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## From our Managing Director



Dear Customer,

Welcome to the October 2008 edition of our newsletter. We enjoyed yet another interesting quarter; a number of our customers “went live” with their Vubis Smart system, we attended a number of conferences in various regions, and we had a variety of product sales to customers across the globe.

We also reached an important milestone in the first quarter: the London Borough of Bromley libraries in the UK chose Vubis Smart, marking the 350th sale of Vubis Smart since its introduction in 2002. Besides Vubis Smart, we realized numerous sales of V-insight, our statistical analysis portal. V-insight was introduced in May 2008 and to date we have had 20 sales of the application.

A particularly noteworthy event is the go-live of our first Vubis Smart system in Greece, at the General Secretariat for Gender Equality. The General Secretariat for Gender Equality is a government institution that promotes women's equality in the labor market, fights to prevent violence against women and seeks to reinforce women's participation in decision-making centers. The implementation was managed by Infor's Greek distributor, ELIDOC, with support from Infor's French and Belgian offices.

In August we also attended the IFLA annual conference in Québec, Canada. As the sponsor of the Officers' Reception we had the opportunity to meet leaders from the library community across the globe. At our booth, we also had many conversations with librarians from a variety of countries, truly reflecting this year's IFLA theme of “navigating towards global understanding.” With customers and employees in many different countries, the IFLA theme was of particular relevance to our organization. We enjoyed conversing with librarians about the nature of a global enterprise and the applicability of our applications to library services worldwide.

In this edition we have highlighted particular implementations of Vubis Smart in public and academic libraries. The technical architecture of Vubis Smart specifically enables diverse implementations - offering users access, for example, to collections in multiple formats but also providing libraries the ability to easily serve different user groups. The Vubis Smart implementations at the Breda Public Library, Theek5 and Croydon College demonstrate the system's flexibility in this regard. By using ‘search trees’ in the Web OPAC, for instance, libraries have been able to highlight events or collections that are of particular interest to users in the community. A great example is the Public Library of Breda, which uses the Web OPAC very effectively to draw attention to the library's diverse services.

I trust you will enjoy this edition of our newsletter. For any questions, you may always contact me directly at [ann.melaerts@infor.com](mailto:ann.melaerts@infor.com).

Best regards,

Ann Melaerts

## Delivering Library Services with Vubis Smart in Educational Environments

For institutions of higher education information management requires a different focus; unlike public libraries, academic and college libraries must accommodate specific needs of students, who need easy and quick access to a wide array of specialized information resources. At the same time, library staff must have the tools at hand to organize information and manage workflows in the most convenient and efficient manner.



Developed in partnership with two European universities, Vubis Smart - Infor's integrated library system - provides libraries in educational environments with extensive functions that address both staff workflow and student requirements. Through a rich search environment, digital repository support and integration with Virtual Learning Environments (VLEs), academic libraries offer their users seamless access to information regardless of format or source. Moreover, robust reporting facilities enable libraries to gain essential insight into trends and deliver improved services to users.

An example of a Vubis Smart implementation in an academic environment is Croydon College



Library in the UK. Croydon College, located in Greater London, UK, has approximately 25,000 students. The student body ranges from 14-16 year olds, who come to the college to study vocational courses that their schools cannot offer, through general 16-19 "Further" education students, to those studying on Degree and Post-Graduate courses. The college library is tasked

with ensuring delivery of a high quality, and personalized, service to this diverse range of learners.

An important aspect of the Vubis Smart implementation at Croydon College is the ability to improve student services through an in-depth understanding of usage trends. Says Thomas Butler, Library Operations Manager at Croydon College Library: "In addition to the scalable nature of Vubis Smart, the system has also provided us significant reporting capabilities. One of the strongest features of the Vubis Smart system is the integrated reporting module called SSP. The ability to build custom reports that can take data from any part of the system has enabled us to produce, quickly and easily, detailed statistics that previously wouldn't have been available. We can now produce quarterly audits of our holdings, which have proved to be useful not only with auditors but also with inspectors from the various funding bodies. The system can automate the reports to run overnight and consequently when I log onto my PC in the morning I have a full report on the previous day's transactions, number of loans, number of reservations, online transactions, times of transactions etc. This has enabled us to demonstrate continued and significant improvements to the service."

Information discovery is, of course, another critical component of an academic implementation. In November 2006, INHOLLAND, a leading institution of higher education in the Netherlands, went live with Vubis Smart. INHOLLAND was founded in 2001, following a merger between various schools. The current organization offers classes in numerous locations, including Alkmaar, Delft, Den Haag, Amsterdam/Diemen, Haarlem, Rotterdam, Dordrecht, Hoofddorp/Oegstgeest, Utrecht and Zaanstad. Each location, with the exception of Utrecht, has its own library. All libraries were ultimately integrated in one Vubis Smart catalog, which includes 150,000 titles and 180,000 items. With the Vubis Smart Web OPAC at INHOLLAND, students and faculty can now search the catalogs of all participating libraries at once. Users can also place reservations, renew loans and request books from the

various INHOLLAND locations.

From a staff workflow perspective, the details often matter most. Says Thomas Butler, Library Operations Manager at Croydon College Library: "One of the most useful functions is the ability to change user in the middle of a transaction. A number of the higher level functions on the system are not available to staff working on the issue desk, and at times it is necessary for a senior member of staff to step in to be able to complete a transaction, or to authorize an exception on the account. For that person to be able to log straight in without having to backtrack out of an account, log in and then get back into the account is critical. In addition, the ability to assign access rights on a person by person basis has ensured full accountability of team members' actions ensuring that mistakes aren't made by someone accessing a part of the system they shouldn't be."

The ability to cultivate usage data, improve staff workflow and specifically address student needs, are fundamental components of a Vubis Smart implementation in academic libraries. Through a process of ongoing development and user input at our partner libraries, Vubis Smart remains a distinctively powerful application for educational institutions. To learn more, visit [www.vubis-smart.com](http://www.vubis-smart.com) or contact us at: [info@vubis-smart.com](mailto:info@vubis-smart.com)

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## A New Mobile Library Service for Children at Theek5

Theek5, a library network in the province of Brabant, the Netherlands, recently began offering a mobile library service to serve elementary schools in the area. The mobile service, known as the 'bibliobus', had been available to adult and juvenile borrowers in the past but will now serve children only. The service significantly improves the library's offerings to youth in smaller communities. The 'bibliobus' provides children access to approximately 10,000 books on-site and to an online collection of nearly 390,000 items. In addition to its 10,000 books, the 'bibliobus' also offers a large puzzle



collection for toddlers and the library plans to add audio books in the course of the year.

The public computers in the bus are directly connected to the Vubis Smart system of Theek5. Through the Vubis Smart Web OPAC, users can renew items free of charge and borrow books, DVDs, audio books, games and magazines. Items may be returned to any of the Theek5 branches.

"The 'bibliobus' brings the entire Theek5 collection to the younger readers in our communities," says Theo Peeters, Director at Theek5. "The service, which has been available since the beginning of the school year in August, allows children to search the online catalog, borrow items and reserve materials from any of the branches. Nearly 2,000 children use the 'bibliobus', which provides easy access to a truly large and diverse collection."

Theek5 is a library network that includes the communities of Dongen, Drimmelen, Geertruidenberg, Gilze en Rijen, Oosterhout, Alphen, Chaam and Baarle-Nassau/Baarle-Hertog. The name Theek5 stands for the 5 central functions that the library network fulfills: information, recreation, education, meeting, and

culture. More information about Theek5 (in Dutch) may be found at: [http://www.theek5.nl/algemene\\_informatie/P\\_over\\_theek\\_5.htm](http://www.theek5.nl/algemene_informatie/P_over_theek_5.htm)

## Vubis Smart at the University of Nairobi (UONBI), Kenya

With implementations across the globe, the Vubis Smart installation at the University of Nairobi in Kenya stands out as particularly noteworthy. The original Vubis system brought much needed automation to the university library, which sought to connect with other libraries, provide access to millions of journal articles and register its users in a central database. Managed by the Vrije Universiteit Brussel (VUB) in Belgium, the first phase of the project involved the automation of the existing card catalog. In order to speed up the process the VUB library developed software (RetroCat) that allowed the UONBI to import records from other libraries through a web-based interface. Each record was also immediately bar-coded to enable circulation at a later date. The library also installed ADB, a database with approximately 25 million article descriptions, as well as the V-link OpenURL Resolver.



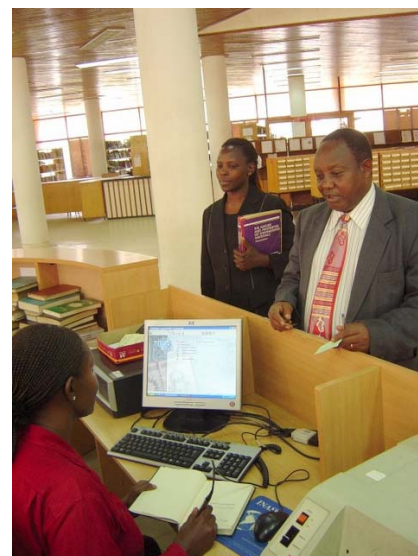
“At first the project implementation was somewhat difficult, mainly because of a lacking infrastructure and a lengthy training period,” says Stefaan Renard, Head of Department of Information and Library Technology at the VUB. “Today however the UONBI library is well-positioned to meet the challenges of a hybrid library environment. Despite ongoing infrastructure problems

such as power failures and hardware crashes, Vubis Smart has remained stable - providing library users with continued access to the library’s collections.”

As the largest university in Kenya, UONBI offers both undergraduate and graduate programs. The University of Nairobi Library System has a staff of 160 and is composed of twelve libraries grouped into six college libraries and a central library. The system’s collections include half a million items, including books, periodicals and other non-print materials. The collection is divided into general lending materials and specialized research collections. The Library’s vision is: “To be a leading academic centre of excellence in the provision, dissemination and preservation of knowledge in Africa.”

The original installation of Vubis at UONBI was largely made possible by the University Development Cooperation of the Flemish Interuniversity Council (VLIR-UOS), which supports the cooperation between Flemish universities and universities in developing countries. In 1999 the Vrije Universiteit Brussel (VUB) together with the VLIR decided to implement Vubis at UONBI. The current version of Vubis, Vubis Smart, was installed at UONBI in January 2006.

For more information about the library, visit: <http://library.uonbi.ac.ke/website/index.html>

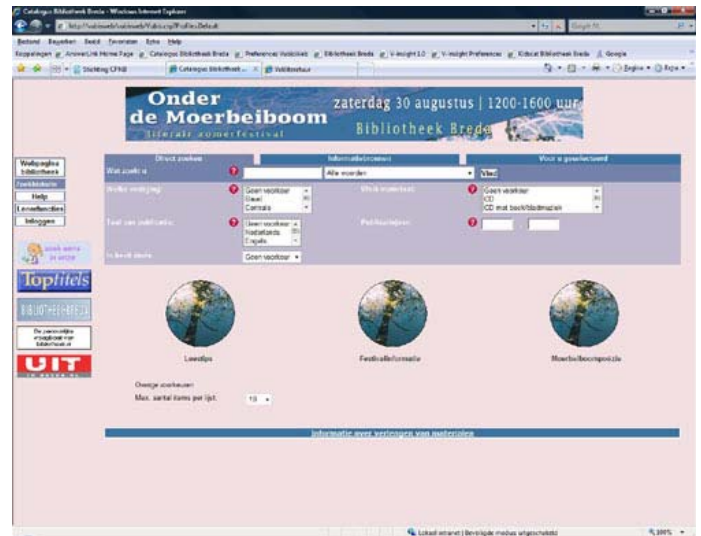


Visit the Web OPAC at: <http://library.uonbi.ac.ke/opac/Vubis.csp>

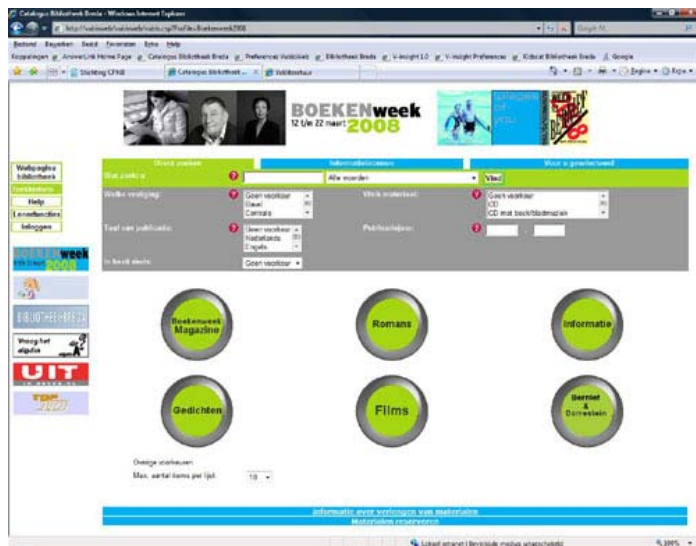
## Customizing the Web OPAC at the Public Library of Breda

By Birgit Jacobs - Digital Library Innovation - Breda Public Library

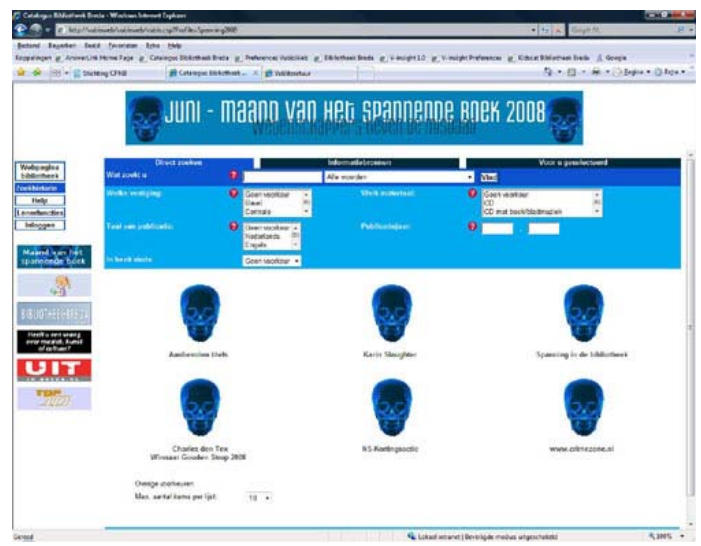
In the recent past a library's Web OPAC and related web sites were entirely distinctive both in presentation and purpose. In the meantime, many libraries have changed this paradigm; the Web OPAC is no longer merely a tool to unlock the library's collections, but is used increasingly to draw the attention of different users and groups to the wide array of library services and offerings.



Web OPAC "Moerbei"



Web OPAC "Book Week"

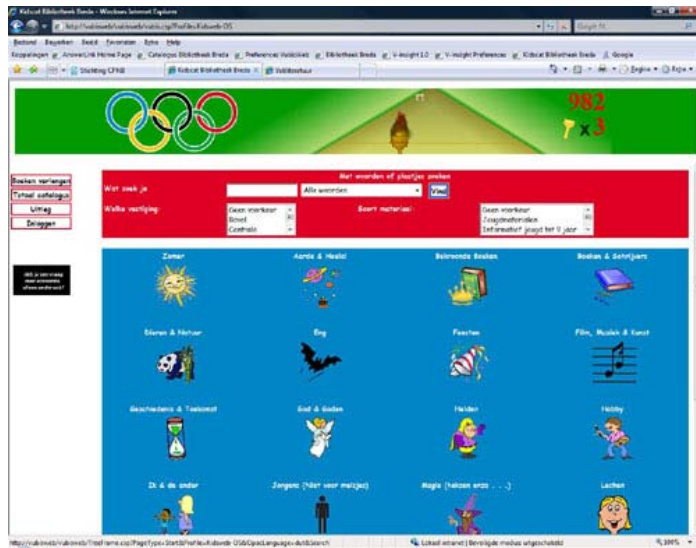


Web OPAC "Suspense"

The Breda Public Library has adopted this approach as well, creating a Web OPAC and general web site that share a similar 'look and feel'. At the same time the library also took an additional step by using the Web OPAC to highlight current affairs. Users can now learn about national or local library activities (such as festivals, 'month of the book' events etc.) directly in the Web OPAC. The library regularly updates the content and presentation of the information while preserving the visual identity of the library and the community.

## Specific Target Audiences

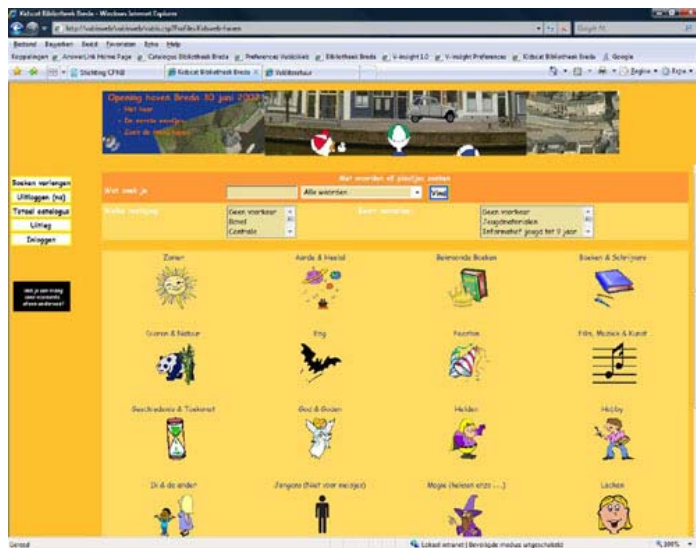
For specific target audiences the library can customize the Web OPAC by creating specific presentations for example for children or by emphasizing a particular theme such as music. In Breda the library implemented a permanent theme-based children's catalog (Christmas, Halloween, etc.), which is offered by each branch in addition to the 'regular' Web OPAC.



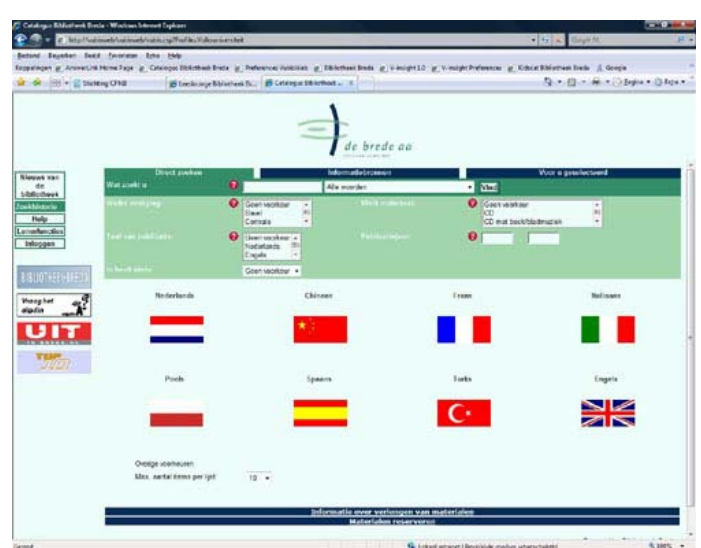
Web OPAC "KidsWeb"



Web OPAC example for local schools



Web OPAC "KidsWeb"



Web OPAC example for local schools

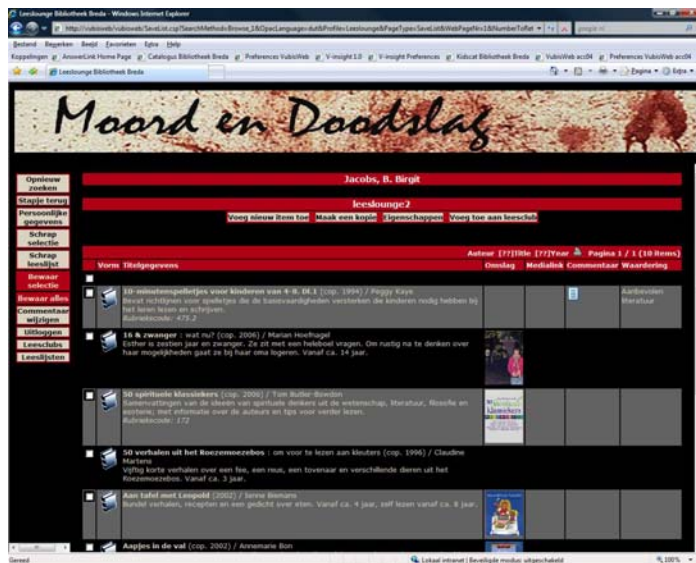
## Customizing the Web OPAC for Institutions

Besides the group-oriented catalog, the Breda Public Library has also begun creating Web catalogs for institutions. An example is a customized catalog for a local community college that presents selected coursework for language professors and students and ensures that information is readily accessible. The library has also been working with another local educational institution to implement a similar Web

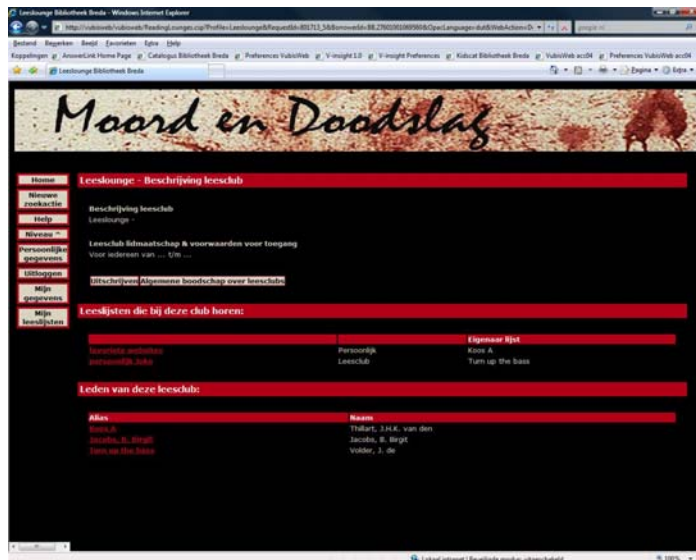
OPAC by using 'search trees' (a guided search on the basis of both themes and coursework) and creating a presentation (logos and colors) that match the school's visual identity. The strategic objective is to make the library an integral part of the particular institution or organization in the best possible way.

## Reading Lounges / Digital Book Club

Another example of our strategy to offer customized information is the implementation of the digital book



Web OPAC Reading Lounge detectives & mystery



Web OPAC Reading Lounge detectives & mystery

club, or 'Reading Lounge'\* in the Vubis Smart Web OPAC. The 'Reading Lounge' is an online presence that mirrors an existing physical book club for young readers. As most youth frequently connect with others online, the Breda Public Library decided to implement a 'Reading Lounge', i.e. a digital book club, to further encourage reading in an alternative and complementary manner. Users have to be registered at the library in order to participate in the 'Reading Lounge'. After

logging- in to the Web OPAC, a user can view all available reading clubs and register for the club of his or her choice. Once a member, the user can create his own reading lists, optionally share the lists with others (who can also add or remove documents depending on defined permissions), rate items and submit comments. The Library has also created customized Web OPACs specifically for Reading Lounges, again matching 'look and feel' and content to the needs of the target audience.

*With contributions by David Janssen and Joke de Volder - Breda Public Library*

\*Note from Infor: 'Reading Lounges' will be available in Vubis Smart version 3.0 (available in 2009).

## Impressions from IFLA

The 74th IFLA World Library and Information Congress was held in the Canadian city of Québec, a beautiful city that celebrated its 400th anniversary this year. Thousands of librarians and information professionals attended the conference from August 10-14 under the theme: "Libraries without borders: Navigating towards global understanding."

As in previous years, Infor was honored to sponsor the Officers' Reception at the opening of the conference. Ann Melaerts, Managing Directors, presented a brief overview of Infor and our product plans. The Officers' Reception was a wonderful opportunity for attendees from across the globe to meet and network in a stunning setting with a 360 view of Québec and its surroundings.

In the exhibit hall, the myriad of visitors from many different countries was most notable. The cacophony of different tongues filled the tradeshow floor - lots of people from Africa, Europe and Asia attended. We had the pleasure of meeting quite a few of our customers at the Infor booth and enjoyed filling inquiries about our products from many others.

The IFLA conference was marked by a variety of interesting sessions, including a session on libraries for the blind and visually impaired. This session was of



particular relevance, given Infor's Vubis Smart implementations at libraries for the blind in the Netherlands, Switzerland and Denmark. The roundtable meeting at IFLA was therefore a good occasion to learn more about current and evolving requirements in terms of improving services and enhancing accessibility to online information.

With over 3300 librarians attending from around 150 countries, the 74th IFLA Conference was a successful event. We look forward to next year's conference in Milan, Italy which promises to be equally colorful and dynamic.

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## Syndetic Solutions Catalog Enrichment Now Available in UK and Ireland

Customers in the UK and Ireland can now purchase Syndetic Solutions catalog enrichment directly from Infor. Syndetic Solutions is the premier provider of specialized, quality bibliographic data to enhance library online catalogues. It offers a wealth of descriptive information relating to videos, DVDs, CDs, audio books, and all types of books from juvenile chapter books to conference proceedings.

Subscribers must select a base package and can then pick and choose from the enrichment options to enhance their OPAC where it is most required. These

range from cover images, summaries, tables of contents, first chapters and excerpts to reviews, video and music content, series information, awards, find similar titles, author notes and profiles. All of these combine with your OPAC to deliver a better visual experience for your library catalogue users, increasing OPAC usage and meeting user expectations.

This highly-visual service integrates seamlessly with your OPAC with the content residing on Syndetics' secured, high-speed Internet servers. It is most commonly integrated into library OPACs through automatic links provided by the ISBNs within your local MARC records. No ongoing maintenance is required from the library side.

Syndetic Solutions is offered on a subscription basis based on the number of enrichment options you choose, plus the number of English-language titles in your collection (academic libraries) or your annual circulation (public libraries).

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## Welcome to the Vubis Smart Family

- Assenede Public Library, Belgium
- Hamme Public Library, Belgium
- Hooglede Public Library, Belgium
- Meerhout Public Library, Belgium
- Zedelgem Public Library, Belgium
- GGZ Oost-Brabant, the Netherlands

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## Visit us at the Following Events

### Infor UK User Group Meeting

Wednesday 5th - Friday 7th November 2008

Express by Holiday Inn, Longueil Close, Cardiff, CF10 4EE

### 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