

V-smart

Manage collections, customers, and processes



With V-smart, Axiell's integrated library system (ILS), libraries enjoy the benefits of a browser-based environment, offering convenient access through a visually appealing and customizable interface to circulation, cataloguing, acquisitions, serials and reporting. Iguana provides a powerful portal to library customers

V-smart is a comprehensive solution to showcase and manage collections of any kind – both traditional and digital items, including books, journals, audio materials, photographs, e-journals, e-books, web resources, and more.

The solution is also a toolbox for format-agnostic metadata management, offering CRM features and links to a large number of third-party APIs, widgets, and plug-ins.

A powerful portal

The Iguana portal provides customers with a powerful solution to find relevant information in multiple resources, manage their accounts, and participate in a community.

Beyond a search interface, Iguana emphasizes dynamic customer services. The customer enjoys a wide variety of online possibilities including the ability to place reservations, see reading suggestions, define interests, rate items, personalize their search experience, and much more.



Improve customer management

Customer maintenance includes the ability to search for, create, and update profiles. The solution is GDPR compliant and is not limited to members. Staff can easily (both automatically and manually) manage memberships and fees with high flexibility.

- Registration via multiple channels, including self-registration via a wizard-process, form-based manual input, and import from file.
- Housebound reader services, including history tracking, SDI alerting based on interests and online warnings for items previously issued to the same borrower.
- Manual or automated blocks and suspensions for, amongst others, overdue fines, current fines, items that have been returned too late and expired membership.
- Various notices can be sent by post, email, telephone, and SMS.
- Integrated CRM capabilities allow registration of any customer contact type including follow-up controlled by a trigger-based warning mechanism.
- Interfaces with external CRM applications (Salesforce, Microsoft® CRM Dynamics), which have deep links back to V-smart.



V-smart offers rich functionality in all standard modules (cataloguing, circulation, acquisitions, serials, and Web OPAC) in one fully integrated solution.

Control circulation transactions, payments, and inventory

By combining flexibility with functionality, the circulation module facilitates vital processes, such as loans, returns, renewals, payments, reservations, item, and inventory management. The library can define its own circulation parameters to meet institution wide and branch specific requirements making V-smart scalable from small to very large library systems.

Circulation features

- Customizable menus and mnemonic keys for quick access to frequently used functions.
- Wide range of parameters in order to meet diverse needs of individual groups of borrowers and the various library branches.
- Flexibility to change circulation settings according to material and borrower type when checking out and renewing.
- Reservation includes: creating, updating, and cancelling reservations, selection of pick-up location, production of a “picklist” to alert staff, editable reservations queue, trapping, item-level reservations, notice printing, reservation clustering by customers (place a single reservation “for” multiple records) and reservation areas. Optional reservation messaging provides a better service to customers and a more efficient processing for staff.
- Reservations, recalls, and traces include sophisticated automated functions and access to loan history.
- Renewals are determined by a range of parameters, such as the number of times an item may be renewed or the maximum loan period. The new due date is calculated automatically.
- Interfaces with third-party systems extend the library’s services, including card readers, self-check machines, and voice response systems, supporting both SIP2 and NCIP.
- Current circulation status is always visible in the online catalogue.



Payment

- Support for sale items including discarded books, local publications, and DVDs.
- Payment processing may constitute full or partial payments and cash management is incorporated as well as payment waiver.
- Online payments, such as Ideal, via multiple brokers such as Ingenico.
- Workstation-based cash drawer management.

Inventory

- Inventory control helps to keep track of location and status of each item in the collection.
- Can be applied to the whole collection or parts of it.
- If items are checked-in at the wrong location, they are automatically flagged as “in transit.”
- Supports both circulating and floating stock.

Innovative cataloguing and metadata management

The V-smart cataloguing module is an innovative cataloguing tool that enables the library to manage its metadata (of both bibliographic records and authorities) effectively and efficiently. The solution also enables discovery of collections of books, e-books, journals, images, museum objects, or any other type.

- Library controls the definition of the data structure and the relationships between records.
- Built-in full-text editing graphical editor, offering options such as Z39.50 / SRU search and retrieval, access to authority files, cut-and-paste, drag-and-drop, and undo.
- Unlimited number of templates.
- Supports a range of standard data formats and protocols, such as MARC21, UNIMARC, Dublin Core, Getty, XML, SRU, Z39.50, and Unicode.
- Indexes can be both specific to a database or work across databases – regardless of the underlying format.



More than an ILS

V-smart offers rich functionality in all standard modules (cataloguing, circulation, acquisitions, serials, and Web OPAC) in one fully integrated solution.

And more

- Format-agnostic solutions to manage any type of metadata and any type of material
- Sophisticated data analysis to support efficient decisions
- Integrated CRM features
- Application and toolbox at once
- Open technology that runs on all common browsers (Chrome, Edge, Firefox, Safari) and servers (Windows, Linux, Unix) and is accessible via web services, Microsoft Excel®, Microsoft Word®, and others
- Presents all data, whatever its source, its format and its storage location, in a coherent, beautiful and customizable web interface

Saves time and money

- Focuses on your main asset: Your customers
- Offers a modern interface to attract young generations
- Cost-effective

- Powerful tools for metadata management, including global change, import and export of both bibliographic and authority records, global delete, and matching and merging.



Speed up the ordering process

The acquisitions module enables control of the ordering process for different types of orders: purchases, gifts, consignments, approvals, external orders, retrospective orders, urgent orders, or a combination of these.

Order management

- Supports pre-defined order patterns for material types, locations, and budgets.
- Printing or emailing of (normal, rush, and express) purchase
- Orders, claims, cancellations, receipts, and requester and supplier notices.
- Claiming and cancellation functions run automatically based on schedules, but dates can be adjusted manually.
- When needed, a single order can be linked to multiple budgets (for cost sharing).
- Customers can place reservations on items even when they are still on order.
- Supplier potential files can be imported and selected from.

Electronic data interchange (EDI) is available for electronic exchange of data with vendors through the support of the EDIFACT standard and is supported for orders, quotes, invoices and order responses.

Budget control

Manage multiple budgetary accounting models with a simple year end processing:

- Management of currencies, fiscal years, delivery destinations, and suppliers.
- For each budget, staff can track both the current balance as well as outstanding commitments.
- Staff can order for, or distribute to, several locations with different budgets.
- Ability to set pivot and blocking threshold amounts for each budget with an alert system integrated to prevent from overspending.

- Budgets are linked to a fiscal year, but commitment year and accounting year can be different.
- Each budget holds information pertaining to the amounts transferred from a previous year to the current year, as well as allocated amounts, transactions, paid invoices and balances.

Invoices management

Manage end-to-end invoicing from pro-forma invoices to credit notes creation.

Easy registration of Serials

The serials module facilitates complete control of subscriptions, electronic resources, and circulation. It is linked to the Acquisitions module to manage all financial aspects and benefit from extensive reporting tools.

- Predicts receipt of forthcoming issues, based on daily, weekly, monthly, yearly, and any other predictable pattern.
- The library only needs to define the data once and the system will henceforth display all predicted items on a single screen.
- Immediate display of received items in Web Opac.
- Sophisticated claims mechanism to manage non-received items.
- Supports and differentiates free, paid, and membership subscriptions.
- Supports receipt of non-predicted items such as extra or special issues, yearbooks, supplements, and festschrifts.

Routing

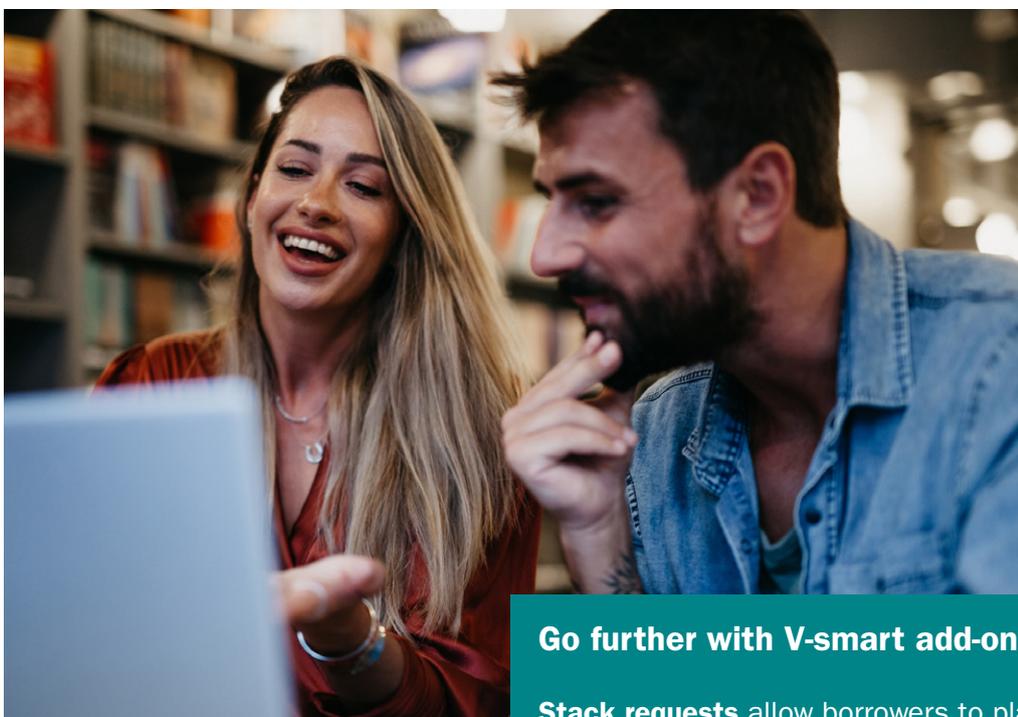
- Includes optional, flexible routing to meet the journal circulation needs.
- Customers can be included, excluded and suspended in routing lists on an ad-hoc basis.
- Supports line, star, and mixture routing.



Powerful reporting for extensive access to information

Select, sort, and publish (SSP) is V-smart's integrated report generator providing standard reports and flexible output options to obtain information such as collection details, customer information, and financial data, including:

- Definitions are stored in reusable profiles.
- Records are stored in persistent "savelists" (similar to playlists in YouTube or Spotify).
- Records are used collectively or based on customer IDs.
- Selections can be concatenated so that results of a first pass through the database can be used as input for a second one, and so on.
- Wide variety of sort methods including sorts within sorts.
- Data export in multiple formats (e.g., HTML, XML, and text).
- Direct export to applications such as Microsoft® Word or Excel or to devices such as a printer.
- Easy to manipulate and display information with integrated headings, letters, etc.



Go further with V-smart add-on modules

Stack requests allow borrowers to place requests for restricted material through a web-based interface. Staff can then make it available to the service point.

Inter library loan supports both incoming and outgoing requests. The module supports a number of electronic/automatic mechanisms including the ISOILL protocol, which avoids much manual intervention.

Libraries for visually impaired offers specific search functionality, support for wish lists, automatic lending, communication with third-party (re-) production systems, Braille book lending and services management.