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From our Managing Director



Dear Customer,

In June we began our 2010 fiscal year leaving a solid 2009 behind us. Despite the many challenges posed by the global economic downturn, we were able to expand our customer base across the globe. Some of the highlights include the go-live of V-smart at the City of Paris Library Network in France, the selection of V-smart by the East Baton Rouge Parish Library System in the U.S. as well as the selection of Vubis Smart by the London Borough of Barnet in the UK. We also saw growth in the sales of our add-on products with over 30 libraries to date choosing our statistical analysis portal V-insight, for example.

With last year's notable success, we have strengthened our global market share and are well-positioned to advance our business and product objectives in the current fiscal year as well. Looking ahead we believe that many libraries will see a growing demand for more and improved services in an environment characterized by an abundance of information providers and resources. As a result of conversations with our customers, it is clear that customer relationship management has become truly imperative for libraries to understand demand, provide relevant services, retain users and grow the customer base. Our product development efforts will increasingly focus therefore on providing a complete Customer Relationship Management (CRM) infrastructure within our existing products but also through new offerings that focus on the "the user" and the user experience. We have highlighted much of our plans at the various regional user group meetings and will continue to discuss our goals with you throughout the coming months.

The current newsletter, in the meantime, includes a number of articles that highlight particular customer implementations. The Swiss Library for the Blind uses Vubis Smart for example for circulation and cataloging but also to drive the production of on-demand books. Another article describes the implementation of a unique obituary database at the Harnett County Public Library in North Carolina in the U.S. In addition, we have also included an overview of various Web OPAC features that will allow you to get the most out of your investment in V-smart or Vubis Smart.

I would like to thank you, our customers, for the positive and constructive partnership that has made our previous fiscal year a true success. I look forward to our continued relationship going forward.

Sincerely,

Ann Melaerts

Cataloging the Dead

The Harnett County Public Library in North Carolina, U.S.A., has been engaged in an ongoing project to make obituaries from Harnett County and outlying areas digitally accessible through the library's Web OPAC. "Genealogy has always been a hot topic for the reference desk," says Jackie Frye, Data Systems Specialist at the Harnett County Public Library. "We often received phone calls asking us to look up an obituary in the local newspaper. We knew that we needed an index but were just not sure how to go about it. So we started out by photocopying obituaries from the newspapers and placing them in 3 ring binders in alphabetical order. We then moved to an Access DB in 1989, which was only accessible to staff. We also added an HTML front-end to Microsoft Access on the web page but it was not easy to use."

In order to make the obituaries readily accessible to the public, the library moved the information from the Access database to Vubis Smart in 2008. Yet, as library staff and volunteers kept working on the obituary database, then library director - Melanie Collins - learned that a couple in Harnett County had embarked on a cataloging project of their own. Looking for ways to help others learn about their ancestors, Julie and Vernon Gambrell had compiled quite a database of cemeteries and photographs of tombstones and had published these on the web. The library contacted the couple, offered to purchase the information and a partnership with the Gambrells was born.

"The combination of our Access DB and the Gambrell's data resulted in the end product we have today," continues Jackie. "We still have some folders with old obituaries in lateral file, which we are able to add



Years of obituaries

directly to Vubis Smart. But this project has no end and we rely on volunteers to continuously add information. V-smart, Infor's web-based system, will be great for us; with a browser interface and definable permissions, volunteers will be able to update the database directly from home."

To view the obituary project, visit <http://hcvubisweb.harnett.org/harnettvw/Vubis.csp>. Next, enter "Collins, Mayo" in the search term box and select "Obituary" from the database drop-down menu.



Obituaries in the Vubis Smart Web OPAC

The following article about the Swiss Library for the Blind appeared in the Dutch publication "Digitale Bibliotheek". The text below is a shortened version of the original article.

About Braille and Politics

By Henk Verbooy, Digitale Bibliotheek Magazine

If there is one place that is quickly going digital, it surely is the library for the blind. Well, not necessarily. The Swiss Library for the Blind (SBS) does one without neglecting the other.

The Swiss Library for the Blind and Visually Impaired (SBS) serves approximately 3.5 million people, in essence the entire German speaking population of Switzerland. SBS, which dates back to 1903, has two



main areas of operation: the library and the production department. "We mostly produce our own material," says Heinz Zysset, head of the library. "We produce audio books, Braille books, books with large print, and Braille music books. The library has around 5,000 customers; 80 percent borrows audio books, 10 percent Braille books and 10 percent books with large print."

SBS offers approximately 40,000 titles, a significant amount for a European library for the blind. The actual number of volumes is even larger as a typical 300 page Braille book includes 3 or 4 parts. The entire collection comprises educational and business books, non-fiction, fiction, children books, etc. SBS delivers quite a bit, but naturally not everything. "We also collaborate with other libraries for the blind for example to offer books that we do not have ourselves," says Dorota Pograniczna who is responsible for cataloging. Pograniczna has an important task particularly in an environment where customers cannot see the product and must base their decision entirely on the catalog. "People do not come to the library; they place an order and we ship. As a result, our customers require good information about any given publication."

Cataloging with Vubis Smart

For cataloging and circulation SBS uses Infor's Vubis Smart, a library management system that is also used by Nota, the Danish National Library for Persons with Print Disabilities (formerly DBB) and the Dutch Library for the Blind, Dedicon. "We had our own cataloging and circulation software but needed to modernize. So we decided to look for a commercial vendor and in 2005 we selected Infor - which was called Geac at the time,"

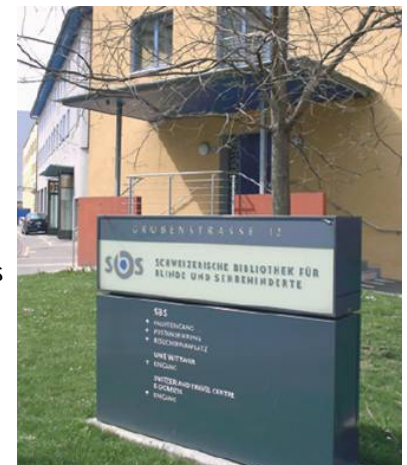
explains Pograniczna. "In 2006 we signed the agreement, implemented the software and started the data conversion. The system went live in 2007. We do not use the system's complete functionality however. Furthermore, a different system handles the actual production of the books."

Most SBS customers are older people who became blind or visually impaired at a later age. As a result, they have less experience with libraries for the blind and require personalized service. "We developed special functions that address the needs of these customers," says Pograniczna, and gives two examples. "Most people do not order special books but have general interests in spy novels, fiction or other genres. We therefore need very good profiles not only of the books but also of each borrower. So customers can create wish lists of up to 30 books. The lists are maintained in the system and function as a reserve. Let's say, for example, that a customer places an order for 5 books but not all the books are available. Vubis Smart then supplements the order with books from the customer's wish list."

The second example pertains to the production of electronic books. Pograniczna: "SBS has been offering digital books on demand for the last 4 or so years. As we produce the books ourselves, each book is always available. Vubis Smart drives the production of the on-demand book; the system instructs the production system to retrieve the book from the archives, burn it onto a CD and send it to the borrower."

Downloading Books

Customers cannot yet download narrated books. "But this will certainly change within the next 3 to 5 years," says Zysset. "Customers will then be able to download books onto a DAISY-player (see sidebar). When a



customer deletes a book we automatically receive a notification - so we know that the customer has one book less in his or her possession. We can then send the customer more books. So in all this is a nice application for elderly who do not have a personal computer or for people who are not sufficiently proficient in technology."

Only 10 to 20 percent of the blind have enough knowledge of Braille to truly enjoy reading a book. Zysset: "We have a relatively small group of people who want to read books in Braille. Of our 5,000 customers about 10 percent orders Braille books. Nonetheless, we maintain a certain production level; each year we produce approximately 200 Braille books in addition to the 300 audio books."

It's a clear imbalance, which will certainly increase as the readership of Braille books decreases even more. Zysset's expects therefore a lot from the Daisy books, which resemble the reading of a 'real' book quite a bit more. "But because of the importance of Braille in the daily lives of the blind, we cannot eliminate it from our library. For the blind it is very important that Braille is kept 'alive' and that they can keep using it. Is this a political choice? For sure! But there is nothing wrong with that."

Article: © Digitale Bibliotheek, Henk Verbooy

Photos: © SBS, Mischa Künzle



DAISY enables accessibility

DAISY is a global standard for multimedia documents. DAISY stands for Digital Accessible Information System. The standard has been developed for people with reading disabilities such as the blind or the illiterate. DAISY enables the accessibility of document through a combination of written text, image and text-to-speech technology. Accessibility is enhanced through special navigation, which is based on the printed book (title, subtitle, pages, paragraphs, footnotes, etc.).

To use DAISY, readers need a DAISY player, a computer with special software, and also an MP3 player. The system is currently in development. In the meantime, audio books are only available on CDs. (For more information, visit www.DAISY.org or www.sbs-online.ch/DAISY/produkt/DAISY2_was.html in German).



Troyes Metropolitan Area Media Center (MAT) Selects Infor's Suite of Automation Products

In June Infor announced that the Troyes Metropolitan Area Media Center (Médiathèque de l'Agglomération Troyenne - MAT) selected Infor's suite of automation products. MAT will be implementing V-smart, Infor's web-based integrated library system, alongside Infor's V-spaces federated search application, V-link OpenURL Resolver, and V-insight statistical analysis portal. With its selection of Infor's automation products, MAT joins a growing number of prestigious libraries that use Infor's

products in France including the City of Paris Library Network, the Academic Library of Sainte-Geneviève University (BSG), La Cité Internationale Universitaire de Paris (CIUP) and La Bibliothèque Nationale et Universitaire de Strasbourg (BNU).



Says Ann Melaerts, managing director Infor Library and Information Solutions: "The selection of our products in an open tender by the Troyes Metropolitan Media Center further strengthens our position as a vendor of choice for many libraries with diverse information management needs. For MAT, in particular, we will be implementing extensive Web 2.0 functionality in the Web OPAC for example. The project is now well underway with the go-live of V-smart scheduled for the end of this year."

Located in Troyes, France, the Troyes Metropolitan Area Media Center (MAT) is a center of culture, information and entertainment. MAT includes a total of 12 libraries that serve over 120,000 residents in the 11 communities that comprise the Troyes metropolitan area. Through a central catalog, MAT offers users access to an extensive collection of over 500,000 items including a wide variety of books, periodicals, DVDs and CDs. More information (in French) about MAT is available at: <http://www.mediatheque-agglo-troyes.fr>.

Spice Up Your OPAC

The V-smart / Vubis Smart Web OPAC is a powerful tool for users to easily find relevant information in and outside the library. By customizing the Web OPAC and "spicing it up" with some of the features below, you can create an even more valuable user experience. Here is how:



1 Create an identity

The Web OPAC features an easy to use web-based administrative interface and Cascading Style Sheets (CSS) to create a distinctive identity. You can configure the Web OPAC to match the design of your library's web page or set up the Web OPAC as your library's main landing page.

2 Enable quick access to relevant information

The Web OPAC includes powerful search tools that provide patrons and staff the ability to quickly and easily locate relevant information. Users can limit their searches in multiple ways by e.g. year of publication, language, location, material type, number of pages, a particular date range (for newspapers and periodicals), etc.

3 Know your audience

You can easily cater to the needs of a specific audience by setting up a different OPAC profile for each branch, an area within the library or a particular demographic (e.g. public, elderly, visually impaired, children, etc.). Each profile can have a different look and feel, different data resources, different search options, etc.

4 Guide your users

By implementing search trees, you create a guided search for your users. Search trees allow you to display a set of subject-based icons and / or "subject classes" for users to drill-down into your catalog. With search trees you offer specific target audiences - such as children, educators or students - guided access to relevant information.

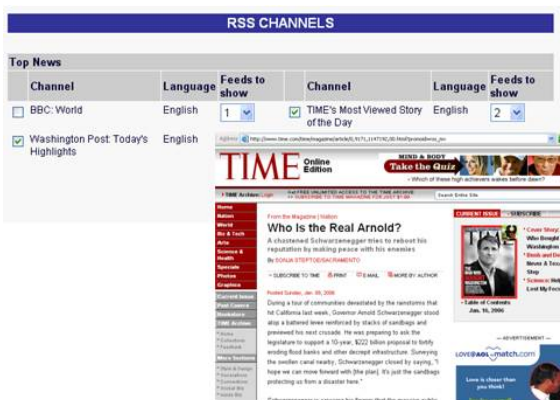


Search	Advanced Search
A	General reference works. Theses. Academic lectures. Dictionaries. Bibliographies
B	Religion. Philosophy. Science (general). Technology (general)
C	Mathematics
D	Computer science. Systems theory. Measurement science. Control engineering
F	Mechanics. Heat transfer. Fluid mechanics
G	Physics. Nuclear engineering. Cryogenic engineering. Vacuum technology
H	Materials science. Crystal science. Solid state science
J	Chemistry. Chemical engineering
K	Mechanical engineering
L	Electrical engineering
M	Earth sciences. Astronomy. Nautical sciences
P	Biomedical sciences. Public health
Q	Biology. Agriculture. Environmental science. Energy. Safety
R	Building. Civil engineering. Architecture
S	Physical planning. Housing. Traffic. Transportation.
T	Geography. History
U	Behavioural sciences. Social sciences. Education
V	Law. Politics. Economics
W	Industrial engineering. Management science

5 Enable customized information delivery

With Selective Dissemination of Information (SDI) library users can obtain item availability information right in their personal email boxes. Using SDI users create an automatic search for particular subjects, new works by authors etc. The Web OPAC will search the library's catalog according to user defined intervals and parameters. Once the item has been found, the Web OPAC will send an alert to the user's e-mail address.

RSS is another form of customized information delivery. Through the integration of RSS news feeds users can choose and define their own topics of interest from a wide range of interest areas. After users log in to the Web OPAC, their personalized up-to-date news feeds automatically appear in the Web OPAC interface.



6 Enrich your data

The Web OPAC includes multiple features that enrich your data and maximize the ability of users to find relevant information. Some of these features include:

- Associative searching. Context-sensitive searching is a key component of the Web OPAC. With the "Associative Searching" feature, the system provides users related, associated, search terms and places these in a specific context.
- Suggested reading. This feature provides users with automatic suggestions based on bibliographic records. After the user selects a search result, the system will display a list of publications that are similar to the selected item (for example: the same words from a title, same keywords, same subject codes, same authors, same series, and more).
- Fuzzy logic. "Fuzzy Logic" presents users with alternatives for keywords that are not found. The system creates the alternative terms from existing data and directs users only to information as it exists in the library catalog.

7 Engage your users

Online users often turn to each other for reading suggestions and book evaluations. 'Rate & Review' enables users to rate any specific item in the library's collection and indicate how they feel about a particular book, DVD or CD.

Another collaborative component of the Web OPAC is the "Who borrows this, also borrows..." feature. After conducting a search, users are automatically presented with a 'Who borrows this, also borrows' list of titles that have been borrowed by patrons interested in the same category or genre.

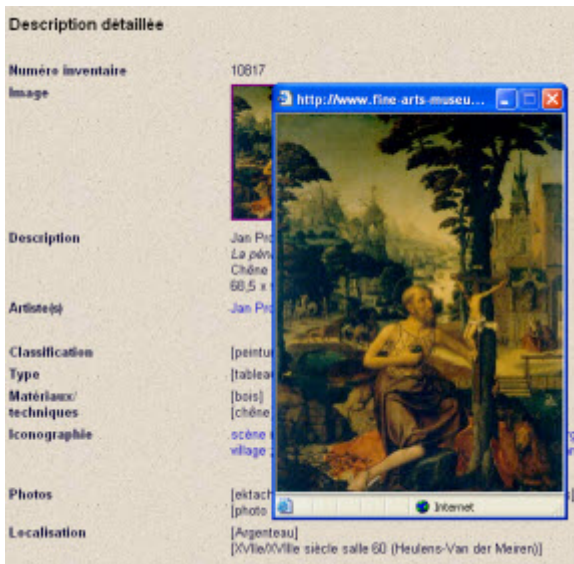
8 Link to the outside world

By integrating V-link, Infor's OpenURL Resolver, you offer users a structured interface to search and access external information resources.

Academic libraries can also link to external resources for course and resource management. Examples include Virtual Learning Environments (VLEs) and data harvesting environments.

9 Present multiple collections

The Vubis Smart Web OPAC supports the presentation of multiple databases. You can easily present a digital collection such as historical photographs or a newspaper collection. Other databases may include community information or a museum database, for example. (See previous article about 'Cataloging the Dead').



10 Be visual

You can also integrate third-party services to further enrich your library's data. Examples include services such as Syndetics, Novelist, BookLetters, Google Books, Amazon.com, etc.

To learn more about implementing these and other OPAC features, contact your account representative or send an e-mail to info@vubis-smart.com.

Canadian Museum of Nature Goes Live With Its New Web OPAC

The library of the Canadian Museum of Nature in

Ottawa/Gatineau, Canada, recently went live with its new Vubis Smart Web OPAC.

Through the Web OPAC, library users enjoy access to one of Canada's oldest natural history

collections, comprising books, periodicals, museum publications, and a wide array of audio/visual materials.

The library's collection specializes in the subject areas of interest to the museum, including botany, mineral sciences, paleobiology, systematics, and zoology. The library also includes a Rare Book Collection, some of which is online. This collection consists of 4,000 pre-20th century monographs, manuscripts and periodicals that cover expeditions, natural history, biological and earth sciences dating back to the 1500s.

The Canadian Museum of Nature has been using Vubis Smart, Infor's integrated library system, since November 2008. The museum's Vubis Smart account is installed on a shared server with the museum's parent department in the Canadian Federal Government - Canadian Heritage. As the museum's library is relatively small, sharing a server meant the museum did not need dedicated IT staff to support a local server. The ability of Vubis Smart to accommodate multiple databases on a single server was therefore a significant benefit.

Learn more about the Canadian Museum of Nature, Canada's leading natural sciences and natural history museum, at: <http://nature.ca>.

The Web OPAC is available in English and French at: <http://nature.ca/opac>.



Analyzing Usage: V-insight at Windesheim

With over 18.000 students, Windesheim is one of the largest institutions of higher education in the Netherlands. The university's media center offers

students and faculty access to a large collection of books, journals, DVDs and CDs. To gain insight into the usage of its collections, the media center implemented V-insight, Infor's statistical analysis portal, at the end of 2008. Says Peter van Helsdingen, manager at the media center: "V-insight allows us to analyze and view data in a variety of ways. The system gets data out of our database and conveniently provides and presents our management information in various graphs."

For the librarians of Windesheim V-insight is particularly useful when comparing data over time. Van Helsdingen: "V-insight presents trends in a graph. You can see for example how many loans you had in a recent quarter and compare the number to the last 4 years. You can do the same of course for the number of reservations or even assess the growth - or decline - of the number of titles in any given category. The data gives us a better handle on overall usage of our collection and helps us improve our collection development quite a bit."

Besides obtaining the data, the media center also found it easy to use the information in quarterly reports. Van Helsdingen: "V-insight has various export options that allow us to use the information in different formats. For our quarterly report we include detailed information about the number of titles in our collections organized by category and material type. We also present the number of reservations and renewals. The software has been very beneficial in terms of showing trends and demonstrating the depth of our operations."

For more information about Windesheim visit:
www.windesheim.nl.



World Library and Information Congress: 75th IFLA General Conference and Assembly

Infor is an official sponsor of the IFLA conference. Visit us at this year's conference in Milan, Italy from August 23 to August 27.

Welcome to the V-smart and Vubis Smart Family

V-smart

- Redeemer University College, Canada
- Niagara Falls Public Library, Canada
- Médiathèque de l'Agglomération Troyenne, France
- Lewis & Clark Public Library, United States

Vubis Smart

- Ichtegem Public Library, Belgium
- De Pinte Public Library, Belgium
- Torhout Public Library, Belgium
- Knokke-Heist Public Library, Belgium

Visit us at the Following Events