

knowledge • notification slip plans
GOBI • opening day collections •
retrospectives • children's awards • video
academic libraries • technical services
eBooks • shelf-ready • Academia
TSII • out-of-print services • GOBI
continuations • experience • firm orders
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TECHNICAL SERVICES



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YBP Library Services offers a wide range of technical services to meet the needs of our customers. We work with libraries, bibliographic utilities, and library systems vendors to develop services that use technology to create value and efficiency for our customers.



Workflow Support

YBP and Lindsay and Howes (L&H) provide a variety of tools to support technical services workflows in libraries. Options include online review and selection of titles for purchase, electronic ordering, electronic invoicing, bibliographic and cataloging records, and physical processing. Libraries can implement an integrated suite of services or opt to use only selected services, developing a collaborative, customized workflow solution with YBP. Most services are available to both YBP and L&H customers.

Selecting

For collection development staff interested in electronic selection, YBP and L&H notification slips are accessible online through GOBI® Edition 2. In addition to basic bibliographic information and status data for two million+ titles, GOBI offers specialized selection support tools, including stock availability, tables of contents, cover images, title summaries, and full-text reviews from *Choice*, *Publishers Weekly*, *Library Journal*, *Booklist*, and *E-STREAMS*. Selectors have the option of adding local information such as fund codes, location codes, and notes to items of interest. Once titles have been selected, they are held in an online work area for acquisitions staff. Selections can be retrieved for ordering on GOBI, or they can be exported to generate orders on a local system.

Electronic Ordering

Customers now submit 90% of orders electronically – through GOBI or directly from automated library systems. Libraries report that electronic ordering can speed delivery of requested titles by as much as two weeks compared with paper or fax orders.

Ordering on GOBI is quick and efficient, providing real-time duplication control against a library's recent activity with YBP and L&H. GobiSmart allows library-specific customization of the GOBI order screen. Libraries which order on GOBI can contract for the supply of MARC-formatted electronic order confirmation records. When loaded to local automated systems, order confirmation records are used to create bibliographic records, order records, and fund encumbrances, all without rekeying.

Other libraries send electronic orders generated by their local system. YBP and L&H accept electronic orders in standard formats including BISAC, X12, EDIFACT, and TRADACOMS, and in a variety of less formal formats, such as text e-mail orders. Electronic orders may be transmitted to YBP and L&H via e-mail or ftp. Line-by-line e-mail acknowledgments are provided for all non-GOBI e-orders.

Duplication Control

Regardless of how materials are ordered, YBP and L&H provide comprehensive duplication control against a library's order and shipment history for the past two years, building to three years. Duplication control includes checking across cloth, paperback and e-versions of a title, and US and UK editions. Duplication control extends across all of a library's approval, firm order, and standing order sub-accounts with both YBP and L&H.

Electronic Invoicing

Electronic invoicing allows for quick and easy loading of invoice data, reducing the time and labor required for invoice processing and eliminating keying errors. YBP and L&H support the monograph e-invoicing formats of the major automated library systems. Libraries opting for e-invoicing continue to receive paper copies of their invoices with shipments.

Cataloging Records

For libraries wishing to receive cataloging records with book shipments, YBP offers two cataloging service options. Either service can be implemented alone or in combination with physical processing.

The **YBP Cataloging Service** is based on records distributed in the Library of Congress (LC) *Books English* file. Customers build service specifications to meet local needs and budgets, choosing whether to contract for book-in-hand upgrades for Cataloging-in-Publication records, and selecting the level of support for materials for which no LC copy is available. Options include LC, Dewey, or National Library of Medicine (NLM) classification and custom Cuttering. In accordance with library specifications, the service supports complex programmatic customization of records and the addition of local data. The YBP Cataloging Service is available only for books purchased through YBP.

Pass-through support for **OCLC's PromptCat Service** is available to both YBP and L&H customers. Service includes the output of local data and spine label print file generation. Many PromptCat users choose to have YBP or L&H print and apply spine labels.

Shipping Records

Libraries that do not use vendor support for cataloging may instead opt to receive MARC-formatted shipping records which can be enhanced with local data. Shipping records transfer invoicing data to libraries using systems that support e-invoicing through MARC records. Other libraries use shipping records as machine-readable packing lists, generating “placeholder” bibliographic records and basic order records, an application that can facilitate the receipt of automatic approval shipments.

Physical Processing and Binding

YBP and L&H offer extensive, standardized physical processing services, including ownership stamping, security tagging, barcode application and scanning, date due slips, book pockets, and spine label generation and application. Libraries may contract for only one or two services, or specify full shelf-ready treatment in combination with the YBP Cataloging Service or PromptCat. YBP utilizes several commercial binderies to provide a range of paperback binding options. YBP and L&H also offer several paperback strengthening treatments and dust-jacket covers.

Work with Library Systems Vendors

YBP works closely with the vendors of the major automated library systems used by our customers. We meet with the vendors regularly, actively encourage them to include development capabilities that meet the needs of our shared customers, and attend user conferences. YBP supports the continuing development and expansion of standards for system interfaces. Internally, YBP and L&H assign resources to developing interfaces with the vendor systems of most interest to our customer base.

Staff

YBP's technical services staff includes specification writers, EDI specialists, programmers, catalogers, book processors, and account processors – all committed to delivering superior service, from initial specification development, through implementation, to ongoing quality review of each item before it is shipped.



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