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## From our Managing Director



Dear Customer,

2008 was a busy year for us at Infor, with new product releases and growth in our customer base. The major highlight was the release of V-smart, our new web-based integrated library system. As a web-based system, V-smart is highly customizable, easier to implement and more cost-effective to maintain than a traditional client/server ILS. For our customers in particular V-smart means additional choice; we will keep developing and supporting Vubis Smart, while offering our customers the option to implement V-smart and enjoy the added benefits of a browser-based environment. So far [10] libraries have chosen to implement V-smart as their next generation library system, and two French libraries went live with their V-smart implementations: the Academic Library of Sainte-Geneviève University (BSG), and La Cité Internationale Universitaire de Paris (CIUP).

Other highlights of 2008 include the numerous sales of V-insight, our statistical analysis portal that provides libraries with in-depth performance measurements and business analytics. Customer feedback has been very positive, mainly in terms of ease of use and the ability to instantly see trends and usage patterns in the library. As libraries continuously seek to assess user needs and improve services, V-insight has proven to be an invaluable tool to many of our customers.

Looking ahead, 2009 promises to be interesting yet challenging as libraries and vendors will surely feel the impact of the global economic crisis. In this environment, innovation is more important than ever; while consumers make trade-offs in the short term, a healthy business strategy focuses on a long-term vision. A recent article in Forbes pointed out that Apple launched the first version of its iPod in 2001, a year in which the Internet bubble had burst and the stock market had suffered dramatic losses. We realize that the economic downturn brings certain constraints. Yet we also firmly believe that innovation lays the proper foundation for long-term success, while at the same time addressing immediate needs for improved efficiencies and a better customer experience.

In 2009 we remain committed to improving and expanding our offerings, and working with our customers across the globe in delivering solutions that meet your needs. We look forward as usual to meeting you at the various user group meetings and discussing our plans for the road that lies ahead in more detail.

I wish you a happy and prosperous New Year.

Sincerely,

Ann Melaerts

**“The user experience, which incorporates search but extends into new realms, will be very important as libraries look for additional ways to connect with users.”**

**An interview** with Paul Clemens, Development Manager, and Eric Conderaerts, Director of Product Management, the people in charge of product development at Infor Library and Information Solutions.



Director of Product Management Eric Conderaerts (left) and Development Manager Paul Clemens (right) speak with Tamir Borensztajn about the organization's development strategy and future

*In the last couple of years, Infor has released a variety of new products - a federated search application, a statistical analysis portal, and now a web-based integrated library system. How do these new offerings address evolving market requirements and emerging trends in our industry?*

Clemens: Our development strategy has largely focused on creating a complete suite of products that address the various information management requirements in various types of libraries. As you mentioned, our products include an integrated library system, but also federated search, OpenURL, statistical analysis and e-resources management. We of course recognize that on their own these applications do not necessarily address

all requirements of the modern library; there are quite a few requirements that are addressed by third-party applications and systems. Ensuring interoperability with these systems through an adherence to standards is therefore important in this context. But even more important is the overarching architectural framework. Through support for a Service Oriented Architecture (SOA) we have ensured - and will keep ensuring - our ability to interface with external systems and our continued compliance with existing and emerging standards in the industry.

*Can you give examples of this?*

Clemens: Oh, there are quite a few. In France, Vubis Smart interfaces with NEDAP's RFID tags to provide additional functionality for circulation and inventory management. Another example is the integration with the XML-gateway of Cendris in the Netherlands to provide more accurate patron addresses. You can also think of the support for web services in V-sources, our electronic resources management system, for bibliographic data updates. Also our own SSO web service, web services in our V-spaces federated search application, etc. etc.

*Are web services as simple to implement as you seem to suggest?*

Clemens: Well, yes and no. Each web service that is provided by other suppliers or solutions will have to be looked at individually. Take for example V-sources, our new ERM system, which we developed as a stand-alone product. When we started the development, we decided that V-sources should be able to work



*Paul Clemens: "Our development strategy has largely focused on creating a complete suite of products that address the various information management requirements in various types of libraries."*

with “any” library system. The natural way to implement this was through web services.

**Conderaerts:** But web services always require two parties. Essentially web services allow us to set up request / response pairs between separate systems. Because V-sources supports web services, and because it has other import facilities, it can also be linked to library systems from other vendors, provided the other vendors implement our web services.

**Clemens:** Web services are the glue between applications, that’s how you should look at it. But if two applications both conform to a web service specification, then it is a rather straightforward and generally accepted technology.

*Now that you have mentioned V-sources so explicitly, why is this product important for libraries?*

**Conderaerts:** This product is particularly important due to the significant increase in the number of electronic resources mainly in the last 10 or so years. It’s important of course for academic libraries, and will become increasingly important for public libraries at a later stage. With the increase in electronic resources, managing the resources - from selection, acquisition, licensing, and user access perspectives - has also become more complex. Because of the major role that our university development partners play in the development of V-sources, the product has a ‘real life’ test bed to ensure that all these aspects are properly addressed as well.

*If we can turn our attention to the integrated library system specifically - in November you announced the general availability of V-smart, a new web-based integrated library system. Vubis Smart, Infor’s client/server ILS, was introduced in 2002 and has been adopted by over 360 libraries to date. Given this success, what was the rationale for developing V-smart?*

**Conderaerts:** V-smart first and foremost addresses the requirements of a modern library, which needs a staff

application that is browser-based. As Vubis Smart is based on client/server architecture, the logical next step was to provide an ILS that is browser based. Yet, as you point out, Vubis Smart has been very successful in large part due to its strong functionality throughout all modules. V-smart continues this success story by matching the functionality of Vubis

Smart - but in a web environment. Having said this, V-smart does offer advantages beyond the ability to merely work in a browser and to benefit from inherent features, such as the option to completely customize the interface. An important aspect of V-smart is a reduction in overall ownership cost to the library. As no client software needs to be installed, less maintenance is required on client work stations.

*When you say that V-smart matches the functionality of Vubis Smart, what then are the main differentiators?*

**Conderaerts:** Functionality is indeed essentially identical, and we will try to maintain that as much as possible over the coming period. As I mentioned, the back-end application sever is largely the same as that of Vubis Smart. However, the main differentiators are easier deployment and maintenance, a better and customizable staff interface, and better more “open” access to system data. The ease of deployment is a factor which should not be under-estimated. We get more and more requests from libraries that want to hook up schools, social institutions, and other types of organizations to their services, - providing “mini-libraries” in their community. With V-smart, this will become a lot easier. One only needs a browser to run



*Eric Conderaerts:  
“V-smart allows the library to reaffirm its position as the main information provider in the community.”*

the system. So setting up ASP type solutions will be a lot easier, - resulting in lower total costs of ownership and allowing the library to reaffirm its position as the main information provider in the community.

*Can you elaborate a bit more on the concept of better access and openness?*

Clemens: With better access to the system data we mean the ability to view and extract core data - such as access to borrower or item data. Access to data is accomplished through web services, on top of ODBC/SQL access. Through enhanced access we provide libraries the means to use system data for additional purposes, such as improving services or delivering new services.

*How does Vubis Smart factor into your development plans? As you further develop V-smart, what are the implications for additional Vubis Smart releases for example, and even support of Vubis Smart? Should we expect changes here?*

Clemens: V-smart will not affect our Vubis Smart development plans. We will keep developing Vubis Smart - there will be additional releases and we will keep providing support and professional services for Vubis Smart.

Conderaerts: The people who doubt this should just take a look at the release notes of the upcoming release 3.0. We think this is the biggest release ever with major changes to most modules and with the introduction of a new add-on module for stack requests. And we are also nearing completion of our integrated add-on ILL module, which is



*Paul Clemens:  
"V-smart will not affect our Vubis Smart development plans. We will keep developing Vubis Smart - there will be additional releases and we will keep providing support and professional services for Vubis Smart."*

scheduled for release not too far after release 3.0. This module will be available for both V-smart and Vubis Smart. And these are just a few examples that illustrate that we (emphasizes) that we have no plans at all to stop our developments for Vubis Smart.

*Are there then no functional differences between Vubis Smart and V-smart?*

Clemens: Well, there are some. The most prominent one is that V-smart will, in its second release, have a role based user management, - a feature set that we will not implement for Vubis Smart, due to a number of technical reasons.

*If we look at the global picture in terms of development priorities, what is the position of the ILS - V-smart or Vubis Smart?*

Conderaerts: Both V-smart and Vubis Smart will of course remain a critical part of our development. From a market perspective, as well as customer requirements, the ILS is an important product and one that will keep improving over time to address evolving needs. At the same time development will also re-focus its effort on implementing innovative products, strengthening non-ILS solutions and implementing new applications that are, like the ILS, critical to the operations of a library in particular in terms of marketing and user engagement. As these initiatives evolve, we will be looking to bring customers into the fold to assess potential direction and overall receptiveness to the proposed functionality. So, we did a lot over the last few years, but there is naturally more to come.

*What do you consider to be the main focus for product development over the next year?*

Conderaerts: The user. Last November I attended a conference on "Catalogue 2.0", - and every speaker started his or her presentation by saying "we all know that the catalogue is only a tool, and that the user is the real goal". But then all speakers but one only talked about catalogues and the word "user" was never

mentioned again. Libraries have a long way to go in their relationship with their users. We now see that more and more libraries are focusing on CRM, customer relationship management. I think that with the combination of our ILS products -Vubis Smart or V-smart- and V-insight (our statistical analysis portal) libraries have excellent tools to "manage" their customers. With version 2.0 of V-insight we will add additional functionality to allow the library to quickly detect which users use which types of materials, and how many times they use them, or which users of which libraries use the facilities of other libraries, etc. One of the main reasons why V-insight gained such success in the first months after its introduction is not only its user-friendliness, but also its power to generate very granular and sophisticated information on customers and collections, - and we will extend this with additional CRM features. But V-insight is only the beginning.

*What do you mean when you say that V-insight is only the beginning?*

Conderaerts: The user experience is constantly evolving - that is, the experience of the 'end-user', the library customer - and that is probably the major trend, not only in the sense of search or information discovery, but in the overall online, as well as offline, experience. We have now started to look at broadening our offerings to address the need for both understanding and improving the end-user experience. V-insight is the back-office side of this understanding, but we are now working on products to offer customers a user-experience they are entitled to, - well: a user-experience they expect from other sites or applications they use. Users have come to expect collaboration, sharing, visualization and a high degree of customization. This holds true for the online experience as a whole, not just for our industry. Yet libraries address these expectations - even with the new discovery tools - in a way which may fall short; discovery tools focus after all on discovery and search, leaving a wide spectrum of expectations unaccounted for. One should think in particular of libraries' online

presence and the ways users can interact with the library and with each other beyond the search environment. This type of user experience, which incorporates search but should extend into new realms, will be very important as libraries look for additional ways to connect with users, to draw attention to services and to increase library usage.

*So do these new offerings that focus more clearly on the 'end-user' then complete the product portfolio?*

Clemens: No, software products are never complete. Requirements constantly evolve with the emergence of new technologies and ever-changing user expectations. The key of course is to meet these requirements and expectations head-on and to keep developing software that our customers truly need.

Conderaerts: To add to this, I also think that we have just really started. All our products are now at the start of their life-cycle: V-smart, V-sources and V-insight are brand new, and even the other products in the portfolio are only available since a couple of years. The new products that we are now working on will be even more innovative, so I think it's much more a matter of being at the start than of completeness.

*Thank you*

(Tamir Borensztajn)



*Eric Conderaerts:  
"We have now started to look at broadening our offerings to address the need for both understanding and improving the end-user experience."*

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## System Openness

By Eric Conderaerts, Director of Product Management

The astounding pace in which openness of systems has taken hold of the software industry is remarkable. Open access to core system data has rapidly become a software development model from which both developer and customer stand to gain. This holds true for our industry as well; through openness, customers in effect extend the reach of a vendor's application by using core system data to offer new and increasingly diverse services to users.



Conceptually, the push towards openness is largely driven by the notion of 'control'; to provide software customers the ability to directly influence the direction of applications and services. Ensuring openness can be accomplished in multiple ways. One approach is to provide access to a system's source code, allowing developers to collaborate and contribute to the software's development as part of a global enterprise. Another often additional approach to openness involves an emphasis on connectivity. In this scenario, customers interface with core system data to enable a host of supplementary services. The most prevalent modern method of enabling this type of openness is through web services, which support the interoperability between applications on a network (such as the Internet), using common protocols and standards such as HTTP, XML and SOAP.

In the library industry, system openness has a clear purpose: to improve services and access to collections for the benefit of library users. If we look at web services in particular, openness provides the ability to delve into an integrated library system, mine and then communicate data to external applications - such as RFID units, payment processing applications or address verification solutions. This type of connectivity between

systems is of course quite significant; with web services libraries can utilize applications from potentially multiple vendors in order to deliver improved services to users.

In V-smart we address the need for system openness through the enhanced support of web services (on top of traditional ODBC / SQL) access to core system data. With the availability of a set of flexible web services, V-smart offers libraries the ability to easily integrate system data into other applications. The tighter integration of data between multiple systems in V-smart facilitates extended functionality for information delivery, circulation, inventory management, and more.

Openness through web services goes a long way in addressing the need for a coherent technological environment in which diverse applications work together in unity. It also allows libraries a significant degree of control to use system data effectively when deploying additional services and applications. And as libraries seek to take advantage of a growing array of available applications, openness ensures that libraries get the most out of their investments in advanced technological solutions. With openness, core system data is no longer "owned" by the system but is now readily available for use elsewhere - to the benefit of vendors, librarians, and library users alike.

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## 10 Technical Reasons to Choose V-smart

1. V-smart does not require client software; the user only needs a browser.
2. As V-smart is browser-based, the total cost of ownership is reduced.
3. The system enables libraries to offer system functions to external parties, such as schools, as an Application Service Provider (ASP) or in a 'Software as a Service' environment (SaaS).
4. The system is platform independent at the server side: V-smart can run on Windows, Linux and UNIX platforms.

5. The system is platform independent at the client side: the user front-end operates on any platform that supports Internet Explorer or FireFox browsers.
6. V-smart incorporates improved support for Unicode.
7. Users can choose from multiple interface designs. As V-smart uses CSS style sheets, users can create their own interface layout or edit existing layouts.
8. V-smart is a new future oriented platform, creating new capabilities for additional future product integration (such as mashups and others).
9. V-smart is an open platform. The system supports access to core data through web services and ODBC/SQL.
10. V-smart supports "easy-to-use" keyboard shortcuts to the most important system functions.



## V-smart Frequently Asked Questions

### What are the main benefits of V-smart?

V-smart has been developed with the requirements of a modern library environment in mind in which web-based systems are increasingly becoming the norm. As you only require a browser in order to use V-smart, the system offers you a number of major advantages:

- The V-smart client is platform independent. This means that V-smart can operate on non-Windows clients.
- The user interface can easily be customized through style sheets (CSS).
- Maintenance is a lot easier, precisely because there is no need to install client software. As a result, overall cost of ownership is lower than with Vubis Smart.

### Are their differences in functionality between V-smart and Vubis Smart?

After the introduction of Vubis Smart 3.0 in the summer of 2009, Vubis Smart and V-smart will be essentially identical in terms of the back-end application server. Realistically, one may assume that eventually the back-end functionality of V-smart and Vubis Smart will differ. In the short term, however, functionality will remain the same.

### What database version does V-smart require?

V-smart requires Caché version 2008.1.2

### What browsers does V-smart support?

V-smart supports the following browsers:

- Microsoft Internet Explorer version 6.0, 7.0
- Mozilla Firefox 2.0, 3.0

### What is the release schedule for V-smart?

V-smart 1.0 is currently available for installation. Version 2.0 of V-smart will be available in the summer of 2009.

### What type of new functionality does each release include?

Version 1 includes a browser-based architecture including customizable style sheets and other benefits (see question 1 above).

Version 2 will include additional interface changes, ODBC/SQL access to core data, and role based user management functionality.

## V-smart Implemented in Two French Libraries

Last summer, Infor completed its first V-smart implementations. Two prestigious French libraries, the libraries of Sainte-Geneviève University (BSG) and La Cité Internationale Universitaire de Paris (CIUP), have implemented V-smart to meet the needs of a varied student population, enable the access to diverse library collections, and support specific workflow requirements. With the benefits of a web-based, 'open', and customizable library management system, staff in both libraries offer users improved services and better

access to information.

At BSG, V-smart has been equipped with an integrated Stack Request module, which allows users to request items that are held in the closed stacks of the library. Over 30,000 students and faculty may take advantage of this service, along with many other offerings of the library, to fully utilize a rich collection that spans many disciplines and includes over 2,000,000 books, 15,000 periodicals and 85,000 microfilms. In order to ensure proper management of its electronic resources, BSG will also be implementing V-sources, Infor's electronic resources management system, constituting the product's first implementation in France.

The Cité Internationale Universitaire de Paris includes 40 student residences in the south of the French capital and represents the largest concentration of residence halls in Paris and the Ile-de-France region. CIUP offers students quality housing, and a whole range of facilities and services related to everyday life, from sport to culture.

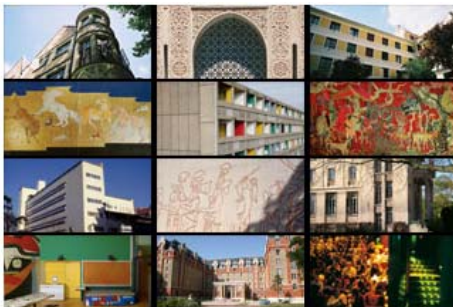
The Central Library is the main spot for research at the Cité. Through V-smart, students have access to a large

number of multidisciplinary collections ranging from law, to medicine, the major sciences and the humanities. The library's collections include reference works, editions to classic texts, dictionaries, encyclopedias, research studies and manuals for many different disciplines and over 400 news publications and periodicals. The Cité also offers specialized collections about Germany, Brazil, Spain, Japan and Mexico in separate libraries, located in their respective residences.

For more information about CIUP, visit: <http://www.ciup.fr/institution.htm>

Visit the library's Web OPAC at: <http://193.52.24.102/ciup/vubis.csp>

For information about BSG, visit: <http://www-bsg.univ-paris1.fr/home.htm>



## Infor UK User Group Meeting

Infor's UK User Group had a lively and well attended annual meeting in Cardiff South Wales organised by the committee with the hosts from the nearby Caerphilly public library. Over 20 libraries were represented at the meeting with a large number of the local Welsh authorities sending staff along ; with the recent selection of Vubis Smart by the Vale of Glamorgan Council this now means there will be 7 councils in Southern Wales using the system. Users from all points of the compass came to hear sessions from key users, Infor development staff and associated products and services from other companies. Prize to the most travelled user must go to Matt Beckstrom of Lewis and Clark library in Helena Montana in the USA who as President of the North American users group was a



most welcome guest.

The meeting was spread over 3 days allowing time for a diverse agenda and opportunities for some social interaction between the attendees. The first day was focused around the user group business forum and debate on current issues and needs with Infor which provided a lively and interesting exchange of views. The sessions also included a lively presentation by Pat Beech MBE from the RNIB who emphatically defined the roles and requirements for libraries to meet the needs of users with sight impairment. For the (in or out of the closet) Science Fiction aficionado the day was rounded off by a visit to the BBC's Dr Who exhibition and a well earned repast in Cardiff Bay's range of restaurants and hostelrys. This cultural hub of the city has been regenerated from a somewhat derelict dockland area to create a vibrant location for nightlife and sightseeing.

Day 2 was another full agenda with users enjoying a packed programme starting off with the ever popular Eric Conderaerts, Infor Development Manager, unveiling the product roadmap and release programme in his inimitable entertaining style. The Libraries Division Managing Director, Ann Melaerts, gave the users a corporate perspective on the library division within the company and was able to convey our well regarded success in many markets and highlighted important products such as V-insight which had been launched last year and has been very well received. Infor library division's completion of our product portfolio and moves to web based products including of course V-smart were of particular interest to users demonstrating our commitment to the market and continued product development. The latter part of the day provided sessions on V-insight, the Web OPAC, Item Management along with a presentation from Ian Dowie of Bridgeall of the SmartSM product which provides libraries with a stock management service solution to increase utilization and improve focused availability of resources.

The evening found users enjoying a highly sociable conference dinner in the Bosphorus Turkish restaurant on Cardiff Bay, literally on a pier over the water, where

an excellent meal was followed by a convivial session of social interchange incorporating a few glasses of mixed merriment. Much needed after the arid atmosphere of the conference meeting room - well such was the excuse expressed by those in attendance.

The final day provided further focused workshop sessions demonstrating key features and forthcoming facilities given by Infor staff along with a presentation by Sarah Armitage from BDS expounding the excellent range of services offered by the company for bibliographic record supply and enhanced content.

Overall a highly successful and interesting user group rounded off by thanks to all those involved in its organization, and with the selection of next year's venue begins another round of conference planning.

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## Welcome to the Vubis Smart & V-smart Family

### V-smart

- Kingston Frontenac Public Library, Canada
- Public Works and Government Services, Canada
- International Baptist Theological Seminary, Czech Republic
- La Cité internationale universitaire de Paris: La Bibliothèque Centrale et Bibliothèque de la Maison du Mexique, France
- Bibliothèque Nationale et Universitaire de Strasbourg, France
- City of Paris Library Network, France
- La Bibliothèque interuniversitaire Sainte-Geneviève (BSG), France
- Harnett County Public Library, USA

### Vubis Smart

- Public Library Oostrozebeke, Belgium
- Public Library Ledegem, Belgium
- Public Library Wichelen, Belgium
- Public Library Wommel, Belgium

- Public Library Diksmuide, Belgium
  - Public Library Poperinge, Belgium
  - Public Library Pittem, Belgium
  - Public Library Torhout, Belgium
  - Public Library Poperinge, Belgium
  - Public Library Zulte, Belgium
  - Het Rijksinstituut voor Volksgezondheid en Milieu (RIVM), Netherlands
  - London Borough of Barnet, United Kingdom
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## Visit us at the Following Events

### ALA Midwinter Meeting 2009

Visit us in Denver, Colorado, January 23-28

### Ontario Library Association Super Conference 2009

Visit us in Toronto, Canada, January 28 - 31  
at the Metro Toronto Convention Centre