




CASE STUDY

Catmin Library Management System

The organisation

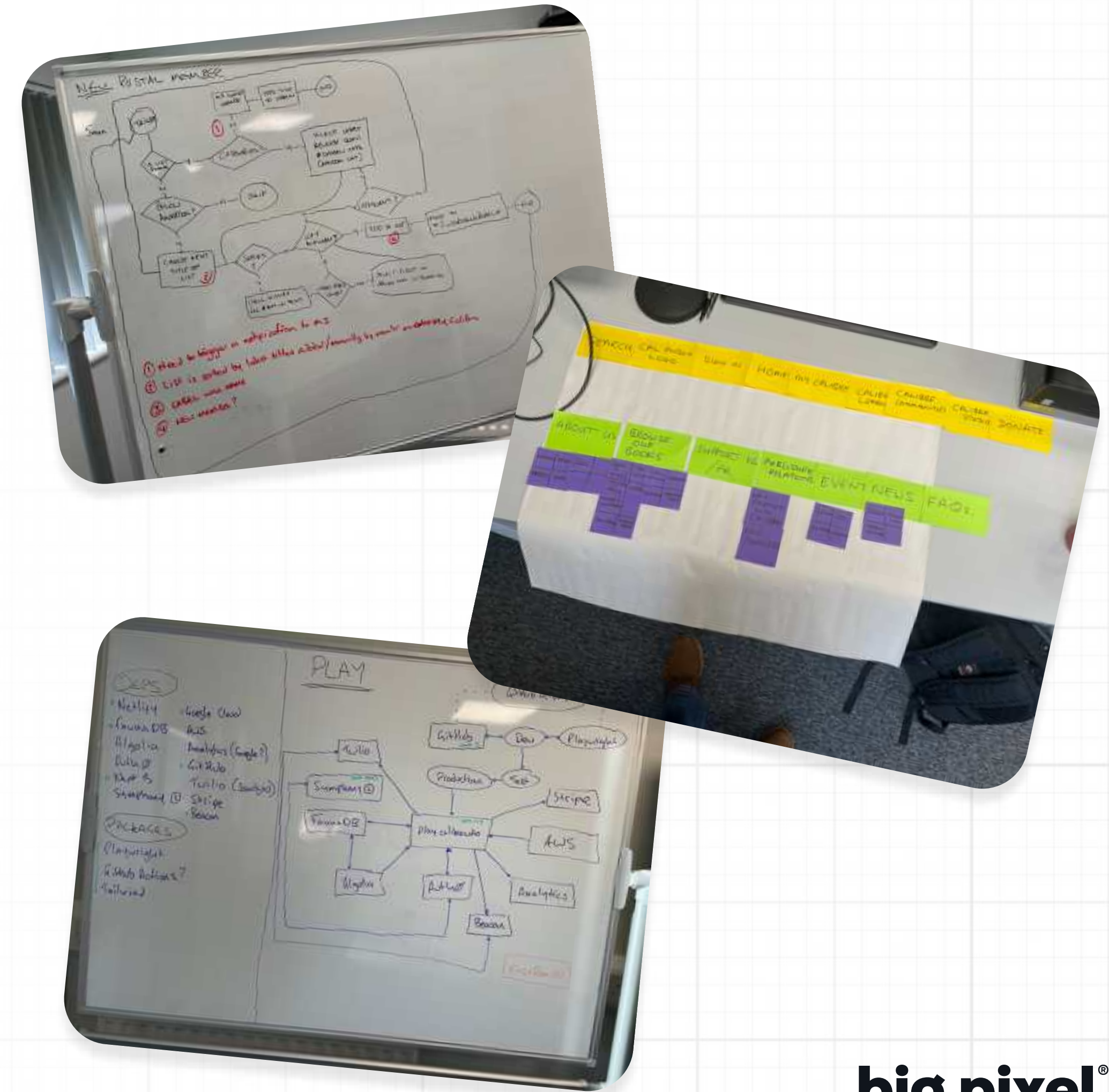
-  **Client** Calibre Audio
-  **Type** Registered UK charity
-  **Purpose** An audiobook service to those who have (or support people with) a print disability

The problem

For many years, Calibre Audio relied on a legacy library management system that was no longer fit for purpose. There was very little data that could be extracted from the system, which meant that Calibre struggled to identify areas of success for the charity as well as areas of pain for the members.

Calibre had also developed the way that they supported members by adding additional platforms, such as streaming and a planned Alexa skill.

This placed even more strain on the legacy system, and serious gaps in the infrastructure were appearing.



Constraints & challenges

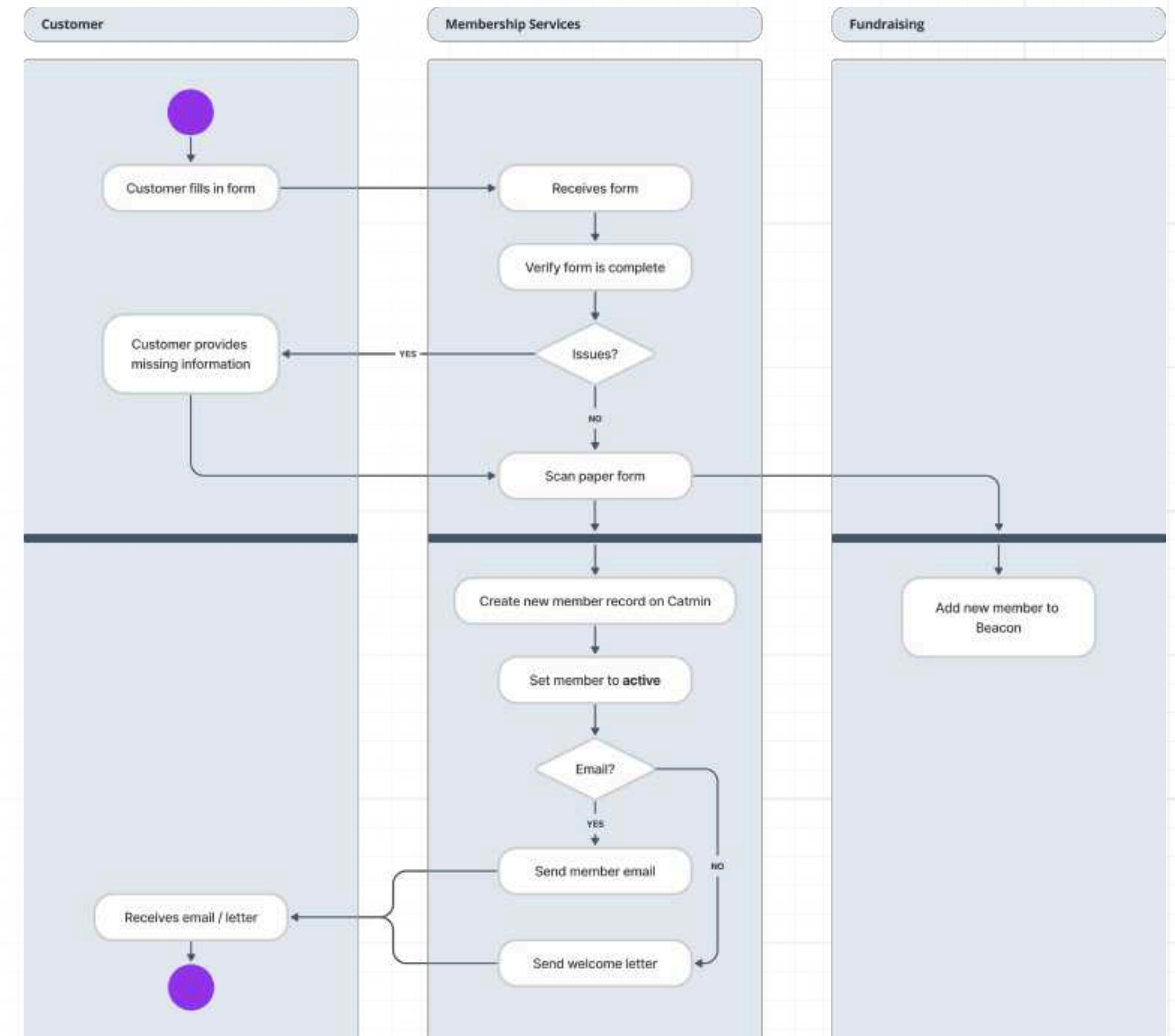
As with any non-profit organisation, costs and resources were constrained from the outset, and needed to be considered throughout the project. It was also important to develop a system that staff and volunteers would find easy to adapt to as a lot of the systems and processes had been in place for a long period of time and had become ingrained.

The idea of replacing some systems and processes also caused concern amongst some members of staff. It was important to keep them all involved in the process and allay fears and concerns as early as possible. It was important to me that this wasn't a new system being imposed on them, but was a new way of working that would help them do their work.

A large percentage of Calibre Audio's members had sight problems that makes the use of computers almost impossible without screenreaders. This meant that accessibility was a cornerstone of the platform.

The importance of the service to many vulnerable members also meant that it was vital that planning for the changeover of systems would have a minimal impact on the provision of audiobooks – something that a lot of members described as 'a lifeline'.

The data in the legacy system was also severely compromised by the lack of constraints in input fields (e.g. having 'Doesn't like Sidney Sheldon' in the telephone field) meant that a lot of work had to be done to ensure that the new system didn't suffer from GIGO (garbage in, garbage out).



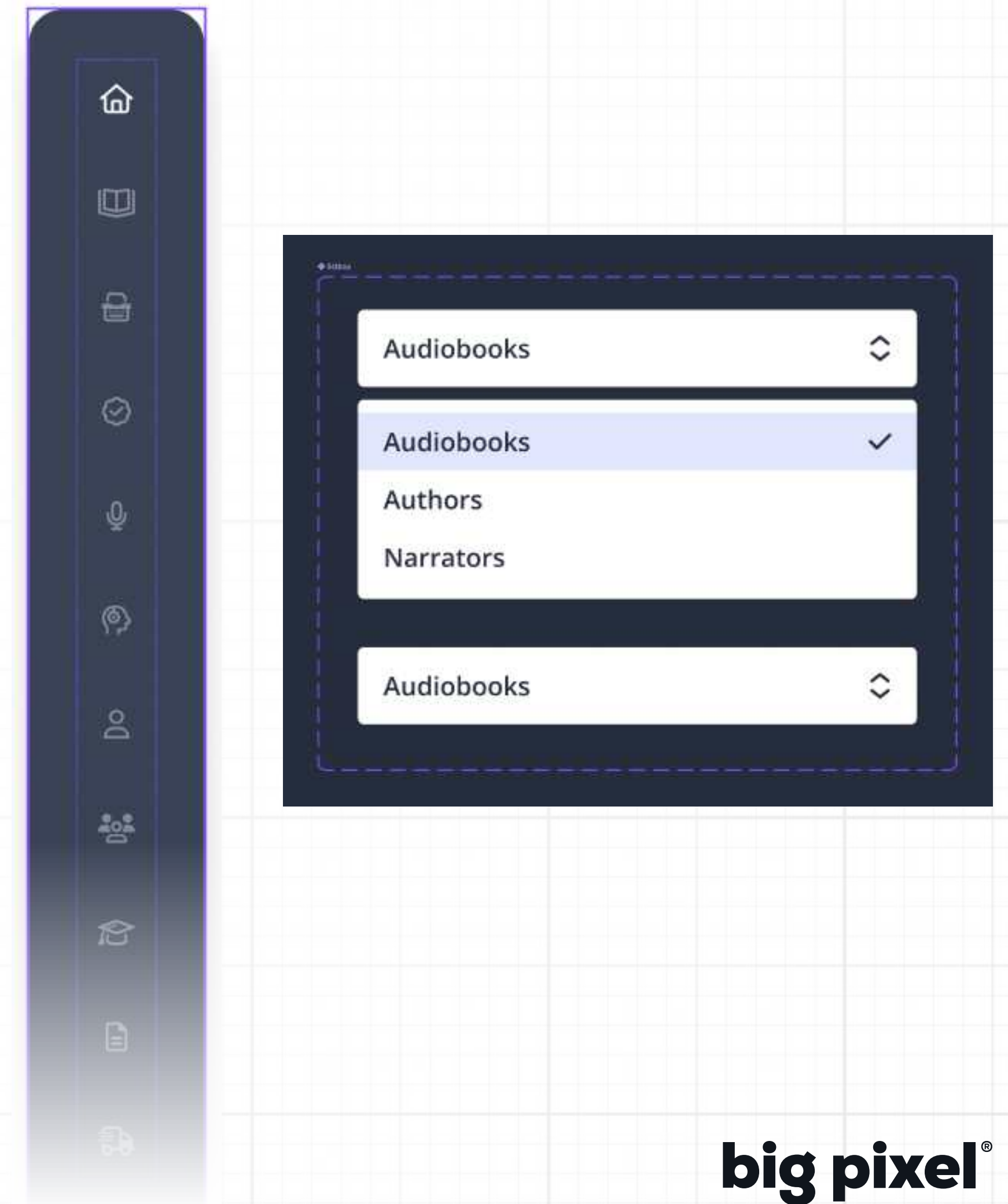
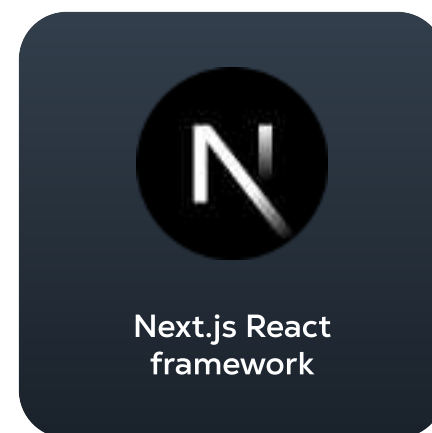
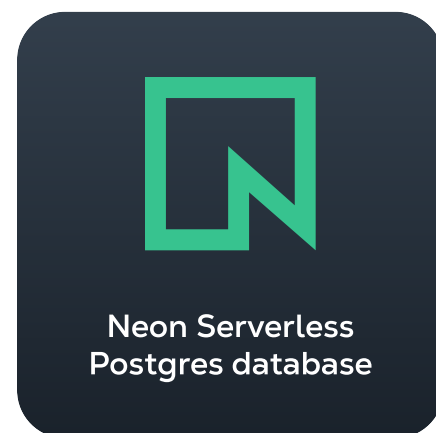
The solution

After planning meetings with all of the key team members, work was carried out to develop a bespoke system that would support the work that Calibre Audio does. The key element to this work is the library management system, which covers four key areas:

- Membership management
- Audiobook management
- Audiobook production
- Logistics

Whereas the legacy system had single records that repeated a lot of data (such as authors, narrators, etc.) I made the database architecture more flexible, using relationships to link authors to audiobooks, as well as members to audiobooks borrowed.

In the past there had been a lot of shared logins for systems. To improve security, I implemented an external authentication system that would allow staff to manage the LMS, as well as use the same system across other platforms (such as the member-facing site: My Calibre).



The outcome

The new Library Management System has allowed the staff and volunteers to finally get a better idea of things like member demographics, most popular titles across the various platforms, as well as key pain-points for potential members when they join.

The new system also unites all of the various areas of the charity and its services in one app. For example, from a member record, the membership services team can see:

- What audiobooks the member is currently listening to
- Add books to the member's wishlist
- Renew titles
- See their subscription details
- See their donation history
- Email and telephone members directly from the system

These improvements have allowed the charity to focus its efforts on improving the service provided to the members, as well as allow for more focused fundraising and grant-funding proposals.

[[I]] just wanted to drop a personal note to say thanks. This is an amazing achievement... it offers so much more creating a platform for the future.

Anthony Kemp, CEO, Calibre Audio



Improved membership data



Better reporting & insights



Improved member experience



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