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From our Managing Director



Dear Customer,

We successfully closed our fiscal year on May 31st, meeting our financial budgetary goals for the year, completing major accomplishments and reaching key development objectives. The number of Vubis Smart customers continues to grow reaching nearly 340. In the last quarter of the fiscal year we added a number of libraries to the Vubis Smart family. In North America, Volusia County Public Library in Florida, U.S.A. selected Vubis Smart. The Library serves nearly 230,000 residents and Vubis Smart will enable the Library to offer improved access to its collection and services. In the UK, Renfrewshire Council Libraries selected Vubis Smart along with V-insight. We also added Leeds Trinity & All Saints College to our list of customers. The College, which selected Vubis Smart in an open tender, will also be implementing Infor's federated search and information portal (V-spaces), e-resources management application (V-sources) and statistical analysis tool (V-insight).

On the product side we released V-insight, our statistical analysis portal. V-insight enjoyed immediate success with tens of customers in the Netherlands, UK and North America choosing the application in the first four weeks following its introduction in May. The ease-of-use of V-insight and the in-depth analysis it provides are proving to be important assets for our customers, who for long have required a convenient way to analyze trends and usage in the Library.

We also enjoyed meeting many of you at the user conferences in May. The user group conference for North America was held in Helena, Montana. Key management and support personnel presented our product roadmap and discussed new initiatives and development requests. For French speaking customers in Belgium and France, the meeting took place in Brussels, Belgium. Both occasions were wonderful opportunities for us to inform you about our plans, hear your questions, get feedback and learn about your issues or concerns.

I hope you will enjoy this edition of our newsletter. For any questions, please feel free to contact me at ann.melaerts@infor.com.

Best regards,

Ann Melaerts

Infor Welcomes Volusia County Public Library

In May, Volusia County Public Library became the latest Infor customer in North America to join the growing number of Vubis Smart users. Located in Volusia County, Florida, U.S.A, the Library serves over 230,000 residents through 16 branches (including a bookmobile branch) and circulates nearly 4 million items each year.



The Volusia County Library offers its constituents a wide array of services and an extensive collection that furthers the Library's mission to..."Provide citizens and visitors with exceptional library

services that facilitate personal growth, economic development, and quality of life in a manner that strengthens community pride while fostering a countywide identity and partnerships." In the course of the last decade, the Library has responded to a changing culture and the move to electronic formats by providing users over 200 internet terminals and access to more than 50 subscription databases.

With Vubis Smart, Infor's integrated library system, the Library will further improve its offerings to users. Through the Vubis Smart Web OPAC, users will enjoy quick access to information resources, account information and self-service functions. Staff, on their part, will benefit from the system's flexible workflows and data management features to showcase collections, streamline circulation transactions and manage the

Library's acquisitions and subscriptions.

Some facts about the Library:

- Collections include 869,491 books, 83,943 videos, 58,784 audio materials, 51 licensed databases.
- 203 internet terminals are available for use within the library by 763,050 computer users.
- 944,982 virtual visits to networked library resources are made by patrons outside the library.
- Using 16 branches and 62 hours of service a week, customers check out a total of nearly 4 million items each year.

Over a Dozen Libraries Sign Up for V-insight Statistical Analysis Portal in First Few Weeks of May

In the first few weeks of May more than a dozen libraries selected V-insight - Infor's statistical analysis portal - to support decision-making at all levels. Amongst the Libraries that adopted V-insight in the four weeks following the product's release are the Amsterdam Public Library in the Netherlands, North-Lanarkshire Library in the UK, Niagara Falls Public Library in Canada and Lewis & Clark Public Library in the U.S.

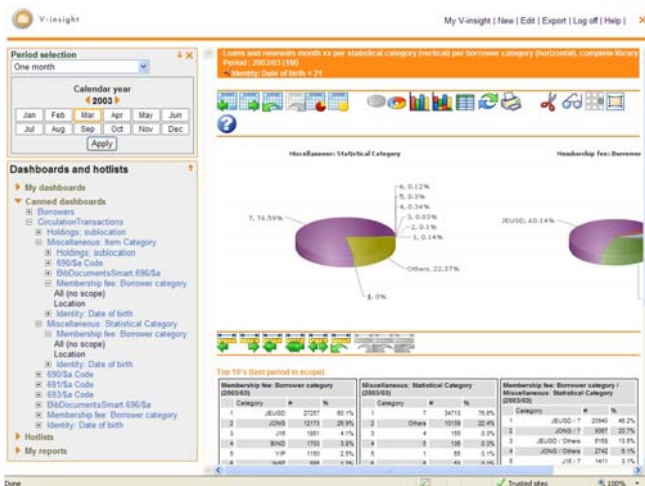
Unlike a traditional reporting tool, V-insight features a graphical interface that enables libraries to create statistical overviews through "click and pick" functionality. V-insight also includes easy navigation, automatic clustering of data and visual dashboard reporting.

"In essence, V-insight provides libraries with key performance indicators in a highly customizable environment," says Eric Conderaerts, Product Manager. "V-insight emphasizes usability alongside in-depth analysis. Users can create all kinds of data slices on demand, represent the data in graphs and export the data in a variety of formats."

Examples of statistical overviews in V-insight include borrower statistics (all, new, deleted, active),

circulation transactions (loans, renewals), items (all, new, deleted), collection usage (which % is “on the shelf”, etc.), and search behavior in the Web OPAC. The library can also view “hot lists” such as the most popular works in circulation, in searching, etc. Users can select periods (day, month, quarter, year, and year types e.g. calendar, fiscal), choose a graphical display, view “hot spots” (e.g. statistics pertaining to branch, item category, etc.), view top lists, comparisons and tables.

project has already yielded numerous benefits with Library users checking out their own materials at a rate of nearly 60%. At the Turner Branch, the Library installed a sorting system that automatically places returns in their appropriate bin and prepares the items for transportation to their destinations. As a result, the Library has been able to free-up resources, create better work conditions and improve the services it offers to the community at large.



The sorting system...

For more information about V-insight, contact your local account representative or send an e-mail to info@vubis-smart.com.

RFID at Kingston Frontenac Public Library

Kingston Frontenac Public Library, located in Ontario, Canada, recently completed the installation of RFID technology in the Library's 17 branches. All materials throughout the system were tagged, and Express Checkout Terminals were installed in 4 of the city libraries.

The implementation of RFID at Kingston followed a thorough analysis of multiple vendors. At the end of the evaluation process, the Library chose Libramation for the modern 'look and feel' of the RFID units and the system's highly intuitive staff interface. The RFID

"The rationale for RFID was two-fold: the enhancement of services to our users alongside the improvement of the work environment for our staff," says Lester Webb, Manager, Systems and Technical Services at Kingston Frontenac Public Library. "As users are now able to check-out their own materials, circulation staff has more time to provide users with personalized service. This means helping users select books for example or assisting them with finding information on the Internet. RFID also goes a long way in addressing patron privacy concerns; with self check-out, users feel comfortable borrowing books on any topic. Another important benefit of RFID has also been the increased outreach we have been able to do. With more staff time freed-up, we are able to reach out to more groups, such as seniors, teens and local businesses, and organize more events to promote our services."

"Besides the service and outreach aspects, RFID has also helped improve the 'physical' work environment for staff," continues Lester. "As our workforce ages, we

found that ailments related to the physical part of the job increased. RFID is helping us to reduce strains and even decrease the amount of keyboard typing."

Realizing reduced strain and greater efficiencies in the Library's administrative workflow is a central component of the RFID implementation. The system operates by communicating an item's ID to Vubis Smart, the Library's Integrated Library System (ILS), telling the ILS to check-in, check-out or renew an item. The ILS then communicates the new status of the item back to the RFID software. Once an item is checked-out, the security bit in the RFID tag is deactivated.



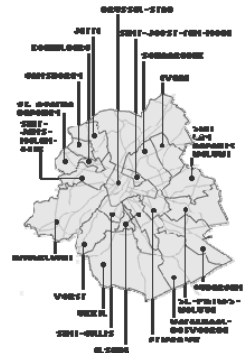
"Check-out, returns and renewals are done through the RFID system's staff interface," explains Lester. "We had to ensure therefore that the Libramation RFID system and the Vubis Smart ILS would properly interface with one another. This was easily accomplished in a much appreciated effort by Infor's Professional Services team, which extended the SIP2 protocol to work with Libramation. Looking back on a successful implementation, it is clear that RFID, together with Vubis Smart, has significantly strengthened our technological foundation and will position us to expand our services in the years that lie ahead."

Brussels Network of Flemish Public Libraries

By Patrick Vanhoucke

Coördinator Brussels Network of Flemish Public Libraries (BruNO)

The Brussels network of Flemish public libraries, or BruNO, was developed by the Flemish Community Commission of the Brussels-Capital Region in order to support the automation of the Dutch language municipal public libraries in the 19 communities of the Brussels region in Belgium. The activities of BruNO are coordinated by the Brussels metropolitan public library, which has regional responsibilities.



In February 2005, the Brussels metropolitan public library migrated from its Vubis Original library system to Infor's Vubis Smart. The BruNO network was established along with the migration. Currently, 16 of the 19 municipalities in the Brussels region have a recognized Dutch language public library. By the end of 2008, 11 of these municipal libraries will be part of BruNO. All remaining libraries will have joined BruNO by 2010 or 2011.

Combined, the Brussels Dutch language public libraries employ 99 full-time staff and have approximately 44,000 registered users, 819,000 yearly visits, 677,000 printed and audio-visual materials, and an annual circulation of 1,402,000 (2006 data). Users also enjoy a wide array of additional services and activities.

The strength of the BruNO network lies in Vubis Smart, which removes technical constraints and administrative tasks from the hands of participating libraries. Important elements in this regard are the combined borrower database, as well as the shared bibliographic



database. Users can borrow items with a single library card in all libraries and find items across the BruNO network database or in the central Flemish catalog, Open Vlacc. Upon request of the Flemish public libraries that use Vubis Smart, Infor developed the OpenSmart bibliographic format, which allows libraries to easily copy title descriptions from Open Vlacc.

In the coming year, BruNO will be optimizing the bibliographic database and improving the shared catalog. The web site of the Brussels network of Flemish public libraries may be found at: <http://www.bruno.be>. More information (in Dutch) about BruNO is available at: <http://nl.wikipedia.org/wiki/BruNO>

Demanding "On-Demand"

by Eric Conderaerts, Product Manager

All of us have watched as technology has fundamentally altered our behavior and shaped our needs. In our time and age, "on-demand" has become the buzzword by which we live our lives as consumers. We expect to obtain information and services at a time and place that is convenient to us and enjoy instant access to content, regardless of its source or format.

The on-demand nature of today's consumer has of course shaped the ways in which we, as library technology vendors, develop software. As we look at a user interface, for example, we must account for an ever-increasing need for personalization and "on demand" information delivery. We can point at numerous implementations in the Web OPAC alone: SDI information delivery, integrated RSS feeds, automatic data enrichment - just to name a few. At the same time, libraries are also rapidly deploying new applications that cater to a public in need of better, quicker and often instantaneous service. Think of self-check stations, payment stations and book machines.

Yet, the user interface aspect is only part of the "on-demand" story. As libraries deploy software, they must be able to quickly and cost-effectively respond to changing business requirements. This means that

libraries should have the ability to easily change components of their software applications, without going through major, disruptive upgrades. In technical jargon, the essence of this approach is called Service Oriented Architecture (SOA). SOA enables libraries to deploy disparate applications, which are loosely connected. In other words, the Integrated Library System (ILS), for example, must communicate seamlessly with RFID tags, book machines, third-party payment processing applications, etc.

What does this mean then for how we develop and implement software applications? First and foremost, interoperability between proprietary systems is a key requirement. To achieve maximum interoperability, we must ensure continuous adherence to existing and emerging standards. For circulation and self-check communication, SIP2 is a must. On the search front we can think of SRU/SRW - the successor of Z39.50. Other examples include Web Services, HTTP, XML and SOAP - all protocols, which are supported in many of our applications.

For Infor, the SOA approach has yielded numerous implementations in real-life. In the Netherlands the borrower administration in Vubis Smart interfaces directly with the XML-gateway of Cendris in order to verify and correct a user's address information. At the Strasbourg Library Network in France, Vubis Smart connects with NEDAP's RFID tags in nearly 1 million books via Web Services. The same occurs at the Kingston Frontenac Public Library in Canada where Vubis Smart interfaces with Libramation's RFID tags via SIP2. Other instances of SOA include bibliographic updates between V-sources (Infor's e-resources management system) and Vubis Smart, as well as connectivity between V-spaces (our federated search application) and external databases, resources and applications.

SOA has enabled libraries to easily deploy diverse applications and provide better - even instant - services to its users. As such, SOA has truly become indispensable in today's "on-demand" world.

The result is a truly scalable and rich service environment to the ultimate benefit of library staff and users alike.

Stocktaking at City of Swan Libraries using Inventory Control

By Astrid Wijffels, Library Systems Coordinator

City of Swan Libraries

Having not used the Inventory Control function in Vubis Smart before I launched into the process cold, it seemed straight forward enough - create & run some SSP selection profiles - scan the 'on shelf' collection - compare the two.

A bit of trial and error was necessary in the creation of the selection profiles specific enough so that each item appeared in only one result savelist. It makes you stop and re-assess how items are recorded.

The final selection profiles used combinations of Sublocation / Statistical Category / Item Category to isolated Dewey runs and/or specific formats. The resulting savelist were used as the basis of comparison to the scan lists.

The actual scanning was done with 10 hand-held portable barcode reader units; we were able to scan an 'on shelf' collection of approximately 35 000 items in just over 12 hours. The scan files were then imported into Vubis Smart.

Using the Inventory Control function the system and the scan lists were compared. The exception reports produced is where this process and the Inventory Control & SSP Management came to the fore!

The exception reports gave the closest reckoning of the collection that I have seen since performing stocktake with catalogued cards all those years ago. In addition the expected list of unaccounted for items, Inventory Control also provides you with a breakdown of the scanned items (inventory list) - items with other statuses like 'Out on loan', 'Missing' or 'Claims Returned'.

No	Name	Comment
1	01MID	AF Sound
2	02MID	Adult LP
3	03MID	AF ,ANF ,JNF Video
4	04MID	JF Book
5	05MID	JF Sound
6	06MID	Junior Video
7	07MID	JK Book
8	08MID	JK Sound
9	09MID	Junior CDROM
10	10MID	Magazine
11	11MID	Multilanguage
12	12MID	Music
13	13MID	000-099 ANF ,JNF
14	14MID	100-199 ANF ,JNF
15	15MID	200-299 ANF ,JNF
16	16MID	300-399 ANF ,JNF
17	17MID	400-499 ANF ,JNF
18	18MID	500-599 ANF ,JNF
19	19MID	600-699 ANF ,JNF
20	20MID	700-799 ANF ,JNF
21	21MID	800-899 ANF ,JNF
22	22MID	900-999 ANF ,JNF
23	23MID	Biographies ANF ,JNF
24	24MID	Reference ANF ,JNF
25	25MID	Graphic novel
26	26MID	AF book
27	27MID	TEENs
28	28MID	Local History
29	29MID	BEG sublocation
30	30MID	PNT sublocation
31	31MID	BBB sublocation

This analysis of the inventory lists - the 'on shelf' items - is what differentiates this process from other stocktaking programs which merely produce a list of missing items. The identification of records which are incorrect in the database, items which had been incorrectly spine-labelled.; locating mis-shelved items, made this entire process a more complete reckoning of the state of the library collection.

More interesting - for collection management purposes - is the ability to see the level of use a collection is getting. At a glance you can ascertain which collections are, or are not circulating.

From the above example system list of 3897 items, 2866 items are currently 'on shelf' meaning only 26% of this

1	Total number	system list	3897
2	Total number	inventory list	2866
3	System list	not in inventory list	484
4	System list	not in catalogue any more	0
5	System list	on loan	566
6	System list	reserved	10
7	System list	special status (administration, exchange collection)	27
8	System list	special status (lost,missing,claimed returned)	8
9	Inventory list	not in catalogue (any more)	0
10	Inventory list	on loan	2
11	Inventory list	reserved	0
12	Inventory list	belongs to another institution	0
13	Inventory list	belongs to another location	5
14	Inventory list	belongs to another sublocation	0
15	Inventory list	other status	46
16	Inventory list	claimed returned	0
17	Inventory list	lost or missing	2
18	Inventory list	other special status	0

collection is actually circulating.

Overall the whole process was as relatively simple and straightforward as initially hoped and the resulting data will enable the Librarians to access the collections from a different perspective.

Fuelled on pizza, chocolate, other assorted foods groups and accompanied with a selection of energetic music, the team powered through the stocktake in the 3 days available to us. We completed with enough time remaining to do that thing that library staff do when closed to the public - we move shelves!

Welcome to the Vubis Smart Family

- Evere Public Library, Belgium
- Zutendaal Public Library, Belgium
- Malmédy (Gial) Public Library, Belgium
- Spa (Gial) Public Library, Belgium
- Lierde Public Library, Belgium
- Lommel Public Library, Belgium
- Roeselare Public Library, Belgium
- Bredene Public Library, Belgium
- St Paul Public Library, France
- Trinity and All Saints College, United Kingdom
- Renfrewshire Borough Council, United Kingdom
- Volusia County Public Library, USA

Visit us at the Following Events

World Library and Information Congress 2008

Visit us in Québec, Canada, 10-14 August at booth 306

NAG Conference

September 9th and 10th, University of East Anglia, UK

CILIP Library Management Showcase

September 10th, Britannia Hotel Manchester, UK

CILIP Public Libraries Authorities Conference

October 8th - 10th, Crowne Plaza Hotel, Liverpool, UK