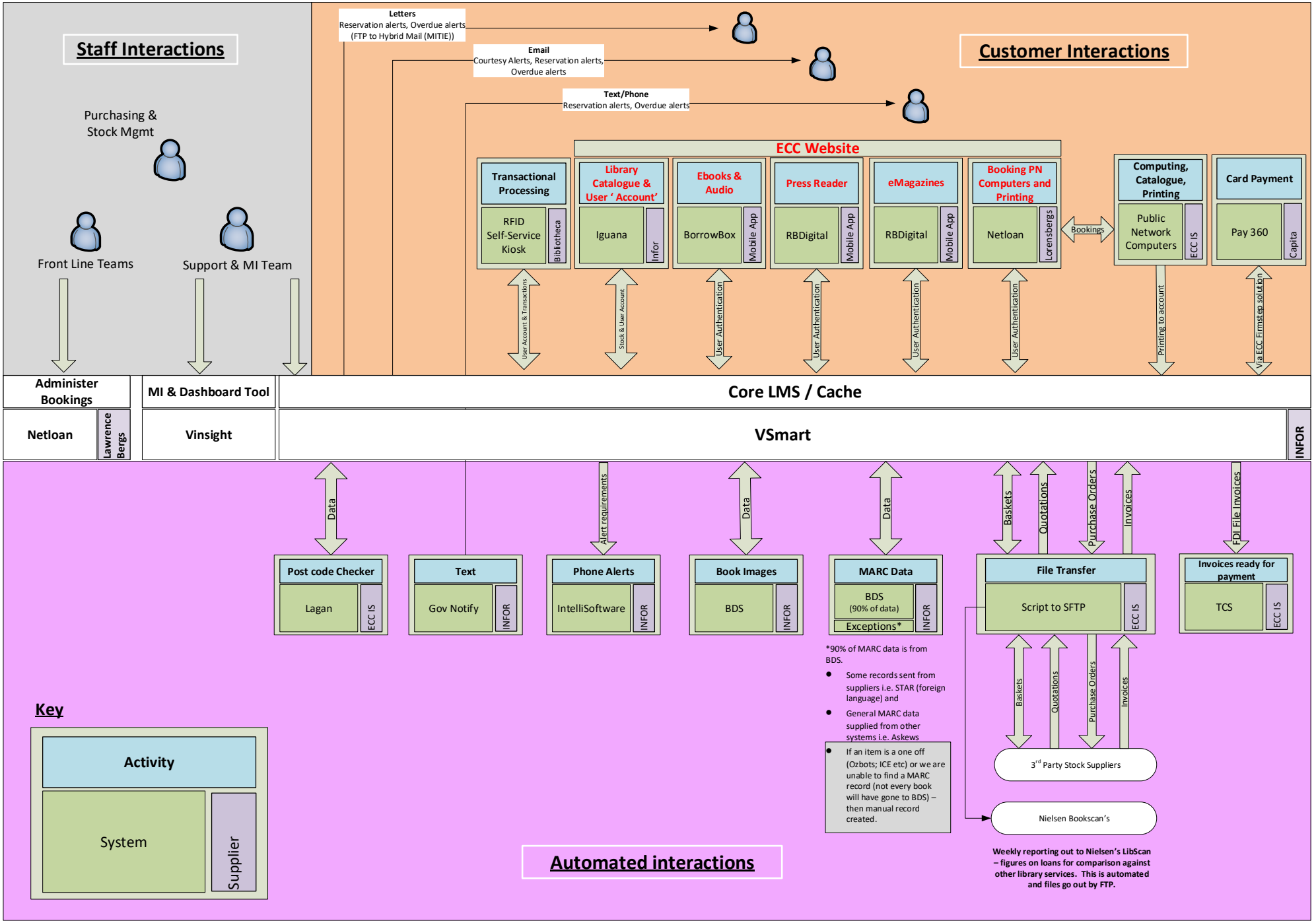
Staff Interactions
Purchasing & Stock Mgmt
Front Line Teams
Support & MI Team
Customer Interactions
Letters
Reservation alerts, Overdue alerts (FTP to Hybrid Mail (MITIE))
Email
Courtesy Alerts, Reservation alerts, Overdue alerts
Text/Phone
Reservation alerts, Overdue alerts
ECC Website
Transactional Processing
RFID Self-Service Kiosk
Bibliotheca
Library Catalogue & User 'Account'
Iguana
Infor
Ebooks & Audio
BorrowBox
Mobile App
Press Reader
RBDigital
Mobile App
eMagazines
RBDigital
Mobile App
Booking PN Computers and Printing
Netloan
Lorensbergs
Bookings
Computing, Catalogue, Printing
Public Network Computers
ECC IS
Card Payment
Pay 360
Capita
User Account & Transactions
Stock & User Account
User Authentication
User Authentication
User Authentication
User Authentication
Printing to account
Via ECC Firmstep solution
Administer Bookings
Netloan
Lawrence Bergs
MI & Dashboard Tool
Vinsight
Core LMS / Cache
VSmart
INFOR
Data
Post code Checker
Lagan
ECC IS
Alert requirements
Text
Gov Notify
INFOR
Phone Alerts
IntelliSoftware
INFOR
Data
Book Images
BDS
INFOR
Data
MARC Data
BDS (90% of data)
Exceptions*
INFOR
Baskets
Quotations
Purchase Orders
Invoices
File Transfer
Script to SFTP
ECC IS
FDI File Invoices
Invoices ready for payment
TCS
ECC IS
*90% of MARC data is from BDS.
Some records sent from suppliers i.e. STAR (foreign language) and
General MARC data supplied from other systems i.e. Askews
If an item is a one off (Ozbots; ICE etc) or we are unable to find a MARC record (not every book will have gone to BDS) – then manual record created.
Baskets
Quotations
Purchase Orders
Invoices
3rd Party Stock Suppliers
Nielsen Bookscan's
Weekly reporting out to Nielsen's LibScan – figures on loans for comparison against other library services. This is automated and files go out by FTP.
Key
Activity
System
Supplier
Automated interactions