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smartsm  
managing  
3 million  
items of stock  
in 500 Libraries

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### Welcome to Issue 9 of "Evidence"

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 Wokingham as our most recent customers. This has been brought about jointly with Civica, following close collaboration between the two companies - and represents our first customer using the Sydpus LMS. A full copy of the press release can be viewed >> [HERE](#)

With the end of the Financial Year looming, February and March are traditionally busy months for library suppliers - and this year looks like being no exception for smartsm!

Over 50 authorities will have seen a demo of smartsm in February and March this year alone - highlighting the incredible levels of interest in the product.

### 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](#)

### Latest smartsm Case Study available

We have recently released a case study on the work that John Lane and his team down in **Poole Libraries** have been undertaking using smartsm.

*This case study, which makes interesting reading, is available on our website and can be downloaded from >> [HERE](#)*



### product news

February has seen excellent progress on our new Procurement module, which we believe will offer the library sector the most streamlined, efficient and effective method of selecting new material for a library service using evidence of what works and what doesn't.

A key element of this solution is the ability to create a specification of what to buy, broken down and presented by either your current library collection hierarchy, or by genre/subject codes based on the latest E4Libraries classification system. With the

ability to further break this down by material type, and then go on to 'fine-tune' the purchase advice that smartsm provides to create a 'final' specification, each individual library will be able meet local demand at a very granular level.

This specification can then be used either as a guide when buying books using current processes, or as input to 'Supplier Selection' – another key delivery of smartsm Procurement. By pulling together the 'final' specifications from each individual library, and rolling them up into a service-wide specification with a few clicks of a button, it will be possible to export to your book supplier(s) a detailed list of purchase quantities for your full collection, with every library's requirements individually noted.

Next month, following the current pilot that we are carrying out, we will be able to give more detail about the next phase of developments on our Procurement module:– confirming that receipted material satisfies orders, and monitoring the performance of what has been supplied.

Incidentally, for anyone who has concerns that the Procurement specifications that smartsm provides might lead to a type of 'self-fulfilling prophecy' where the service is only stocked with books that are in demand, bear in mind that this type purchasing should always be carried out in parallel with experimentation. The smartsm 'experimental purchase' tools enable a library service to extend the breadth of its literary collection in a controlled manner by monitoring the performance of selected purchases over a user-defined period of time against targets that are set at the begging of the experiment. This enables the '80:20' issue to be dealt with neatly, with minimal effort to get it right for the majority of your stock, and a comprehensive toolset to fine tune for the remainder.



## **ebsm Hints and Tips**

**by George Kerr**

During the 12 month period between July 2005 and June 2006, Bridgeall Libraries organised some twenty seminars to outline the concept of EBSM and to raise interest in the forthcoming launch of smartsm. Geographically the seminars were located right across the UK - as far apart as Inverness in the north to Brighton in the south and from Lincoln in the east to Belfast in the west. Over 400 librarians in total attended these seminars and many questions were raised as delegates tried to come to terms with the ideas being propounded.

In the next few editions of Evidence, I intend to identify the most frequently asked of these questions, with my responses.

### **Question**

*I would be concerned about the potential of the EBSM methodology to diminish the role of staff experience and thus cause staff at all levels to feel alienated from stock management decision making. How would you answer this?*

### **Answer**

I believe that the methodology does exactly the opposite. What EBSM does is remove most of the element of intuition (let's face it this is really guesswork) which sometimes predominates in stock management, and instead substitutes factual information, which experienced librarians can then use as a tool to help them purchase those materials which will best serve their community.

In addition, the data is very local so the decisions can be geared very specifically towards the local community.

Staff experience can then be concentrated on what they do best – making stock purchase decisions

In response to the potential for alienation of staff, I would accept that some of the techniques undoubtedly lead to loss of control over what stock arrives in local libraries. For example EBSM places great store on movement of appropriate material between libraries to re-generate interest. EBSM tools to effect stock movement are, however, such powerful methods of producing 'Best Value' in stock use that the loss of control is outweighed by the gains.

On the other hand many EBSM tools allow for the possibility of decentralised purchase which, of course, should draw on front line staff experience.

In addition, re-scheduling of book funds to accommodate funding to 'put right' deficiencies shown up by the data, mean that locally there are many opportunities to participate in measures to improve stock.

There is also a highly effective tool called 'Experimental purchase', which is designed to widen the scope of stock available for users, and has the additional benefit that the subjects chosen are prompted by staff at local level in consultation with their users. This obviously helps give staff at that level an element of involvement and control over local



their library service.

In addition to this, delegates who use the smartsm EBSM software solution will have a much deeper understanding of the means by which smartsm has adopted the EBSM principles, enabling them to exploit the solution to its full potential and get the most out of EBSM.

March

24th An Introduction to EBSM  
25th-26th EBSM Masterclass

June

16th An Introduction to EBSM  
17th-18th EBSM Masterclass

September

15th An Introduction to EBSM  
16th-17th EBSM Masterclass

December

15th An Introduction to EBSM  
16th-17th EBSM Masterclass

To find out more, or to register click >> [HERE](#)

For more information on  
smartsm please visit

[www.smartsm.com](http://www.smartsm.com)

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