of the product and the adoption of EBSM and smartsm in other markets.

Lots for the team to think of, but our UK customers can be rest assured that 'localisation' of smartsm will not affect the manner in which the service is delivered in the UK - in fact we are very excited about some of the feedback that we are receiving from overseas that will help us deliver further exciting new features to our UK customers in the months to come. More news to follow in later editions of our newsletter.



ebsm Hints and Tips

Data Overload in Public Libraries

Today, most Library Management Systems are accompanied by sophisticated reporting packages and Management Information System (MIS) modules. Couple this with the rise of desk-based computing and the internet, data from a myriad of external resources can now be pulled together, analysed and viewed in increasingly complex ways.

This is without companies trying to sell you even more data!

"Dashboards" seem to be extremely popular - giving users "at-a-glance" views on performance on a wide range of parameters. The problem with all of this is - What does this all mean?

Without a framework for decision making overlaid on top of this data - the user is left paralysed by data overload.

i.e. What do we do when the needle on the dial hits 10?

What are our targets, what are we aiming for here?

smartsm brings all of this together by pulling a myriad of data together into one performance improvement framework, allowing you to set performance targets and goals. Importantly and UNIQUELY, smartsm then generates Action Plans giving clear advice on what to do with your stock - at item level, collection by collection, branch by branch, to move you towards the goals you specify within the framework.

Our Evidence Based Stock Management methodology has been developed over a period of 18 years and has been refined continuously to provide some very sophisticated algorithms. These then generate the Action Plans which make item level recommendations on performance improvement. It is the depth and pedigree of the methodology, coupled with the power of the single performance improvement framework within smartsm that harnesses all of the data available.

Manipulation of data is further reduced by smartsm in a number of ways including :-

- direct interaction of smartsm with RFID handheld readers meaning users can create the Action Plans at branch level within seconds
- seamless transfer of selected material from the smartsm shopping cart to your book suppliers' shopping cart removes the need to cut and paste ISBNs etc
- reporting on performance management of stock and book suppliers can be done at the click of a button without further data crunching



events

Upcoming UK events where you can meet the smartsm team

September

09 - 10 NAG Conference, Chester

October

07 - 09 Public Libraries Annual Conference, Bristol

November

10 CILIP RFID Conference 2009, London

11 smartsm User Group, Birmingham

We are currently planning an exciting line up of our own "Efficiency Roadshow" events for 2010 and look forward to announcing them soon.



and finally ...

Librarians letting their hair down.

Coming to a Library near you soon - Book Trolley Dancing !

***** Click here for the VIDEO *****

For more information on
smartsm please visit

www.smartsm.com

Bridgeall Libraries Ltd, 1 Ainslie Road, Hillington Park, Glasgow, G52 4RU Tel:

0141 585 6427

Powered by NSMail