



Smart Libraries™

Formerly Library Systems Newsletter™

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Smarter Libraries through Technology:

International Perspectives

I'm fortunate to have the opportunity to travel overseas to see firsthand how libraries worldwide make use of technology, learning about companies and products not well known in the United States. The realm of library technologies encompasses an interesting mix of internationally-oriented companies with products deployed throughout the world and others that focus on specific regions or countries. Interesting and innovative technologies can be seen in either context, making it worthwhile to stay abreast of developments internationally as well as domestically. Even if some of the specific products may not be available to readers in the United States, it is always helpful to be aware of the broadest array of possibilities.

In my recent visit to Ireland, I learned more about some of the developments brewing for the public libraries in the country. Consistent with a trend that I have observed in other international regions, work is underway to establish a shared library automation infrastructure at the national level. Currently, each of the 32 county or municipal library services operates separate integrated library systems, provided by a variety of different vendors.

Northern Ireland has already implemented a shared automation environment for all its public libraries. As reported in the July 2013 issue of *Smart Libraries Newsletter*, Libraries NI formed through the consolidation of four regional library services. Initially joining a shared OpenGalaxy automation system from Axiell, Libraries NI has contracted with Fujitsu to provide a shared technology infrastructure for all the libraries in the country, with SirsiDynix providing Symphony as the library management component.

It was extremely interesting to learn more about how libraries in Colombia are developing their technology strategies. In the public libraries, managed by the National Library, individual computers in each library use an integrated library system developed in Mexico called SIABUC. The National Library is currently exploring alternatives to bring the libraries into a network, including the possibilities of

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a shared or distributed automation environment. Many of the 1,400 public libraries are located in small towns in very isolated areas. The challenges of shared infrastructure are immense, but also come with enormous benefits not only for more efficient models of automation, but especially in providing the residents of these remote areas with resources far beyond what might be available in their local library.

In Denmark, I've been following the project to implement shared library management. Following an extensive procurement process, a contract was recently signed with Dantek to provide an automation system that will be adopted by 88 of the public library services, representing 90 percent of the population of the country. I anticipate writing about this important project as I learn more details and implementation commences.

These are just a few of the many examples of models of deployment of integrated library systems in different international regions. They certainly fall within the trend that I observe toward shared implementations encompassing ever larger numbers of libraries. The scalability of computing and network systems available today seems to redefine the practical limits of how libraries band together to share technical infrastructure, collections, and services.

Developments in the library e-book lending arena in other international regions lend perspective to US practices. In the August 2013 issue of *Smart Libraries Newsletter*, we took a look at Odi-loTID and its technology platform for e-book lending that emerged in Spain. This month, we shift to Sweden for a glimpse of Atingo, a new company that was quite recently formed to offer library e-book lending based on business model of transaction fees.

Civica Launches Spydus 9

Civica Library and Learning has released the latest major version of its flagship library management system, Spydus 9. This new version of Spydus incorporates a variety of new functional capabilities and technology enhancements. Embracing many of the characteristics of the new generation library services platforms, it includes comprehensive resource management, Web-based interfaces, and open APIs. Civica offers Spydus 9 either for local installation or as a fully-managed hosted service.

New Features and Technology

Civica positions Spydus 9 as a significant advancement over previous versions of the product, and libraries will make at least a modest investment to upgrade. Although retaining the same product name, the transition from Spydus 8 to Spydus 9 is not unlike that seen in other companies such as Innovative Interfaces, where existing customers using Millennium pay some new fees to move to Sierra. While ongoing enhancements and bug fixes are expected as part of annual maintenance fees paid by libraries for the product they implemented, library software companies commonly expect some additional investment for major new product versions.

Civica reports that Spydus 9 puts special emphasis on support of mobile devices, such as smartphones and tablets, including the ability for patrons to place requests for materials, manage account details, and other self-service activities.

The company had previously offered a separate discovery product called Sorcer that could be used with Spydus 8 or other library management systems. With Spydus 9, the capabilities of Sorcer have been fully integrated into the product. The features include: fully unified search for library users, spanning all formats of materials, with relevancy-based ranking of search results; search suggestions as the user types a query; faceted navigation for narrowing search results; recommendations based on borrowing patterns; and other features expected of a modern discovery interface.

Spydus 9 also takes a more comprehensive approach to library resource management, including the capability to manage digital assets. It handles multiple metadata formats including MARC, Dublin Core, and ISAD (International Standard Archival Description). Consistent with demand from public libraries, Spydus has integrated e-book management capabilities.

Debut in Singapore

This new version of Spydus was put through its paces at the National Library Board of Singapore (NLB), a network that includes the National Library and 25 public libraries throughout the city. The NLB served as a beta test site for Spydus 9 and put the software into production in August 2013. These libraries migrated to Spydus 9 from a Carl ILS from The Library Corporation. The NLB has previously

implemented and continues to rely on Primo from Ex Libris to power its SearchPlus facility that provides access to the subscription databases and e-journals in addition to its local print and digital resources.

Success in Multiple International Regions

Spydus has become as a well-established library automation product in many international sectors, including the United Kingdom, Australia, New Zealand, and Taiwan. Only a handful of libraries in the United States have acquired Spydus. It has been adopted by about 1,800 library organizations. While Spydus finds a preponderance of its use in public libraries, it also has been implemented by many school and academic libraries. The Ministry of Education in Singapore, for example, uses Spydus in its 350 schools to manage combined collections exceeding 8 million items. The ministry also contracts with Civica for library management services.

Civica has found considerable success in the United Kingdom with more than 30 library services having adopted Spydus either individually or through consortia, such as the South East Library Management System. It supports more than 240 individual facilities across 9 library services. Among its UK customers, the Birmingham City Library has recently opened its new building, representing an investment of £189 million that ranks it as the largest public library in Europe. This library relies on Spydus to manage the collection of around a million volumes in this facility as well as the 40 others throughout the Birmingham.

Civica Library and Learning operates within Civica, a large technology services firm that develops software for many different local government sectors. As reported in the July 2013 issue of *Smart Libraries Newsletter*, the company recently changed ownership as OMERS Private Equity acquired the company from 3i Group.

For a detailed explanation of the background of Civica and Spydus, see the June 2008 issue of *Smart Libraries Newsletter*.

Axiell and Publit Launch Atingo for E-book lending

A new venture has been established on the e-book lending front, initially focused on publishers and libraries in Sweden, but with possible opportunities for other international regions. Two Scandinavian companies—Publit a Swedish company involved with e-books and print on demand, and Axiell, which develops software for libraries and archives—have jointly launched Atingo, a company offering e-book lending products and services to libraries. Though in an early pilot phase and not currently available in the United States, the service provides an interesting example of a business and technology model implemented abroad.

Swedish E-book Lending Model

In Sweden, a model of e-book lending has been established whereby publishers receive a payment for each library loan made by a library to a patron. With this revenue model in place, publishers are more willing to engage with libraries for e-book lending. This fee-based transaction business model contrasts with the prevailing US model, where e-book titles are licensed with fees paid up-front. The Swedish model allows unlimited simultaneous lending of a title, while in the US, the models usually impose borrowing restrictions that limit the number of concurrent loans to the number of copies licensed by the

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library. These differing e-lending frameworks bring different budget management models to the library. In the US, the budget is based on fixed costs controlled by the library as set by the number of titles offered. In the Swedish model, the costs relate to the number of borrowing transactions.

In Sweden, like the United States, publishers decide when and whether to make their e-books available to libraries for lending. In many cases Swedish publishers release their e-books to libraries only when the commercial sales of the title have wound down.

Publit

Publit, based in Sweden, specializes in production and distribution of e-books and print on demand services. The company was founded in 2009 by Hannes Eder, Per Helin, Richard

Herold, and Nille Svensson to work with publishers to digitize out of print titles and make them available through print on demand. The company has since expanded to work with more than 300 Scandinavian publishers, providing print on demand distribution as well as services such as digitization and e-book production. Publit's business is based on providing distribution channels that eliminate the up-front investments for publishers.

Publit offers a platform that provides a simple process for authors or publishers to distribute their title either as e-books or through print on demand. The Publit dashboard supports a workflow that involves uploading books as PDF files and setting the price. Once uploaded, the title will be made available in print through local bookstores and through the major e-book outlets including OverDrive, Kobo, and iBooks.

Publit has also begun working with libraries to allow them to act as publishers. The Stockholm Public Library, for example, has used the services of Publit to digitize and make available to the public selected items from its collections. Another Publit program involves libraries paying the costs to digitize a publisher's backlist books, which are then made available for lending under more favorable terms or for purchase from the publisher. Publit characterizes this arrangement as dual licensing, where free distribution through libraries and for-profit sales coexist. The Publit environment also enables libraries to develop services for publishers, such as the provision of metadata. Like the majority of the e-book lending services, Publit makes use of the Adobe Content Server and its digital rights management capabilities as one component of its technology platform.

Publit is owned by Mathias Engdahl, who previously owned a chain of 15 bookstores called Pocket Shop, along with a group of four other co-founders. Jonas Lennermo serves as the Chief Communications Officer.

Axiell

Axiell develops software for libraries and archives. Though not especially well known in the United States, it stands as the fifth largest library technology company worldwide. It offers a variety of integrated library systems for public and school libraries, used primarily in Sweden, Denmark, Finland, and the United Kingdom, as well software for managing archival collections, used in many international regions. The company has developed Arena as its strategic discovery and patron portal product that can be used in conjunction with any of its library or archives management products or can be integrated with non-Axiell automation systems. The company has also recently developed an e-book lending integration component called eHub.

The April 2013 issue of *Smart Libraries Newsletter* covered Axiell's recent acquisition of Adlib Information Systems and includes details regarding the company's background and products.

Atingo

Atingo was formed in August 2013 as a joint venture between Axiell and Publit to offer a new approach to e-book lending to libraries. The company aims to advance the Swedish e-book lending model, leveraging the capabilities of Axiell as a provider of technology infrastructure to libraries and Publit's experience in working with publishers. Atingo's service is based on a dashboard created by Publit for librarians to manage their e-book collections, the Publit catalog of e-books aggregating titles from multiple participating publishers, and Axiell's patron interfaces for e-book lending.

The company is jointly owned and managed by Publit and Axiell. Eva Houltzén, who joined Axiell in July 2013, serves as Atingo's Chief Executive Officer. Other directors include Publit's CEO Per Helin and CCO Jonas Lennermo and Axiell's CEO Joel Sommerfeldt. The company is currently working to build its workforce.

The Atingo Dashboard

The Atingo platform includes a dashboard that libraries use to build and manage their e-book collections. The dashboard includes three major components, one for managing the library's profile and budget, a catalog of the e-book titles already available, and a log of the lending transactions that have been carried out. The library profile section allows the librarian to establish contact details and to manage login passwords. Another section allows the library to specify the budget available to support lending transactions, the maximum allocation per borrower, and to select specifications of notifications relative to when borrowing fees are approaching budget limits. The catalog section assists the library in developing the collection of e-books to be made available for loan to library users. The librarian selects from the titles available in the catalog, which displays details such as the title, author, publisher, ISBN, and the cost per loan transaction as established by the publisher. Atingo's catalog list corresponds to publishers' submissions to Publit.

Patron E-book Lending Technology

Axiell has developed e-book lending infrastructure for libraries called eHub. Rather than simply linking libraries to an external e-book lending provider, eHub integrates e-book discovery and lending directly within the library's Web presence. Operating

as a layer between a library's library management system and Axiell's Arena discovery and portal product, eHub provides a unified interface for access to electronic books and electronic media. Arena has been designed to operate as a discovery interface and portal for libraries using any of the library management systems, whether offered by Axiell or competing vendors. Currently eHub integrates with e-book suppliers prominent in Sweden, Finland, and Denmark, with other partnerships under consideration or development. The use of eHub and Arena is only one example of an e-book lending mechanism that can operate in conjunction with Atingo. Other e-lending can also be integrated through the APIs associated with the platform.

The partnership between Publit and Axiell aims to explore a new model for e-book lending based on the Swedish model with the potential to be applied internationally. Although the current catalog of e-book titles available come primarily from Sweden, Atingo anticipates a broader representation including the major international publishers. Axiell has libraries using its software throughout Scandinavia, the United Kingdom and other parts of Europe, which will represent at least an early target market for Atingo's e-book offering.

Transaction-based Business Model

Following the Swedish e-book lending model, the transactions paid by the library for loans represent the key financial element of Atingo. The publisher establishes the transaction fee per loan for each title through the Publit platform. Atingo gets its revenue from a fixed platform fee for publishers of 1.5 SEK (currently \$0.23) and a commission of roughly 10 percent on top of the publisher's transaction fee. Libraries do not pay an initial set-up charge or annual platform fees, as seen with other e-book lend-

"We strongly believe in treating the library as a retail platform for the publisher."

—Jonas Lennermo

ing services, such as with Overdrive. For libraries with very high volumes of e-book loans, a transaction fee based model could be expensive. Atingo provides mechanisms to throttle e-book loans relative to budget allocations.

Libraries would also need to invest in an e-book lending system. The Atingo platform offers APIs that can be used to integrate e-book discovery and lending with any ILS catalog or discovery product. The integration with Axiell's Arena and eHub components has been completed and libraries would need to license these products from Axiell. Libraries or other online catalog vendors can also make use of these APIs to integrate the Atingo e-book lending service into other catalogs, discovery interfaces, or portals.

According to Publit CCO Jonas Lennermo "Atingo provides a neutral platform for real-time negotiation between publishers and libraries, regarding pricing and availability of e-books. We strongly believe in treating the library as a retail platform for the publisher. We are open to all kinds of business models, as long as it works for both publishers and libraries."

Atingo, although at a very early stage in its business development, provides an example of an e-book lending environment based on a different set of business rules from what is seen in the e-book lending platforms currently in play in the United States, such as Overdrive, 3m Cloud Library, or even the Douglas County Model described in the July issue of *Smart Libraries Newsletter*. As e-book lending continues to grow as a critical activity in public libraries, any new models or technologies added to the mix of alternatives are worth exploring.

People in the News

Innovative Interfaces has made some changes in its senior management group. **Hillary Newman**, a 15-year company veteran, changes her portfolio as she shifts into the role of Senior Vice President for Library Solutions from her previous position as Senior Vice President for Product Development. In her new role, Newman will oversee the operations of the company related to the system installations, data conversion, and training, as well as a broader responsibility for advocating customer issues in the company. Innovative also named **Doug Kaplan** as its Vice President for Global Alliances and Partnerships. Kaplan comes to the company with extensive experience

in Asian markets, including serving as CEO for the Asian Pacific region of LexisNexis.

Elizabeth Jones has joined **EBSCO Information Services** as its new Vice President of Medical Product Management and Chief Content Officer. She comes to EBSCO from the American Medical Association where she served as Senior Vice President and Publisher.

Over at **ProQuest**, **Jonathan Collins** has been appointed as its Chief Financial officer, a position that he has held on an interim basis since May 2013. Collins initially joined ProQuest in 2010 as its Vice President of Global Financial Operations.

Libraries Implement Content Pro IRX from Innovative Interfaces

Innovative Interfaces announced in May 2012 that it would develop a new institutional repository platform called Content Pro IRX. The product is built as an optional module to its Content Pro digital asset management system, designed to manage the types of materials that academic institutions place into institutional repositories, such as academic articles, conference papers, theses or dissertations, and other institutional documents. Following a phase of development and beta testing, Content Pro IRX has been implemented in an internationally diverse set of academic institutions, including the ELNET Consortium in Estonia, the SEALS consortium in South Africa, the University of Malaysia, and California State University, Long Beach.

Innovative also reports that Sierra has seen success in academic libraries. In the first half of 2013, 50 academic libraries have signed contracts for Sierra. These academic libraries span most of the global regions in which Innovative operates, including North America, Asia, South America, Europe, the Middle East, and Australia.

Since the corporate reorganization where SkyRiver Technologies transitioned from a separate company to a cataloging service offered by Innovative, the number of libraries opting for it has continued to grow. In recent months Innovative reports that three public libraries have signed for SkyRiver, including the Oakland Public Library, East Lansing Public Library, and the Monterey Public Library.

Library Technology News

Polaris Library Systems streamlines customer go-live process

SYRACUSE, N.Y., August 30, 2013 – Polaris Library Systems streamlined its go-live process for libraries migrating to the Polaris integrated library system (ILS).

To administer a high volume of implementations, Polaris analyzed its implementation model and staffed significantly, making it easier for libraries to switch their automation system.

As a result, Polaris has migrated numerous libraries to the Polaris ILS in record time, including:

- Salt Lake City Public Library System, composed of six libraries with an annual circulation over 6.5 million items, migrated from Innovative Interfaces in three and a half months.
- The Metro-Boston Library Network, composed of 53 libraries with an annual circulation of 3.8 million items, migrated from SirsiDynix in eight months.
- Baltimore County Library System, composed of 19 libraries with an annual circulation of 10 million items, migrated from The Library Corporation in four months.

Over a 90-120 day period, Polaris finished implementing 14 customers in parallel, bringing them all live within the same

eight weeks. This accounted for 1,550 staff clients and 472 new libraries now operating on the Polaris ILS. Among the list of the 14 libraries implemented in parallel are:

- Illinois Heartland Library System, the largest consortium in North America, composed of 427 libraries with an annual circulation of 13 million items.
- Tampa-Hillsborough County Public Library System, composed of 26 libraries with an annual circulation over 9 million items.
- Columbus Metropolitan Library, composed of 21 libraries with an annual circulation of 18.5 million items.

KCPL launches VTLs-developed Civil War website

Blacksburg, VA - Kansas City Public Library's (KCPL) Civil War on the Western Border website launched last week and features a new Drupal website with a unique relationship visualization tool, both developed by VTLs. The website provides access to thousands of pages of scanned documents from more than 25 contributing institutions relating to hostilities on the Missouri-Kansas border both before and during the Civil War. In addition to these materials, the website will include articles written by Civil War scholars, shorter encyclopedia articles, a map,

timeline and digital gallery. The dynamic relationship viewer helps connect all of these digitized documents in a visual way, with the goal to enhance interest and help the learning process. The digital artifacts are stored in KCPL's VITAL Digital Asset Management System.

"Integrating the VITAL content with a Drupal front end really allowed us to pursue avenues of information presentation that would normally be impossible or out of our reach. It really is a next-generation digital history platform," noted David LaCrone, KCPL's Digital Branch Manager.

VTLS created the relationship visualization tool specifically for the KCPL website, which is the first of multiple Drupal-based microsites planned for the library. The tool displays relationships between key people, places, events and organizations associated with the Missouri-Kansas Conflict during the Civil War. The connections between items are then justified by the library's digital artifacts such as diaries, letters and newspaper articles. These primary sources provide proof that the given relationships exist. Users can navigate the graphical relationships and retrieve the corresponding primary source material from the repository with a single click. The site allows users to access materials through the timeline of events, the map and the visualization tool.

"VTLS has been actively developing linked data solutions, including FRBR, RDA and Bibframe," said Dr. Vinod Chachra, President and CEO of VTLS. "The relationship visualization tool applies linked data concepts to manage conceptual relationships and provide links to digital content in order to justify these relationships."

ISNI assignments top 6.5 Million

New Providence, NJ – August 27, 2013 – More than 6.5 million assignments of the ISO-certified naming standard International Standard Name Identifier, known as "ISNI", are ensuring the right information gets connected with the right name. Pub-

lished in early 2012, the standard applies a unique 16-digit code to public identities, providing a single identifier that can be leveraged across many applications, helping to sync alternate or disparate spellings of the same name, and eliminating confusion when names are alike. It's been quickly accepted by information organizations, including Wikipedia. Bowker, an affiliated business of ProQuest and a registration agency for the standard, tracks assignments and usage of ISNIs.

"The rapid uptake reflects the standard's ability to simplify the process of identification," said Beat Barblan, Bowker's Director of Identifier Services. "It's a practical way to ensure accuracy when organizations share information. With an ISNI, we know we are referring to the correct Joseph Stiglitz or Stephen King or Mark Wahlberg."

The ISNI International Agency, a worldwide group of organizations that serve researchers, rights management organizations, authors, musicians, and other public contributors, created the standard to disambiguate names. The ISNI acts a link for the data about an identity and is used across all media industries. So, for example, information about Charles, Prince of Wales is distinct from information about Charles Prince, an author, or Prince Charles, an R&B artist, and the information attached to, say, "Tolstoy" is also attached to "Tolstoi."

Once an ISNI is assigned by a registration agency, it is shared across the global digital information industry, enabling organizations to apply it to content by or about that party held in their databases. Users tapping into any of the organizations that use ISNIs will need only a name and just enough background data (such as a birth date or book title) to zero in on the correct identity. Then, the ISNI will take over, connecting all the appropriate public information. ISNIs are especially important for organizations administering rights, simplifying identification and administration of royalties.

Organizations and individuals can apply for an ISNI for any public identity – real or fictional – through a registration agency, such as Bowker.



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