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## From our Managing Director



Dear Customer:

We enjoyed quite a bit of good news this quarter. Topping the list is our win of the City of Paris Library Network tender for an integrated library system. Winning this tender was a major accomplishment of our team and positions Infor squarely in a leading market position worldwide and in France in particular. The City of Paris Public Library Network is a cultural icon in Paris; 57 libraries handle millions of loans each year for hundred of thousands registered users. With Vubis Smart, the City of Paris will more effectively manage its diverse collections and provide users with advanced, remote services.

The selection of Vubis Smart by the City of Paris in January followed a win of another tender in France: the Academic Library of Sainte-Geneviève University. Vubis Smart was selected to re-automate the library of this prestigious academic institution, located in the heart of Paris. The library serves over 30,000 users who enjoy access to a collection of over two million books and 15,000 periodicals.

Other regions too have enjoyed interesting wins and “go-live” events. In the Netherlands, Art.1, a prominent national organization that fights and prevents discrimination, recently chose Vubis Smart. In North America, Revenue Canada joined the ranks of other Canadian government agencies that use Vubis Smart. And in the United Kingdom we added two new names to the Vubis Smart family - Carmarthenshire Libraries and Neath Port Talbot Library. In addition, Scottish Borders Council successfully went live with their Vubis Smart system in 12 libraries.

With growing sales and implementations, we are making some changes to our workforce. Tamir Borensztajn, who has been with our organization since 2005, has been appointed Marketing Manager. In this position, he will be heading up global marketing and communications activities for our division. Tamir is fluent in Dutch and English and is based in our Framingham, U.S. office. You may reach him at [tamir.borensztajn@infor.com](mailto:tamir.borensztajn@infor.com).

In the United Kingdom, David Head has joined Infor as a Sales Representative. David comes to us from Nedap GB Limited where he was Sales Consultant offering card and biometric solutions within the Academic sector. David is currently focusing on the Academic sector with Infor's full range of products and stand alone modules, such as V-spaces and V-sources.

As with previous newsletter editions, we have tried to put together a collection of articles attesting to system implementations and news around the globe. As always, please feel free to contact me with any questions or comments you may have at: [ann.melaerts@infor.com](mailto:ann.melaerts@infor.com)

Best regards,

Ann Melaerts



## Infor Welcomes the City of Paris Library Network

In January, the City of Paris Public Library Network joined the Vubis Smart family in France. The Library Network includes 57 lending libraries spread across the City's 20 districts. Through its libraries, the Network serves 330,000 registered users and handles 12 million loans and approximately 8.5 million library visits each year.

As one of the most prominent public library institutions in the world, the Library Network's services and collections are exceptional in their richness and diversity. The Network's collections include over 2,800,000 print materials, 6,000 subscriptions to magazines and newspapers, 650,000 compact discs (the largest collection in France), and 62,000 video cassettes. Materials cover a wide array of subject areas: Africa and the Arab world, psychology, computer science, theater, business, job search ("Infodor"), Asian languages, photography, science fiction, art, and much more. City of Paris residents also enjoy a rich offering in services such as exhibitions, conferences, meetings with authors, lectures, screenings, reading clubs, and workshops.

With Infor's Vubis Smart Integrated Library System, the Library Network will offer visitors enhanced access to its collections and services. As more than 70% of Paris residents use the Internet at home or at work, a primary objective is the strengthening of remote access. The Vubis Smart Web OPAC will provide residents a suite of rich features to quickly find materials, customize the

search experience, and manage their loans. Integrated resource discovery and information delivery tools will also provide users with personalized updates about new Library materials, journal availability and latest news directly in their e-mail or Web OPAC interface.

The implementation of Vubis Smart at the Library Network's lending libraries will be completed in the coming months. For more information about the City of Paris Library Network (in French) visit: [http://www.paris.fr/portail/Culture/Portal.lut?page\\_id=145&document\\_type\\_id=5&document\\_id=1150&portlet\\_id=1275](http://www.paris.fr/portail/Culture/Portal.lut?page_id=145&document_type_id=5&document_id=1150&portlet_id=1275)

## Bibliothèque Universitaire Sainte-Geneviève Chooses Vubis Smart

Also in January, Infor Infor announced that the Academic Library of Sainte-Geneviève University in Paris, France, chose Vubis Smart as the Library's next generation integrated library management system. The Library will be implementing Vubis Smart along with Infor's suite of library automation solutions - V-link (OpenURL) and V-sources (e-resources management). The selection of Vubis Smart by Sainte-Geneviève follows the selection of the system by the City of Strasbourg in the biggest tender in France of 2007 and underscores the system's growing success in France.

Located in Paris, France, Bibliothèque Universitaire Sainte-Geneviève serves over 30,000 students and



faculty. The Library's collections cover a wide array of disciplines, including philosophy, psychology, religion, economics, art, literature, geography and history. Users enjoy access to over two million books, 15,000 periodicals, 85,000 microfilms and a range of electronic resources.

## Harvesting Academic Publications from Vubis Smart

By Eric Conderaerts, Product Manager

Having access to scientific publications is of course a fundamental requirement for users in an academic institution. A central concept in this regard is the ability of academic institutions to make their scholarly publications readily available to the wider public both within and outside the academic community. With Vubis Smart, academic libraries can directly contribute to the dissemination of knowledge by making their database "harvestable" by other educational institutions without the need to install or maintain additional repository software.

Vubis Smart facilitates the ability to "expose" publications to the community at large through the OAI harvesting protocol. Integrated support for the OAI harvesting protocol has been available in Vubis Smart for quite some time. A prime example of the protocol's benefits is the participation of the Technische Universiteit Eindhoven in the Digital Academic REpositories network, DAREnet. A joint initiative of all Dutch universities, DAREnet has created a joint repository of Dutch scientific publications. Through the OAI-PMH protocol, DARE "harvests" the TU/e database of freely available Ph.D. theses; as a result, all available Ph.D. theses from TU/e are now included in DARE. Other institutions that harvest the TU/e (repository) database include the National Library of the Netherlands.

Using Vubis Smart as a repository offers users multiple, major advantages. Users enjoy the ability to easily organize harvestable documents -such as journal

articles, conference proceedings, reports, PowerPoint presentations and more- in the main database or in a separate database. The library has full control over the metadata formats, which can be defined or amended as desired. In addition, the quality of the data is maintained by integrated authority control in Vubis Smart. If needed, searchable indexes can be created for the system (which is different from most other repository solutions, which have no indexing and searching facilities, and such necessitate harvesting into another database before any indexes can be built).

Building on the flexible metadata formats and the support for the OAI harvesting protocol, Infor will be introducing a new repository interface to describe harvestable metadata. With the repository interface, academic or other libraries will be able to easily add a publication to their central repository by providing metadata, such as title, author and abstract of the publication (e.g. a thesis). Completely web-based, the convenient interface can be used by students or scholars to describe the metadata and upload the actual publication. Upon uploading the publication to the repository, the user can also define usage permissions (for example "readable by all", for "internal use only", or "closed to the public") as well as availability (for example "only available after September 1").

The screenshot shows a web interface for the Vrije Universiteit Brussel Library ETD. The page title is "Library : ETD" and the user is logged in as "Wouter Heyse". The main content area is titled "Phd thesis" and shows a form for "Step 1: Thesis". The form fields include: "Title \*" with the value "Knowledge and wisdom in a Web 2.0 context"; "Abstract \*" with the value "The author describes the challenge that are created by the emergence and adoption of Web 2.0 for knowledge management. Illustrating"; "Start date \*" with a date picker set to "01/01/08"; and "Defense date \*" with a date picker set to "01/01/08". There is a "next" button and a "Clear" button. The left sidebar contains navigation links for "USER PAGES", "ADMINISTRATION PAGES", "CONTROL", "REPOSITORY", "USEFUL LINKS", and "DOCUMENTATION".

The availability of repository software and an OAI server

will be complemented by an additional product: an OAI client application. This product will enable libraries to harvest data from other repositories, store the harvested data in local databases and then provide access to the data via the Web OPAC or V-spaces. A configuration tool will allow the definition of targets, tasks, export formats, conversion rules, and other techniques to create an easy-to-use, fully automated environment for data harvesting.

Both the repository product and the OAI client will be available later this year. Beta testing is to start this Spring at VUB (Vrije Universiteit Brussel). More information will follow closer to the availability dates.

More information about DARE can be found at: [http://w3.tue.nl/en/services/library/digilib/publications\\_from\\_tue/dare/](http://w3.tue.nl/en/services/library/digilib/publications_from_tue/dare/)

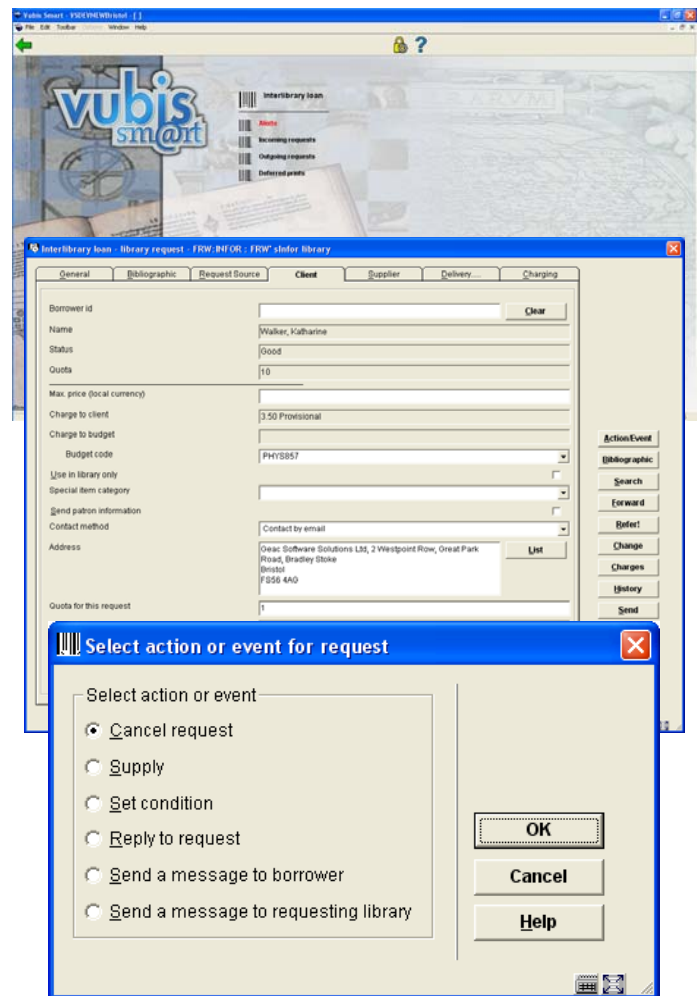
## A New ILL Module in Vubis Smart

Infor will be introducing a new Interlibrary Loan Module (ILL) in the next release of Vubis Smart (release 2.5). Seamlessly integrated with the other Vubis Smart modules, the ILL module provides a complete integrated solution for the management and delivery of interlibrary loan requests. The ILL functionality includes convenient staff workflows, Web OPAC integration, automatic recording of historical data and support for financial transactions.

### Staff Workflow

Although ILL as a process tends to be complex by nature, the workflow through the system is kept simple. Requests can be accessed from a single location, which allows the user to search for incoming and outgoing requests. Most importantly, an "Alerts" menu advises staff of new messages or required actions.

The management of the ILL request can be carried out from a single screen, broken out into the main functional aspects of the request. The image below displays the borrower management section, while other tabs cover suppliers, bibliographic aspects and so on. The commands on the right hand side allow the users to



select various actions in a context sensitive way. For example, by clicking the Action/Event button, the user can take additional actions related to the request.

### End-user Benefits

On their part, library users can fully manage ILL requests directly in the Web OPAC. Borrowers may place requests from the OPAC, and can monitor the progress of their requests through the complete lifecycle of the request. Charges and payments are handled in the same manner as other borrower related charges.

### Historical Data

The ILL module maintains the complete history of the ILL request; the dispatch and supply of material can be recorded with minimal staff intervention (provided the

ISOILL protocol is used to exchange information between requesting or supplying libraries). All notices or messages to both borrowers and libraries can be created, sent and recorded on the system.

## Financial Transactions

All financial aspects of request processing are carried out by the system in a very comprehensive way. Charges to other libraries, borrowers and departmental budgets can be calculated and managed, including the creation of invoices and statements to be sent to the relevant person or organization.

## Module Highlights

The ILL module offers many features not available in other ILL solutions. Some of the key aspects of the ILL module include:

- A consistent interface. The ILL module features a consistent look and feel, not only in the staff client but also in the Web OPAC.
- Incoming and outgoing requests. Incoming and outgoing requests may be received or delivered by a variety of mechanisms, including printed and emailed messages.
- Integrated borrower data. All borrower information for requests comes from the main Vubis Smart database; no separate keying of information is required.
- ISOILL protocol. The ILL module supports the full range of messages handled by the ISOILL protocol.
- Bibliographic data management. Once an outgoing request is entered into the system, a temporary catalogue record (which by definition wouldn't exist) is created; when the copy of the requested work is received, the system creates a temporary item record, which can be used to track the delivery of the work to the requesting borrower.
- Request processing. The processing of requests is completely integrated into the regular processes within the library. For example, when an incoming request is accepted by the library, the request is

“extended” in a single operation to act as a hold or stack request. In this manner, the normal library functions for retrieving books (e.g. hold shelfcheck messages) can be used to retrieve and dispatch the work to the requesting library.

- Order processing. Requests can be converted directly into orders by a single command.
- Reports. The system supports the generation of a full range of reports and statistics.

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## Amsterdam Public Library Hosts Vubis Smart User Day for Dutch Speaking Customers

The Dutch speaking Vubis Smart User Day was held this year at the Amsterdam Public Library in the Netherlands. 200 customers attended the event, which took place in the Library's new branch at the Oosterdokskaade.

The Amsterdam Public Library has 28 locations across the city, in addition to 1 Digital Library ([www.oba.nl](http://www.oba.nl)) and 1 library on Second Life. 330 full-time employees serve the residents of the city of Amsterdam, Diemen and Ouder-Amstel. With 4.1 million visitors each year, the Library is the best-attended cultural institution in Amsterdam. The new Central Library on the Oosterdoekiland was inaugurated in July 2007 and draws approximately 5,000 visitors daily.

The Vubis Smart User Day was opened by Chairperson Hans van Velzen, Director of the Amsterdam Public Library. In the course of the day several customers held presentations about innovation at their libraries. Magda Loupias, Application Manager at Landgraaf Public Library, noted the importance of providing structured access to information through 'search trees'. Another interesting presentation was offered by Koen Krikhaar, Libraries Manager at Dedicon. Dedicon is a Dutch foundation that specializes in the provisioning of alternative reading materials. Koen demonstrated the use of Vubis Smart in providing reading materials to the visually impaired, people who are dyslectic, the

physically disabled and the elderly.

Also on the agenda were Infor's latest additions to the product suite. Joost de Vletter, ERM Implementation Project Manager at the Technische Universiteit Eindhoven, demonstrated the use of V-sources for the effective management of electronic resources. On his part, Eric Conderaerts, Product Manager at Infor,



The Vubis Smart User Day for Dutch Speaking Customers

presented V-insight - Infor's new statistical portal that provides library directors, acquisitions personnel, marketing staff and others true insight for effective decision-making.

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## Welcome to the Vubis Smart Family

- FOD Buitenlandse Zaken, Belgium
- Vosselaar Public Library, Belgium
- Openbare bibliotheek Ronse, Belgium
- Openbare bibliotheek Zonnebeke, Belgium
- Openbare bibliotheek Sint-Martens-Latem, Belgium
- Openbare bibliotheek Ieper, Belgium
- Openbare bibliotheek Wielsbeke, Belgium
- Openbare bibliotheek Houthulst, Belgium
- Openbare bibliotheek Kortemark, Belgium
- Haute Ecole Francisco-Ferrer, Belgium

- CCBI (Bruxelles Principale), Belgium
- Openbare bibliotheek Tienen, Belgium
- Openbare bibliotheek Wijnegem, Belgium
- Openbare bibliotheek Izegem, Belgium
- Openbare bibliotheek Maarkedal, Belgium
- Canada Revenue Agency (CRA), Canada
- Canadian Museum of Nature, Canada
- City of Paris Library Network, France
- Academic Library of Ste Geneviève, France
- Art.1, the Netherlands

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## Visit Us at the Following Events

### UK Serials Group 2008 Annual Conference and Exhibition

Visit us April 7-9 at the Riviera International Conference Centre in Torquay. For more information, see: <http://www.uksg.org/events/annualconference>

### The Library Association of Ireland 2008 Annual Joint Conference

Visit us April 15-17 at the Radisson SAS Hotel, Athlone, County Westmeath.

<http://www.libraryassociation.ie/>

### LIS Show 2008

The 2008 LIS Show will be held April 23-24 in Birmingham. For more information, visit: <http://www.lishow.co.uk/>

### North America User Group Meeting

The 2008 user's conference will be held in Helena, Montana -Tuesday, May 20th - Friday, May 23rd, 2008.

For more information, visit: <http://www.gaug.org/conference.htm>

### ALA 2008 Annual Conference

The 2008 Annual Conference will be held in Anaheim, CA, from June 26-July 2, 2008. Visit us at booth 1375