



Librarians who implement the highly practical ebsm™ methodology consistently **save time and money** whilst **improving the performance** of their stock and aligning it with local demand.

KEY BENEFITS

- Save staff time and effort on time consuming tasks
- Make better use of budget through improved use of existing stock
- Spend more effectively with evidence driven procurement specifications
- Improve stock performance and meet customer demand

The Evidence Based Stock Management (EBSM™) methodology has been adopted by many library services across to the globe to help them save time and money and make substantial stock performance improvements across their service.

EBSM ORIGINS

EBSM was pioneered by George Kerr in the mid 1990s whilst working for a public library service that was promoting a management culture based around measurable performance and customer focus. Combined with his own dissatisfaction with having to purchase new stock and plan stock movement with totally inadequate data, George set about designing a framework for stock improvement that was based around customer consultation.

With limited scope for large scale first hand consultation, the evidence from data held within the library management system (LMS) emerged as the perfect contender for the central consultation information source.

A comprehensive toolset was then developed, which was further refined following George's work for the Bertelsmann Foundation's International Network of Public Libraries in 1998, which saw him join forces with three library services in England to successfully verify that EBSM could be used in different sized libraries and also libraries using different LMS databases.

HOW IT WORKS

The EBSM methodology is geared towards two key outcomes - improving stock quality and improving stock relevance. It achieves this by continually assessing stock supply against stock demand – with the data held within your own LMS database acting as the supporting evidence.

EBSM compares the gaps between supply and demand over time against EBSM Key Performance Indicators (KPIs), highlighting where your library service is progressing towards, meeting or falling behind targets. The targets for each EBSM KPI can be tailored by your library service right down to individual library and collection level.

The methodology then arms librarians with a set of tools which create EBSM Action Plans geared towards meeting these targets over a configurable time period.

THE EBSM KPIs

The five EBSM KPIs universally describe what a customer expects of stock provision.

<i>Grubby Stock</i>	Users should not be expected to borrow items which are physically unattractive.
<i>Dead Stock</i>	Users should not be expected to wade through hundreds of dormant items of stock in the search for useful or desirable choices.
<i>Popular Author Provision</i>	Users have an expectation of finding a good selection of works by favourite authors on shelves at all times.
<i>Overstocked Subjects</i>	Large quantities of unused and unwanted non-fiction stock in any subject area is counter-productive to user satisfaction and convenience.
<i>Understocked Subjects</i>	Supply should always try to match demand in non-fiction subject provision

THE EBSM TOOLSET

EBSM advises on a collection of complementary tools across fiction and non-fiction collections that work together to create a well stocked library service. The tools are organised into a number of EBSM Stages – logical groupings of activities that add value cumulatively when practised over time.



- The Maintenance Tools ensure that the library catalogue is accurate.
- The Demand Tools ensure that popular demand areas (authors and subjects) are being met with a satisfactory level of stock on shelves at any time.
- The Refresh Tools help generate additional loans from existing stock through intelligent rotation and swapping across the service.
- The Removal Tools are used to cleanse shelves of poor quality and unpopular stock.
- The Purchase Tools are used to create targeted, relevant purchase recommendations to meet both local and service-wide demand.

THE BENEFITS

<i>Saves Time</i>	Achieve greater results with fewer resources More efficient stock editing and assessment and supplier profiling
<i>Saves Money</i>	Make better user of current stock through intelligent transfer Spend more effectively through evidence driven purchase specifications
<i>Improves Performance</i>	Deliver stock that meets customer needs Revive borrowing and customer interest

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EBSM™ is the complete library stock performance improvement methodology, which analyses historic and current information about stock use, to help librarians save time and money, improve stock performance and align stock with local demand.

