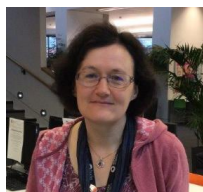


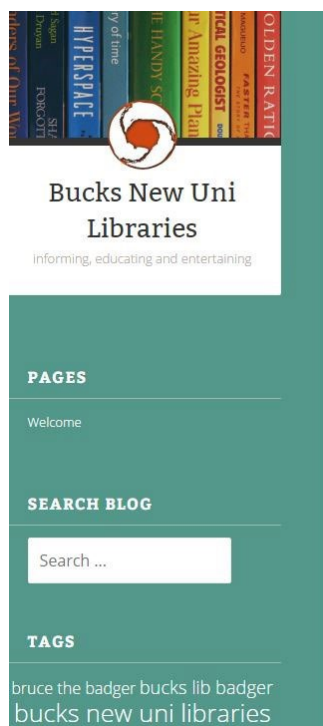
# TEiLA for Buckinghamshire New University Library



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## Introduction

The library at Buckinghamshire New University (Bucks) was accredited with the Book Industry Communication (BIC) e4libraries award in both 2015 and 2016. This was in recognition of our deployment of beneficial technologies in resource supply, acquisitions, circulation and metadata quality to industry standard. This award is currently in the final stages of being revised and will be re-launched as the Technology Excellence in Libraries Award (TEiLA) Accreditation Scheme in 2017. The new name reflects the aspects of library activity it seeks to acknowledge and reward. Regardless of this rebranding, it remains in essence an award that many libraries may already be capable of achieving as they deliver excellent services to their user communities.



## E4Libraries Award Again for Bucks New University Libraries

MAY 25, 2016 | BUCKSNEWLIB | EDIT

The Library at Bucks is very proud to announce that it has been re-accredited with its e4libraries award by BIC (Book Industry Communication). What this means for our students is that we continue to be acknowledged for our optimum use of technology in book and e-book acquisition, library catalogue management and book circulation. Even Bruce the Badger enjoys making use of all this technology to take his books out!

With a select number of libraries receiving this award, it shows our commitment to providing access to learning resources in the most efficient way possible for our students (and badgers!). For details of the accreditation scheme see [here](#).



## Background

We first became aware of BIC's accreditation award during a presentation at the 2015 London Dawson Day.<sup>1</sup> We felt we had made a number of significant service developments for our users whilst maximising technologies that might enable us to meet BIC's accreditation criteria. We introduced self-service technology using RFID (radio frequency identification) in 2009. Since 2011 we have been running shelf-ready acquisitions using full EDIFACT (electronic data interchange for administration commerce and transport) quotes with Southern Universities Purchasing Consortium (SUPC) suppliers. We felt it right to seek official recognition for all the efforts of changing what had been a paper-based and human-resource-intensive workflow into one that is more streamlined and maximises the use of technologies to deliver efficiencies. We operate a fully automated acquisitions workflow of quotes ordering, EDI (electronic data interchange) invoicing, order fulfilment and responses.

## Why TEiLA?

BIC's accreditation scheme gives institutions formal acknowledgement of the deployment of technologies to industry standard. For the library at Bucks, it gave us a way to benchmark our achievement and share the outcome

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# TEiLA for Buckingham- shire New University Library

of our service developments in a positive way with the university's senior management. We have shared our accreditation success on the library's social media platforms<sup>2</sup> and use the scheme's logo on email signatures. It's a more visible way of sharing this recognition to demonstrate how we are meeting customer expectations.

It has also given us the opportunity of joining the BIC Libraries Committee. This professional group draws together BIC members from library management system suppliers, library suppliers, consultants and librarians from different library sectors. It encourages discussions around common issues in the library sector and formulates policies drawing on the expertise of members. Our BIC membership gives us access to the discussions and output of the sub-groups and committees. It is important to remain updated on developments, innovations and policy changes in order to offer excellent and relevant services to your users.

TEiLA accreditation is something that many libraries are already capable of achieving as they offer excellent levels of service to their users whilst maximising beneficial technologies. It may also be a goal for other libraries to aim for and support their journey to attainment of this very worthwhile accreditation.

## Conclusion

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We will look to gain our TEiLA accreditation as our commitment to delivering services to our users that meet industry standard. We aim to give our students the best possible experience when they use our library services ensuring that their learning resources are delivered in a timely and convenient way.

## Notes

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- 1 Sherman, H. *Customer focus* [Dawson Day], London. 6 May 2015
- 2 Buckinghamshire New University Libraries. (2017) 'E4Libraries Award again for Bucks New University libraries', *Bucks New Uni libraries blog*, 25 May 2016. Available from: <https://bucksnewunilibraries.wordpress.com/2016/05/25/e4libraries-award-again-for-bucks-new-university-libraries/> [accessed 9 July 2017]

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