



IPSWICH
LIBRARIES



What is the Marketplace?





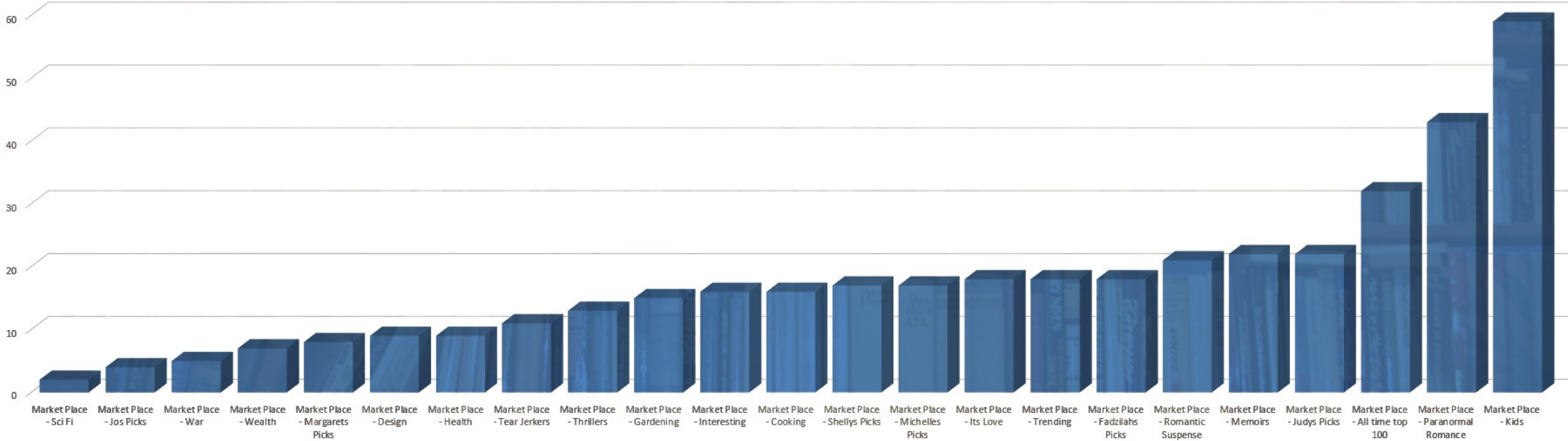
Focus on CX

Service design with sustainable Customer Experience as priority



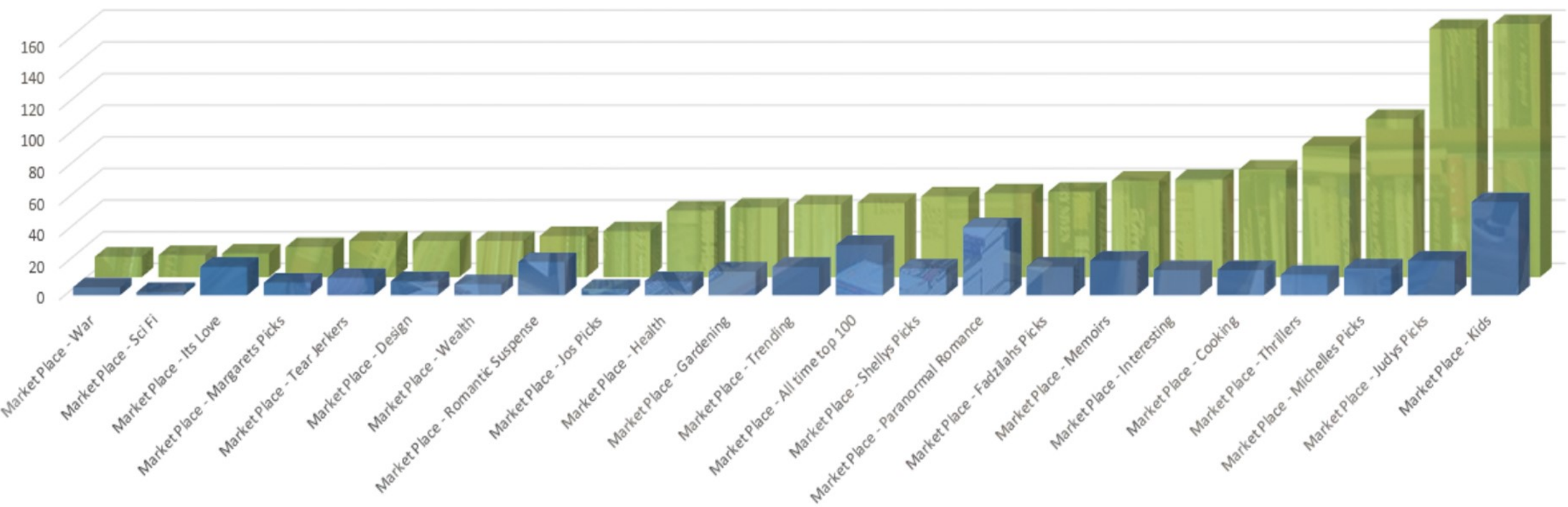
Nine hundred and thirty-one books

Loans during July before moving to Market Place



Nine hundred and thirty-one books

Loans during September after moving to the Market Place





Thirty-four curated “Selections”

Each selection is curated by an individual or pair of librarians

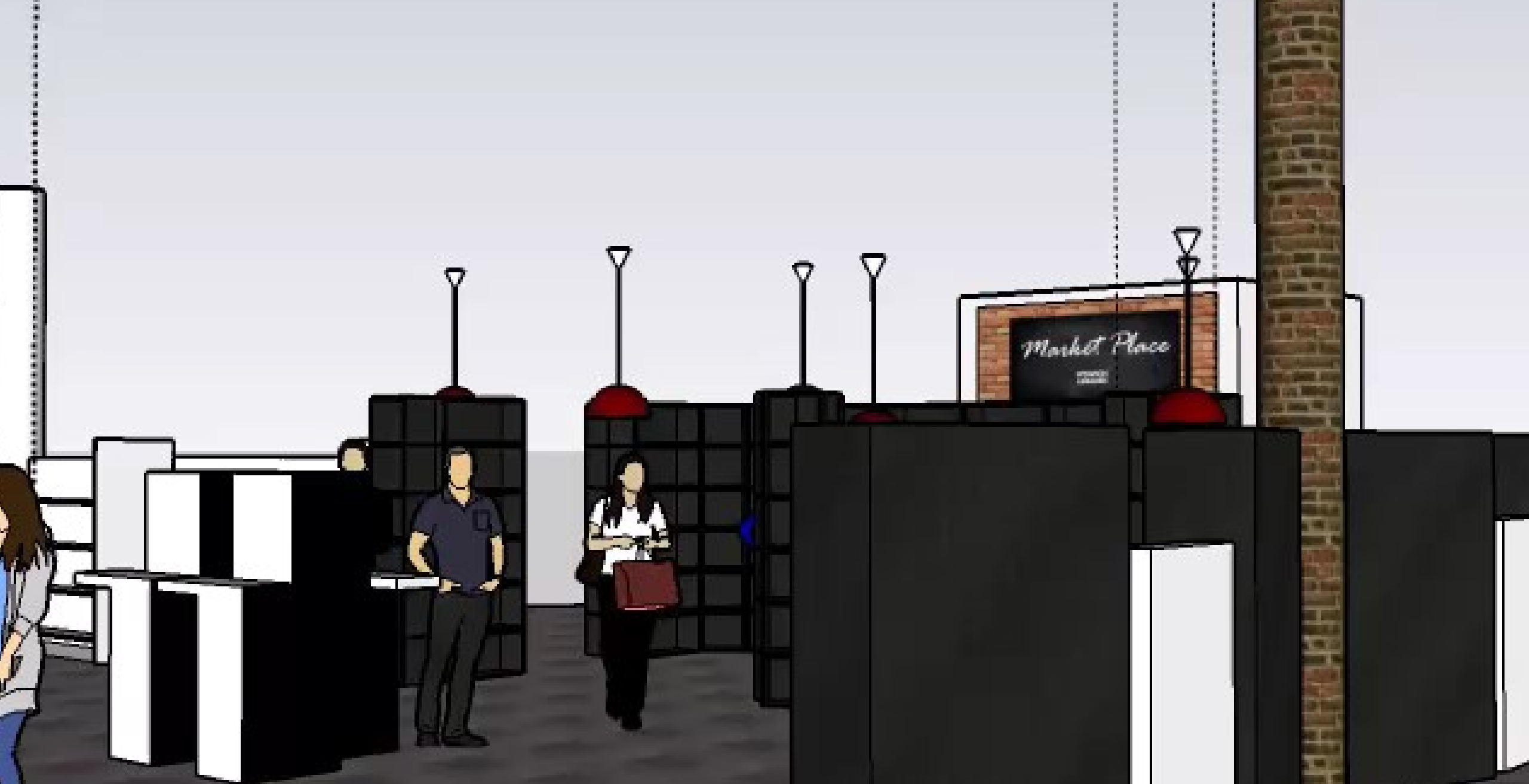


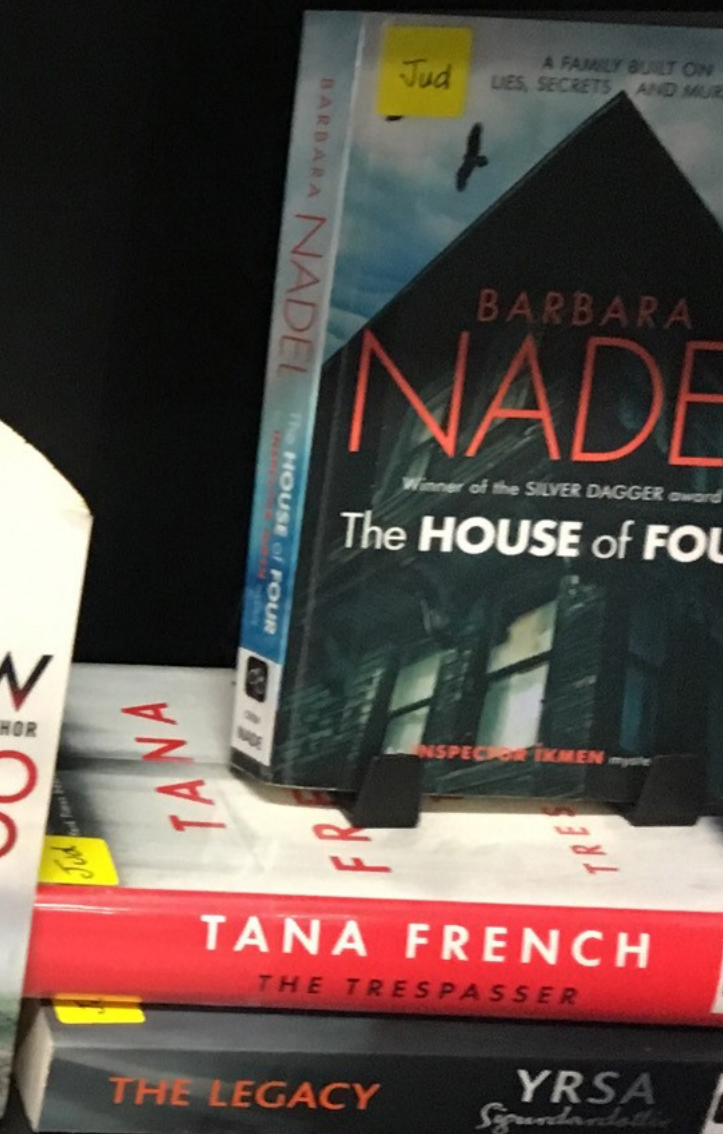
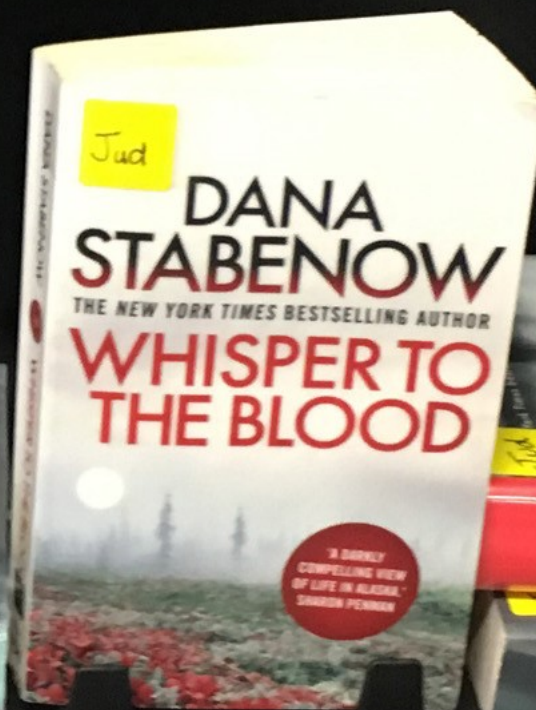
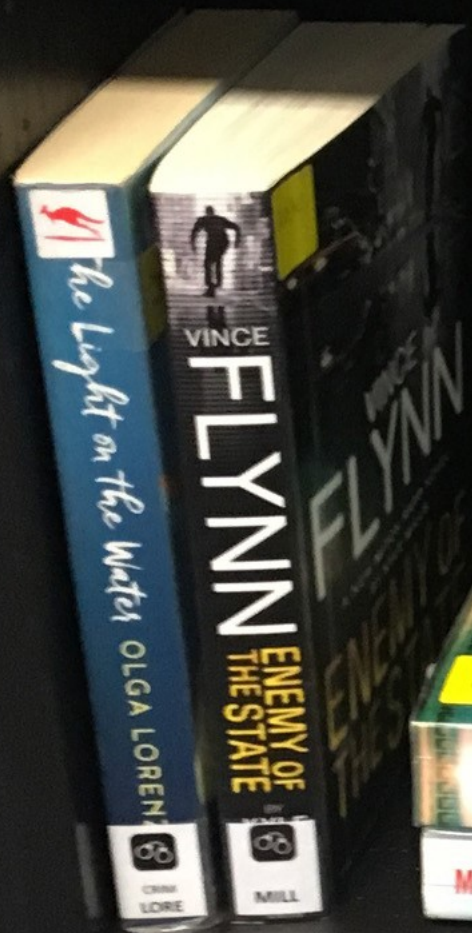
| 1 | Last 30 days Performance - Marketplace Ipswich Central | | | | |
|----|--|----------------------|----------------------|----------|----------|
| 2 | Collection (Items) | Count Distinct Items | Count Distinct Loans | Turnover | Estimate |
| 3 | Market Place - Michelle's Picks | 287 | 347 | 1.209 | |
| 4 | Market Place - New Arrivals | 331 | 388 | 1.172 | |
| 5 | Market Place - Judy and Bron's Picks | 326 | 363 | 1.113 | |
| 6 | Market Place - Romantic Suspense | 72 | 79 | 1.097 | |
| 7 | Market Place - Thrillers | 248 | 256 | 1.032 | |
| 8 | Market Place - Health | 135 | 138 | 1.022 | |
| 9 | Market Place - House and Garden | 172 | 164 | 0.953 | |
| 10 | Market Place - Top 10 | 1,032 | 917 | 0.889 | |
| 11 | Market Place - Fantasy | 111 | 98 | 0.883 | |
| 12 | Market Place - Paranormal Romance | 84 | 72 | 0.857 | |
| 13 | Market Place - Shelly's Picks | 90 | 77 | 0.856 | |
| 14 | Market Place - Art & Craft | 83 | 71 | 0.855 | |
| 15 | Market Place - Wealth | 71 | 60 | 0.845 | |
| 16 | Market Place - Interesting | 174 | 146 | 0.839 | |
| 17 | Market Place - All time top 100 | 90 | 74 | 0.822 | |
| 18 | Market Place - Inspire | 107 | 87 | 0.813 | |
| 19 | Market Place - Trending | 125 | 101 | 0.808 | |
| 20 | Market Place - Margaret's Picks | 57 | 46 | 0.807 | |
| 21 | Market Place - Jo's Picks | 70 | 56 | 0.800 | |
| 22 | Market Place - Cooking | 207 | 165 | 0.797 | |
| 23 | Market Place - Kids | 172 | 135 | 0.785 | |
| 24 | Market Place - War | 98 | 73 | 0.745 | |
| 25 | Market Place - New Age | 84 | 60 | 0.714 | |
| 26 | Market Place - The Shed | 118 | 84 | 0.712 | |
| 27 | Market Place - Pop Science | 94 | 66 | 0.702 | |
| 28 | Market Place - Books to Talk About | 73 | 45 | 0.616 | |
| 29 | Market Place - Best of the Year | 754 | 432 | 0.573 | |
| 30 | Market Place - Sci Fi | 113 | 61 | 0.540 | |
| 31 | Market Place - Short Stories | 68 | 31 | 0.456 | |
| 32 | Market Place - Young Adult Forever | 145 | 65 | 0.448 | |
| 33 | Market Place - Fadzilah's Picks | 115 | 47 | 0.409 | |
| 34 | Market Place - Memoirs | 101 | 38 | 0.376 | |
| 35 | Market Place - Award Winners | 67 | 25 | 0.373 | |
| 36 | | 5,874 | 4,867 | | |

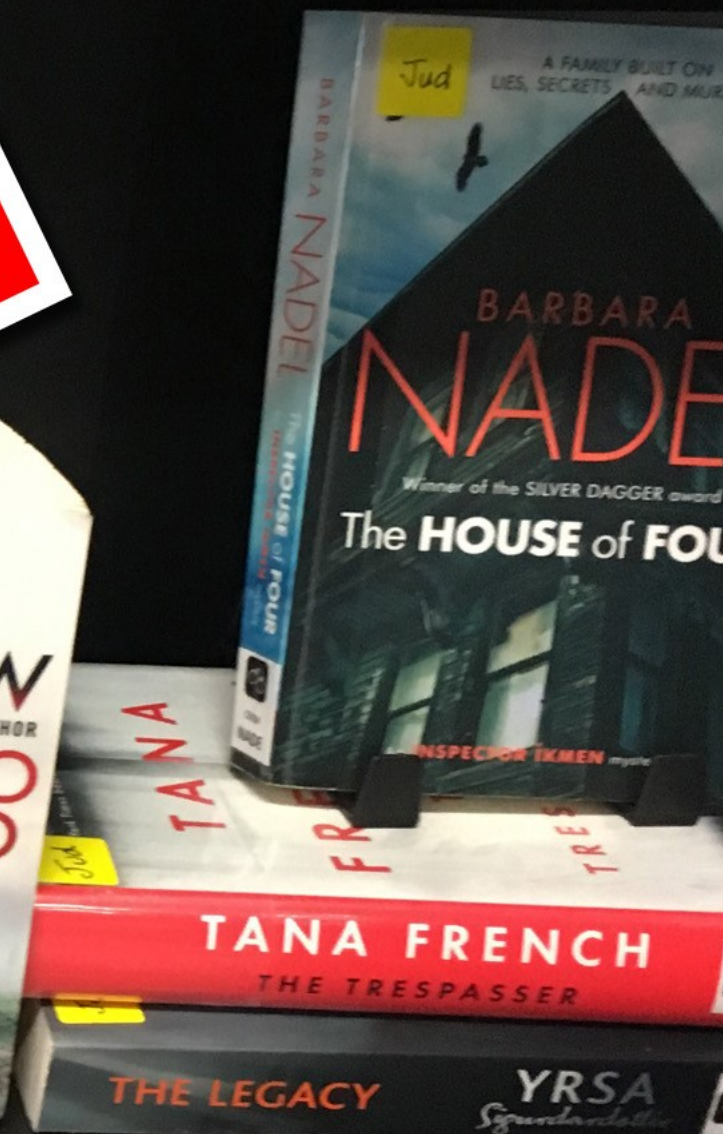
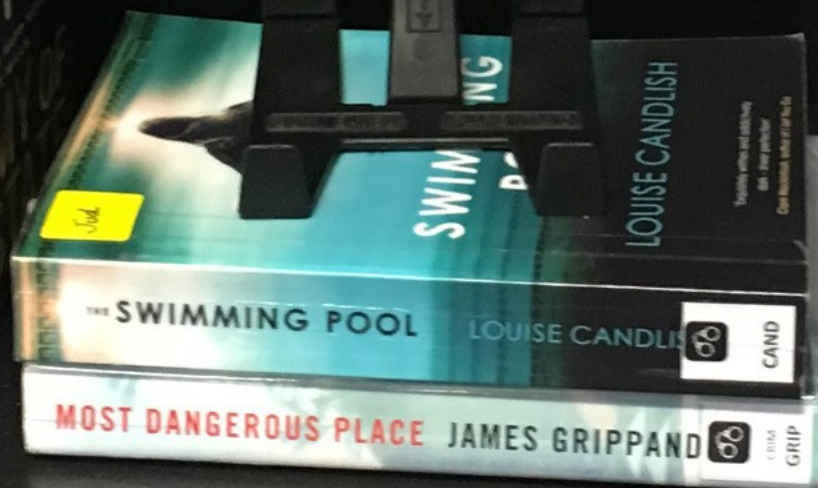
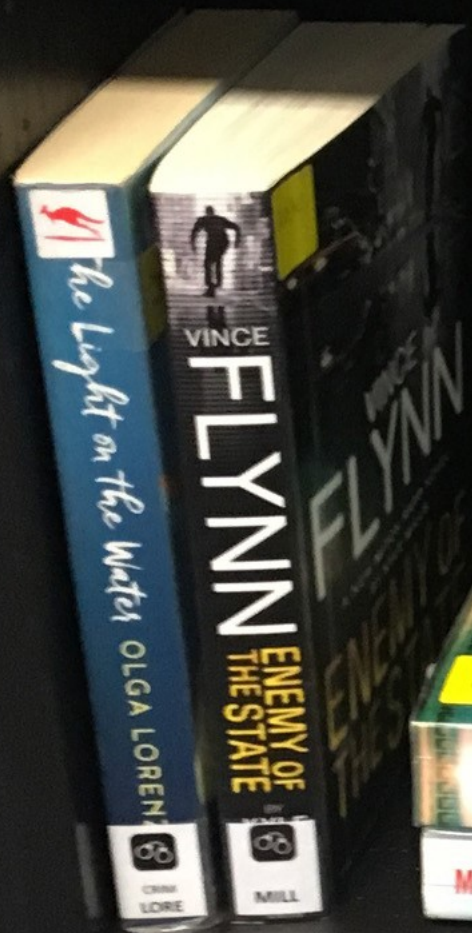


Design thinking outcome:
Connect more of our community with more of our collection

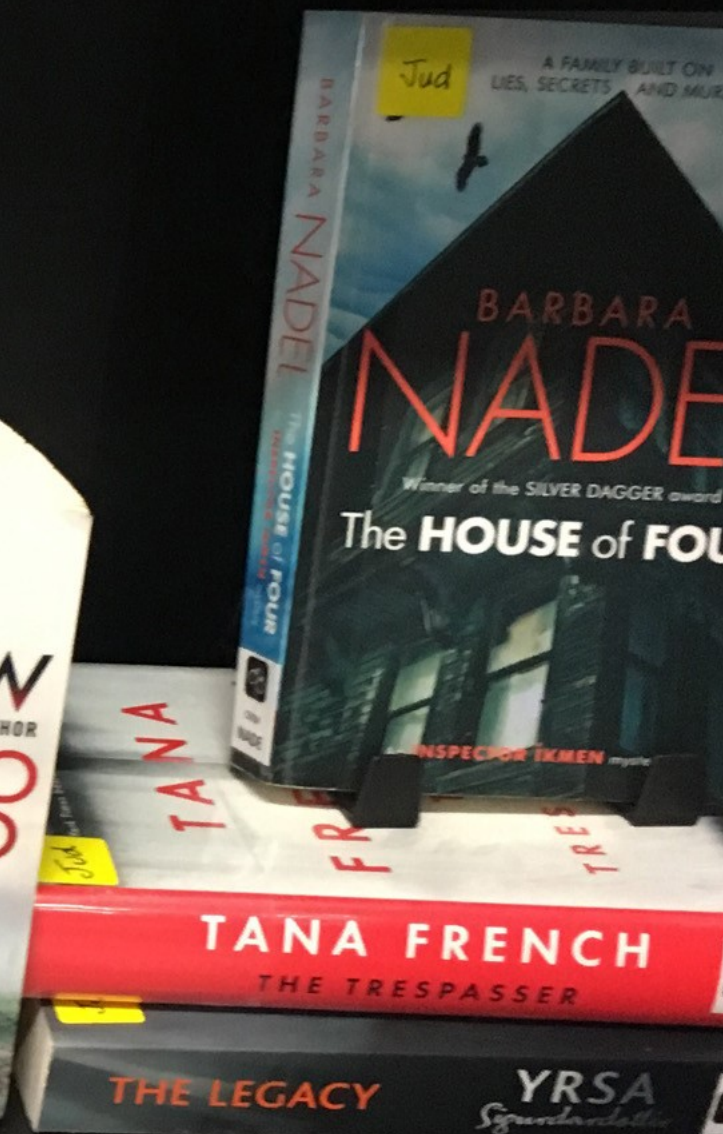
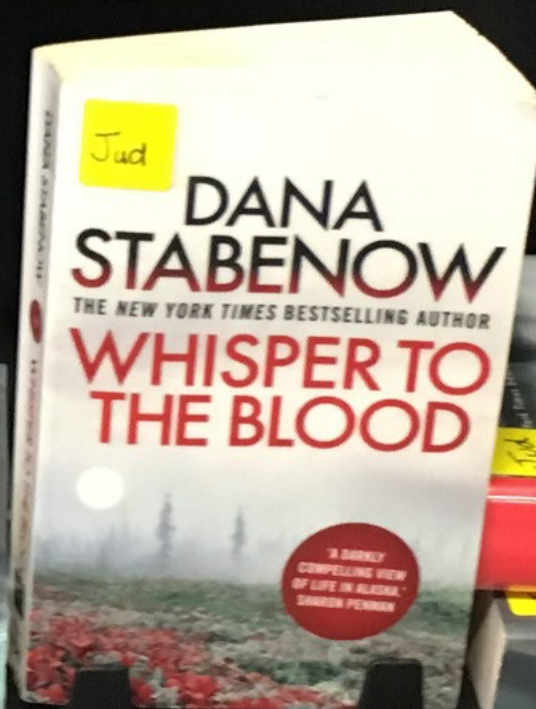


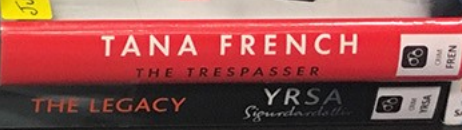
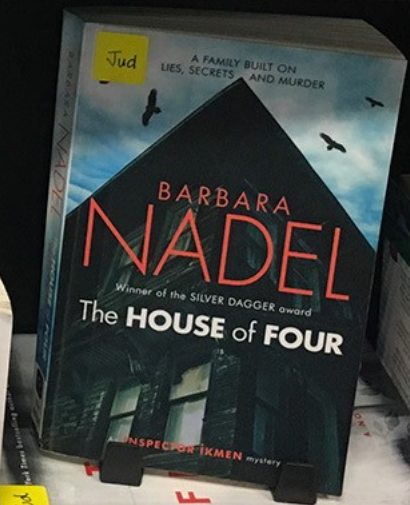
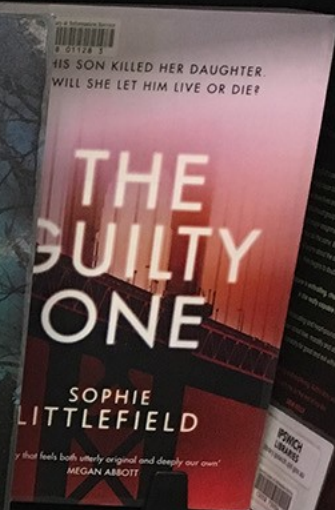
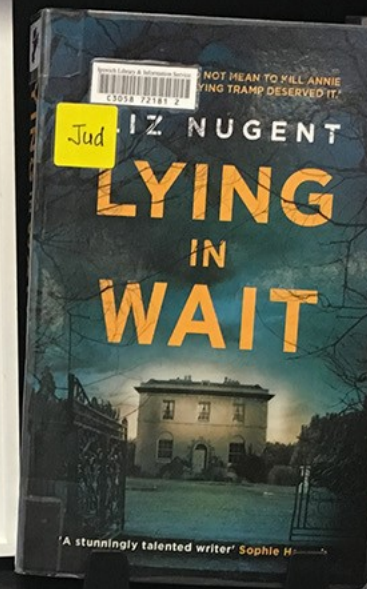
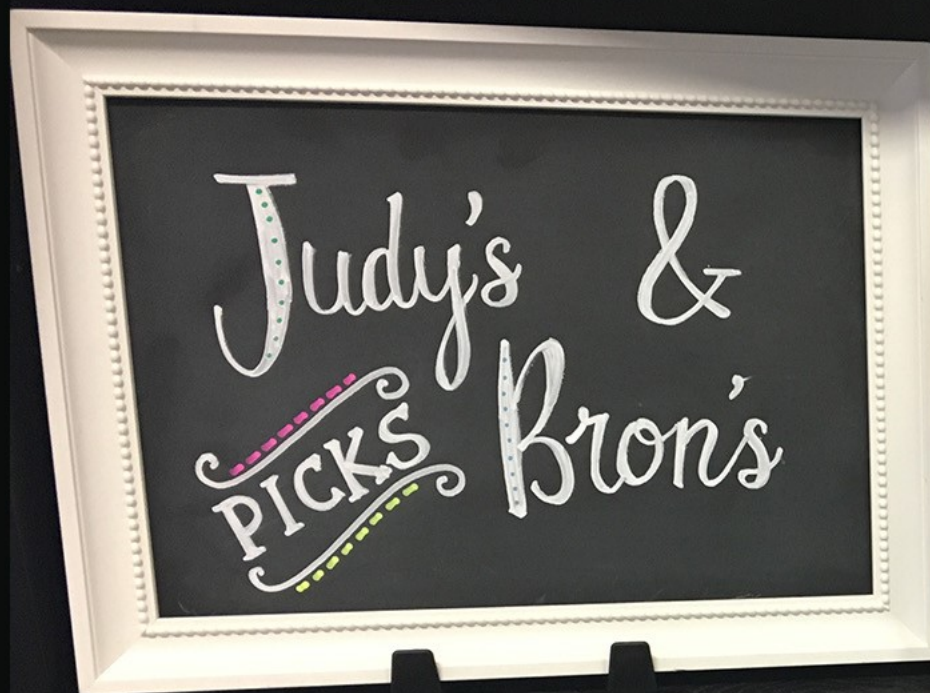


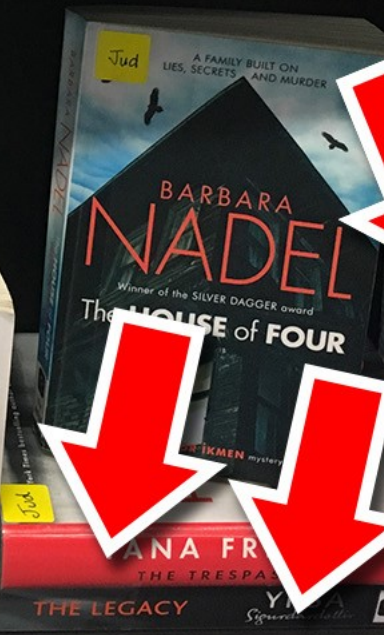
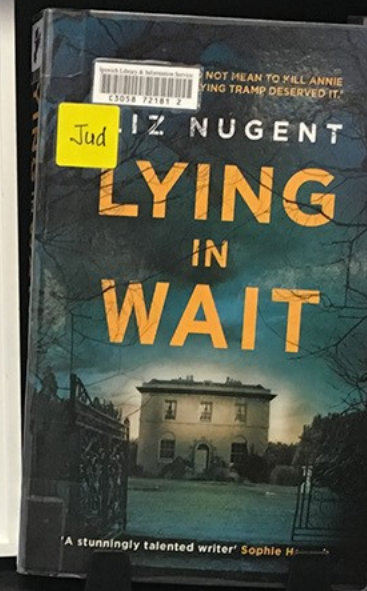
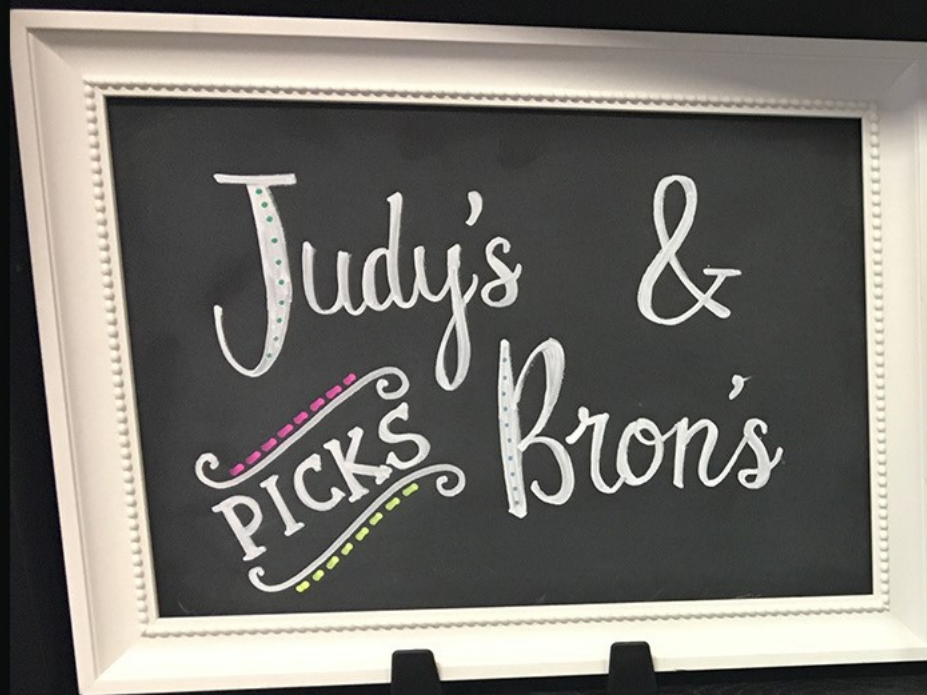


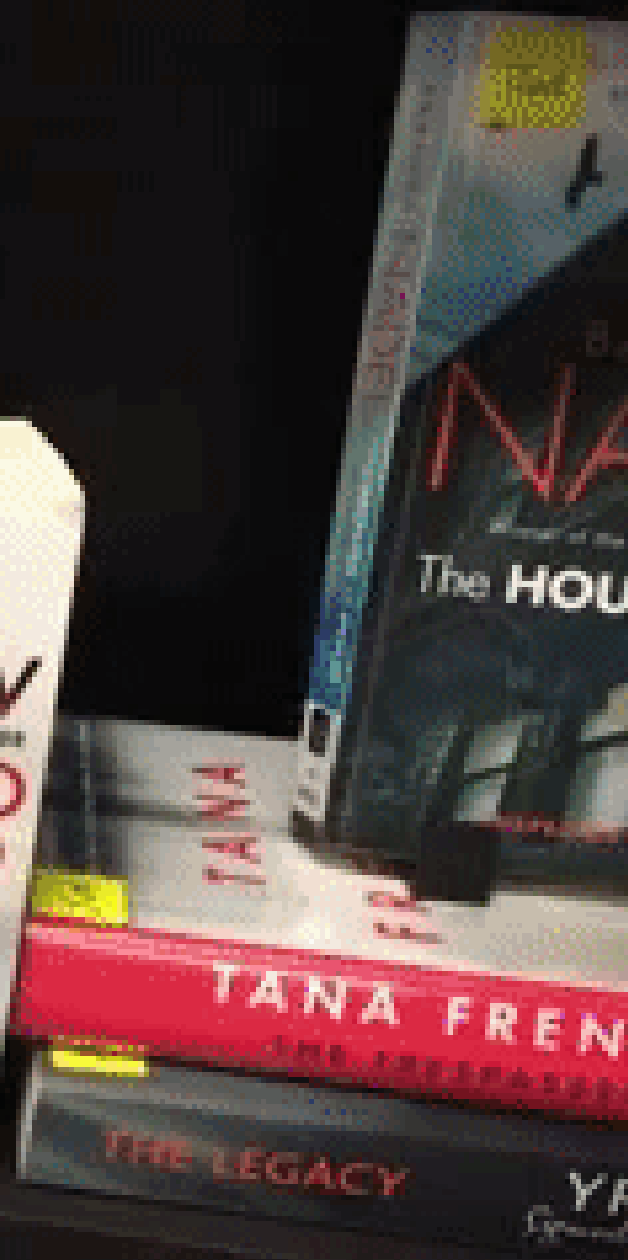
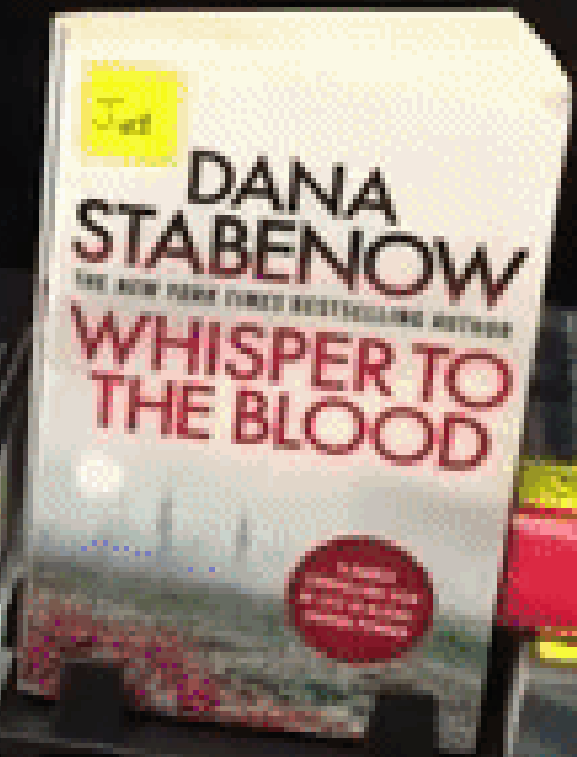
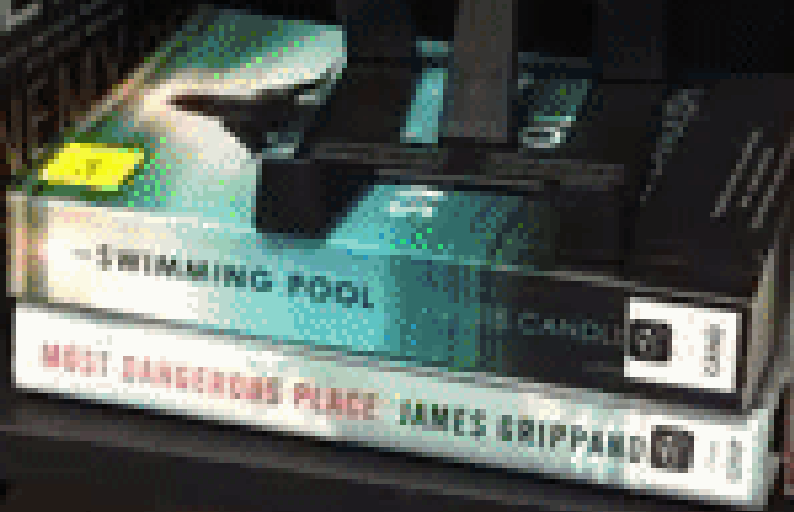
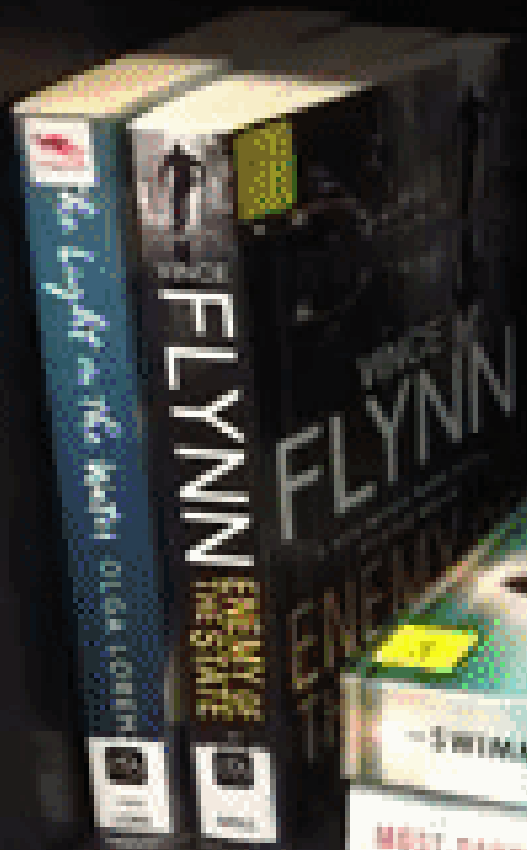


**Bad luck
Champ**









WOW!



IPSWICH LIBRARIES

Stock Level Reporting

Please use this form to report any stock level issues with the Market Place whenever you like.

Selection

Gardening ▼

Stock Level

Moderate ▼

Critical

Moderate
margaret

Date

03/10/2017 

Submit

SmartSheet Powered Webform

Constant, accessible stock level reporting



Home

Master Market Place - Stock Control x

mpKat

mpSci

Stock Level Reporting Log

mpHea

Client services - new technology

...

+



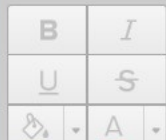
Views



Indent



Format



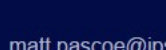
Arial



Numbers



Insert



| | | Selections | Stock Level | Stock Level Required (Update Level Here) | Number of new titles needed | On Order/Request Total (LINK) | Current Total (LINK) | Gr |
|----|--|------------------------------------|-------------|---|-----------------------------|-------------------------------|----------------------|----|
| 1 | | All Time | ● | 34 | 0 | 0 | 34 | |
| 2 | | Best of Sci-Fi | ● | 18 | -4 | 4 | 18 | |
| 3 | | Cooking | ● | 62 | -5 | 0 | 67 | |
| 4 | | Craft and Design | ● | 17 | 0 | 0 | 17 | |
| 5 | | Fadzilla's Picks | ● | 49 | -3 | 5 | 47 | |
| 6 | | Gardening | ● | 47 | -3 | 2 | 48 | |
| 7 | | Health | ● | 38 | -8 | 0 | 46 | |
| 8 | | Interesting | ● | 69 | -6 | 0 | 75 | |
| 9 | | Its Love | ● | 47 | 0 | 0 | 47 | |
| 10 | | Jo's Picks | ● | 28 | -1 | 1 | 28 | |
| 11 | | Katie's Picks | ● | 25 | -5 | 20 | 10 | |
| 12 | | Kids | ● | 116 | -16 | 0 | 132 | |
| 13 | | Margaret's Picks | ● | 21 | -1 | 2 | 20 | |
| 14 | | Memoirs | ● | 18 | -1 | 1 | 18 | |
| 15 | | Michelle's Picks | ● | | | | | |
| 16 | | New Releases | ● | | | | | |
| 17 | | Paranormal Romance | ● | | | | | |
| 18 | | Romantic Suspense | ● | | | | | |
| 19 | | Sam's Picks | ● | | | | | |
| 20 | | Shelly's Picks | ● | | | | | |

Market Place Stock Control

Stock level monitoring and reporting

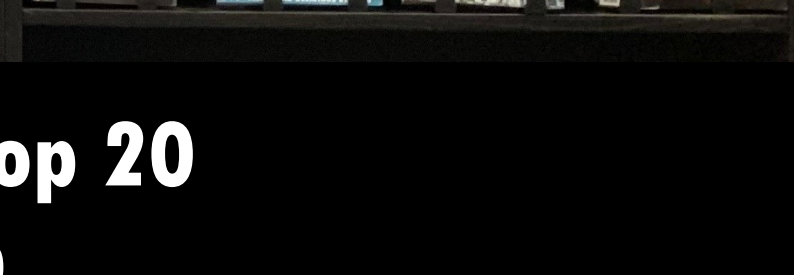
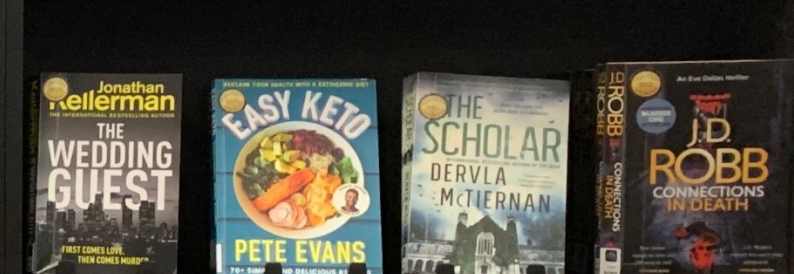
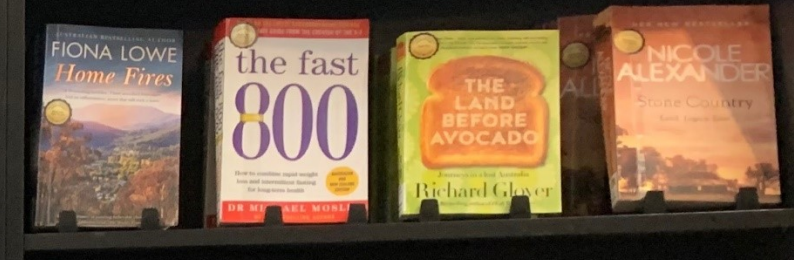
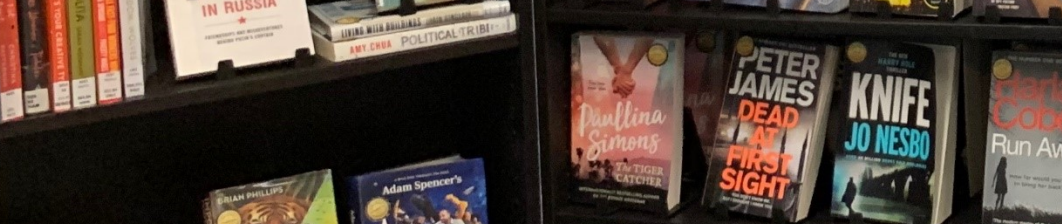


New Arrivals
Freshly picked



Monthly Top Ten ~~20~~ 20!
Top Titles from Nielsen Bookscan

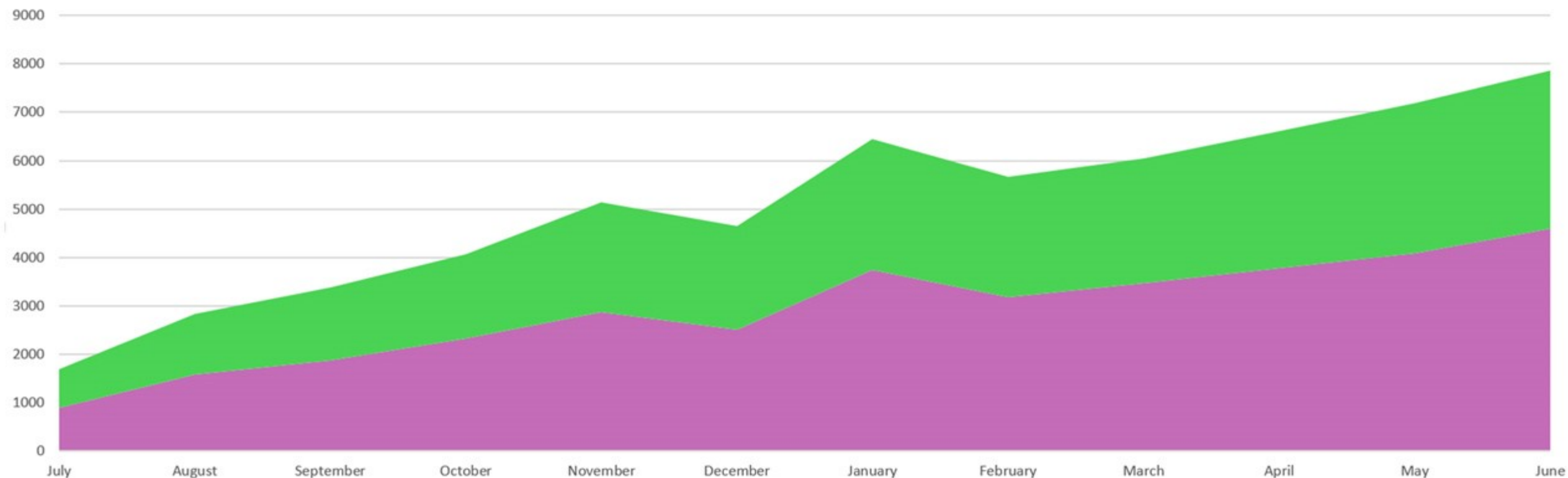
Marketplace



Monthly Top 20
28/08/2019

Month by Month - Loan Count vs Items

July 2017 - July 2018

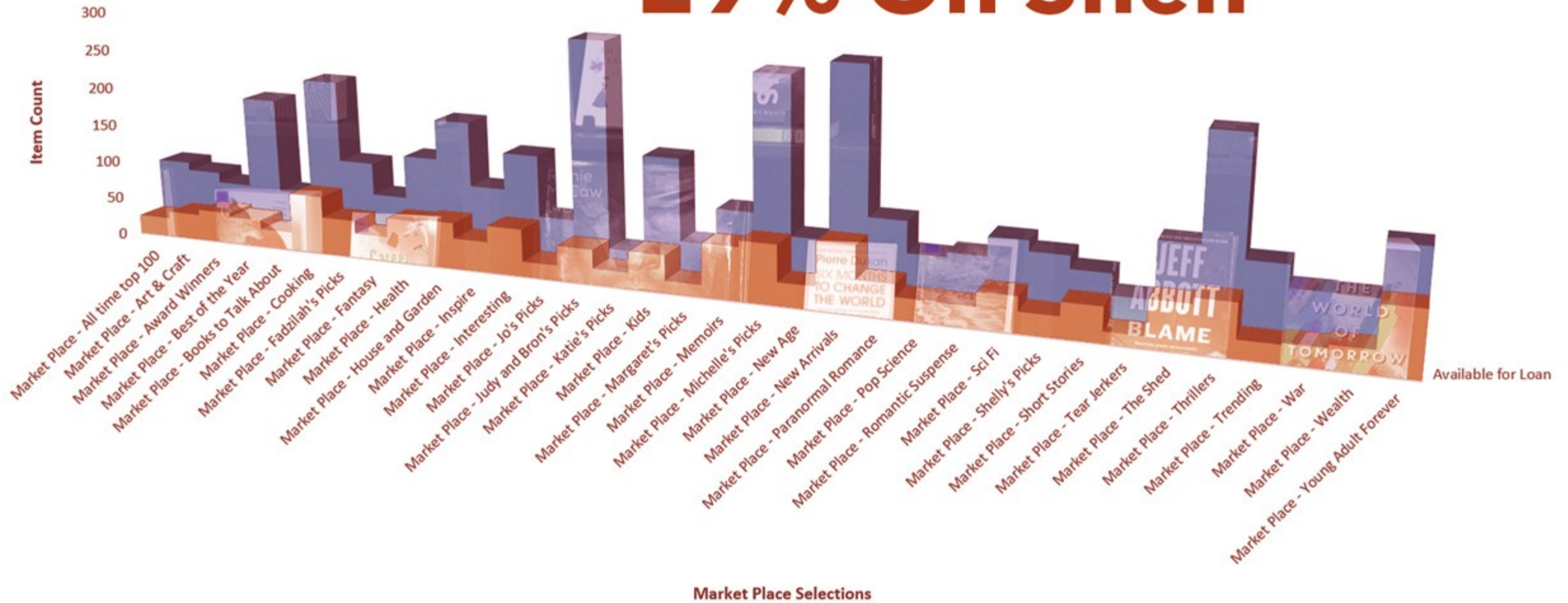


Loans

Items

71% On Loan

29% On Shelf



Springfield Central Library

Marketplace 2.0





Monthly
Top Ten

10
SECONDS OF
COURAGE

DARK
SIDE

MONICA
MCINERNEY

THE
NEW
RULES
OF
WORK

Interesting

All
Time

Judy's
Picks

Shelly's
Picks

Moving Online
Marketplace 3.0

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Good Data Galore
Collections proven to perform

Top Picks for Michael



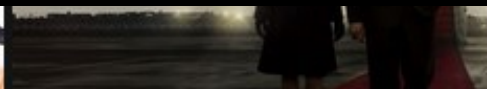
Trending Now



Watch It Again



Modern UI Required
Contemporary Online Experience



Reservation **Item Type**

Bibliographic Record

OPAC

Keyword search

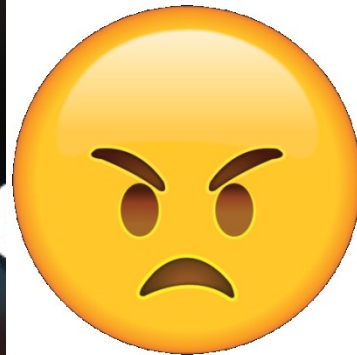
Hold **Catalogue**



Reputation



It type



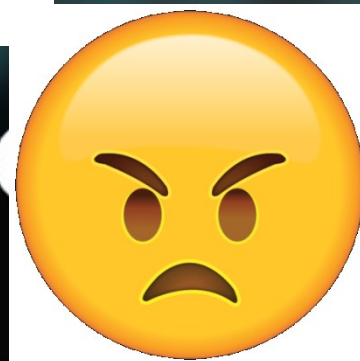
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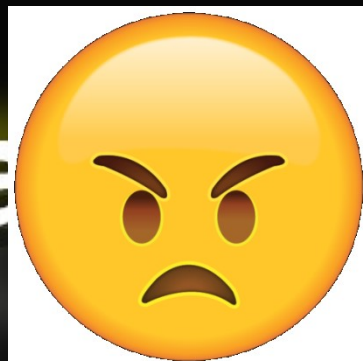
C



Keyword Search



Catalogue





Library Books

Now OnDemand!



60 MINUTES OR *Free**



*** free anyway**





BOOKS

MOVIES

MUSIC

MAGAZINES & NEWSPAPERS

IPSWICH & FAMILY HISTORY

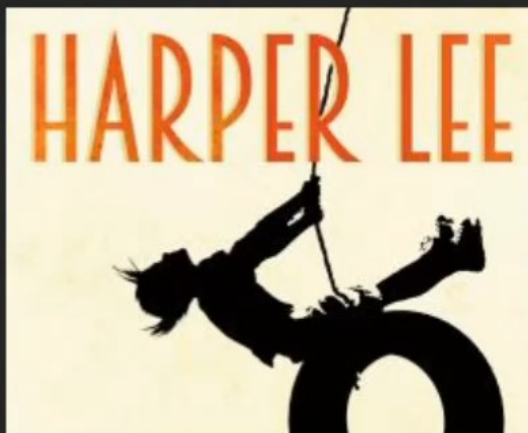
Our Marketplace Selections

The best books in the Library. Hand-picked & available right now.



CLICK & COLLECT

All time top 100



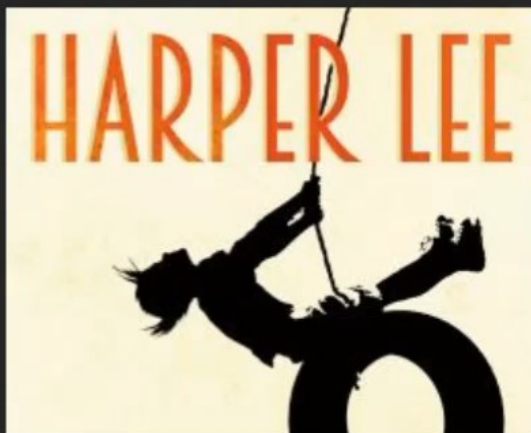
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BOOKS

MOVIES

MUSIC

MAGAZINES & NEWSPAPERS

IPSWICH & FAMILY HISTORY

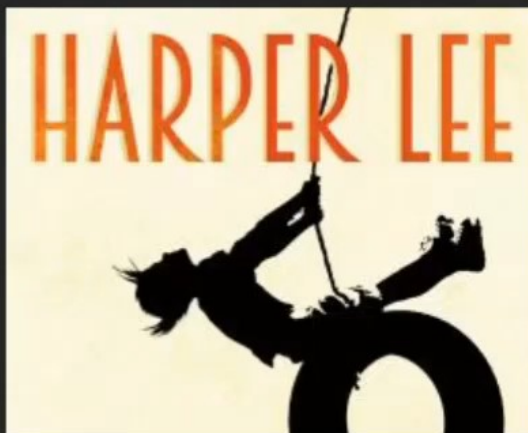
Our Marketplace Selections

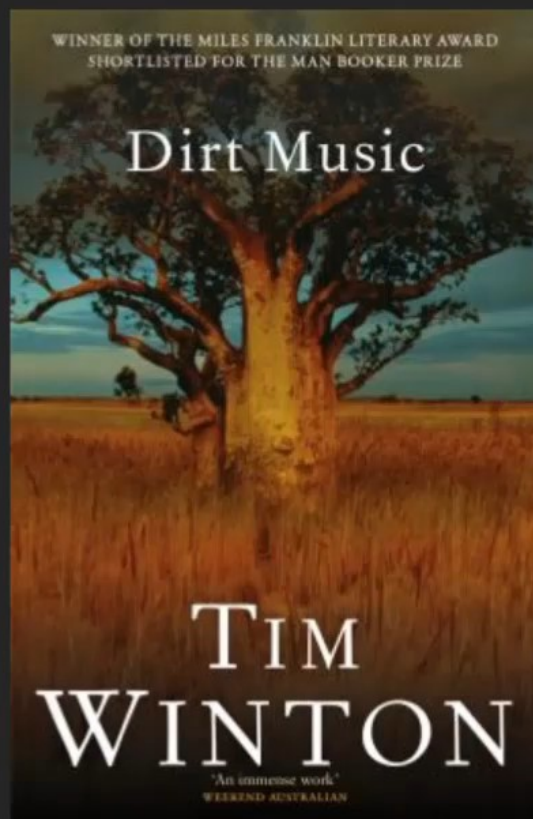
The best books in the Library. Hand-picked & available right now.



CLICK & COLLECT

All time top 100





Dirt Music

Tim Winton 2013 ★★★★★

Georgie Jutland is a mess. At 40, with her career in ruins, she finds herself stranded in White Point with a fisherman she doesn't love and two kids whose dead mother she can never replace. Her days have fallen into domestic tedium and social isolation. Her nights are a blur of vodka and pointless loitering in cyberspace. Leached of all confidence, Georgie has lost her way; she barely recognizes herself.

goodreads [View reviews](#)
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Ipswich Central [Next Hour!](#)

Redbank Plains [2 - 4 Days](#)

Redbank Plaza [2 - 4 Days](#)

Springfield [Next Hour!](#)

[Click & Collect](#)

IPSWICH LIBRARIES

Search by keyword

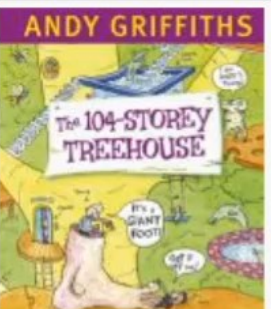
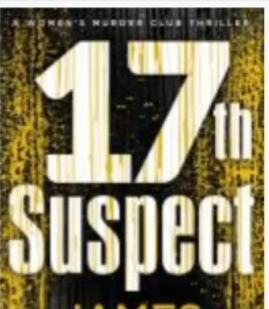
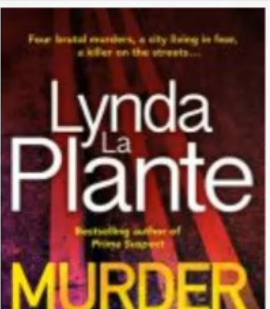
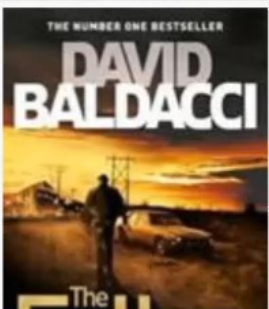
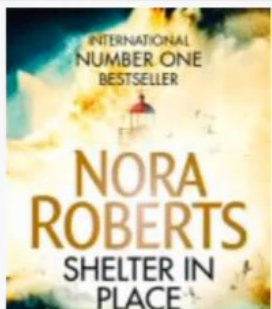


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IPSWICH & FAMILY HISTORY

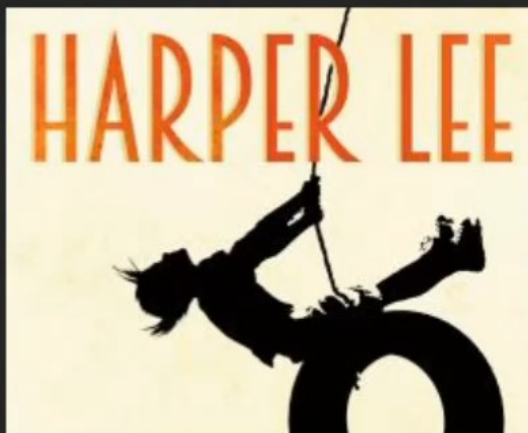
Our Marketplace Selections

The best books in the Library. Hand-picked & available right now.



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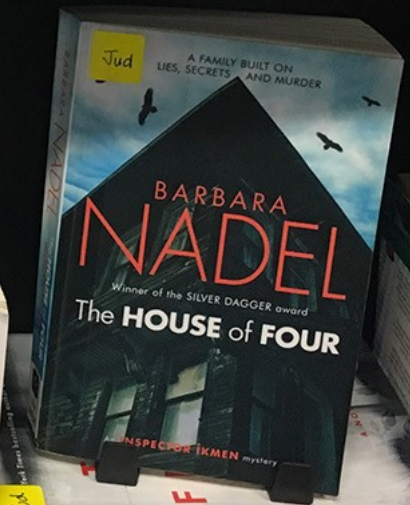
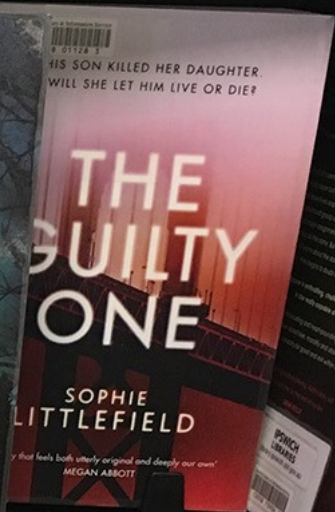
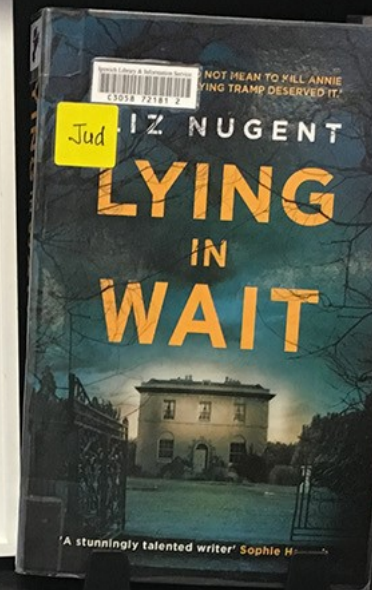
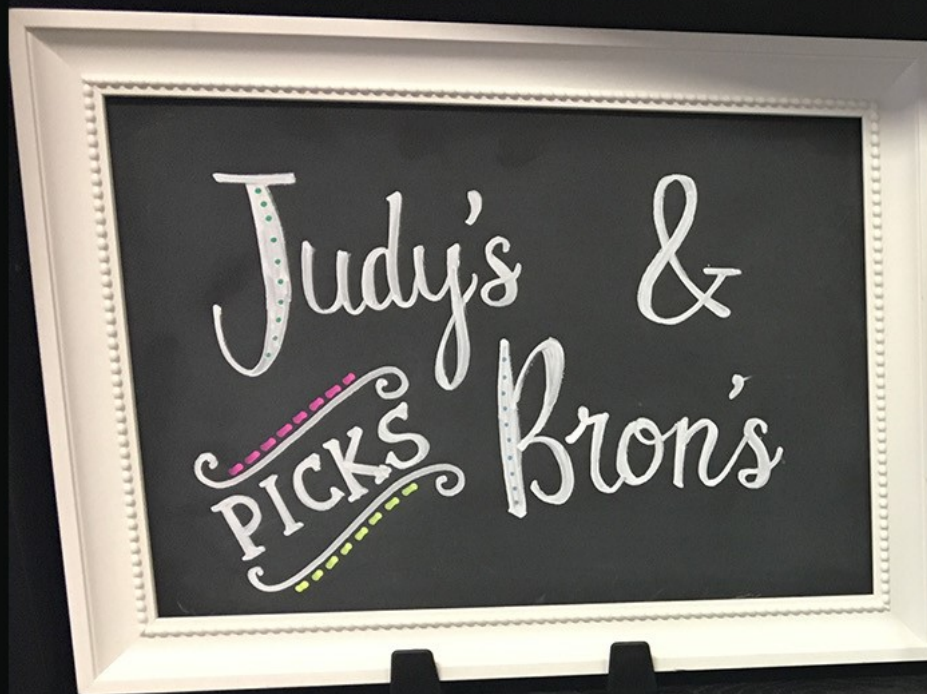
All time top 100



NOTES

Needed:

LMS APIs





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**Judy and
Bron's
Picks**

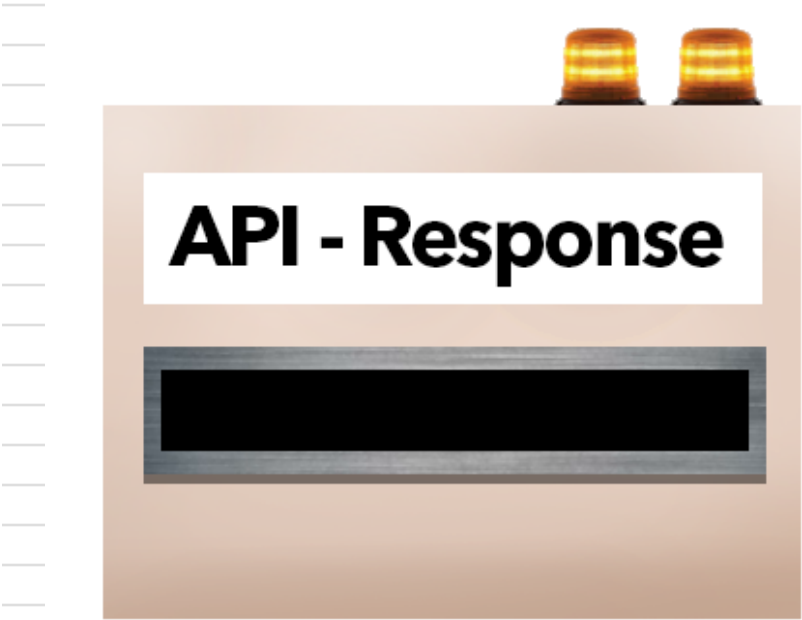
**= Judy and
“MBJD”
Bron’s
Picks**

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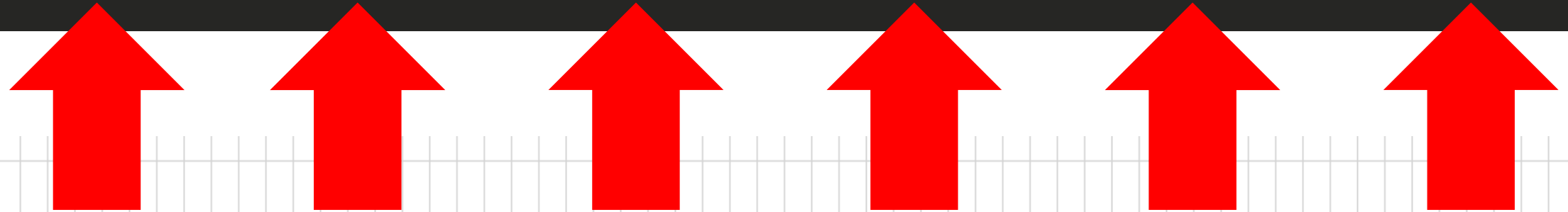
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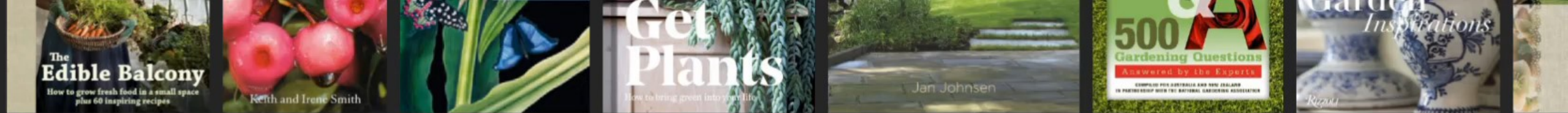
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Only available books are displayed

Judy and Bron's Picks



| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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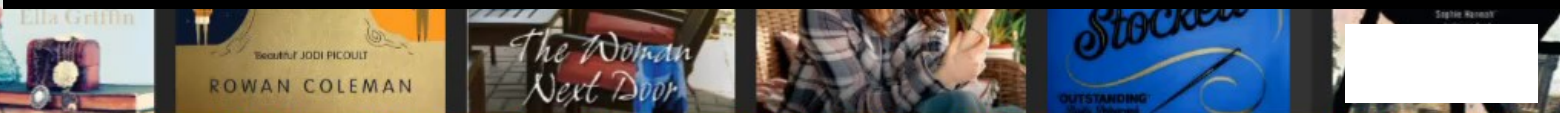
Fadzilah's Picks



Shelly's Picks

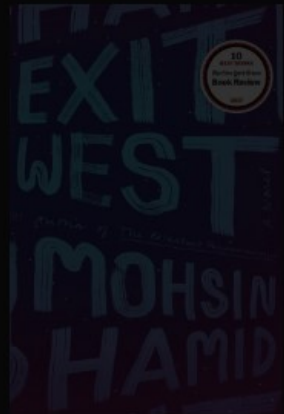


API Call: Item Information
Author and summary. Keeping it simple.

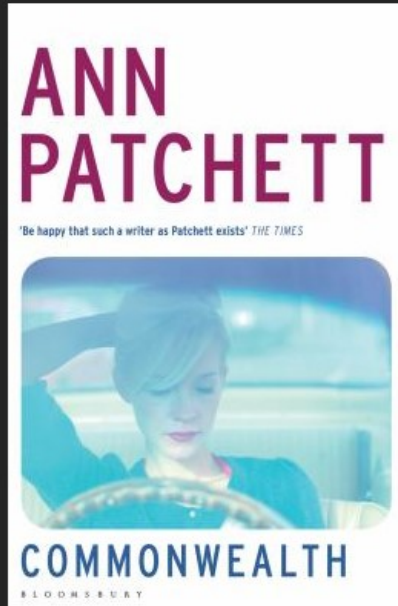




Fadzilah's Picks



Shelly's Picks



Commonwealth

Ann Patchett 2016 ★★★★★

One Sunday afternoon in Southern California, Bert Cousins shows up at Franny Keating's christening party uninvited. Before evening falls, he has kissed Franny's mother, Beverly—the setting in motion the dissolution of their marriages and the joining of two families.

Spanning five decades, *Commonwealth* explores how this chance encounter reverberates through the lives of the four parents and six children in the South. In the Shenandoah Valley of Virginia, the Keating and Cousins children forge a lasting bond, but in the years to come, disillusionment with their parents and the strange and painful distance between them.

When, in her twenties, Franny begins an affair with the man who seduced her mother, the story of her siblings is no longer just a family secret.

Ipswich Central [Next Hour!](#)

Redbank Plains [2 - 4 Days](#)

Redbank Plaza [2 - 4 Days](#)

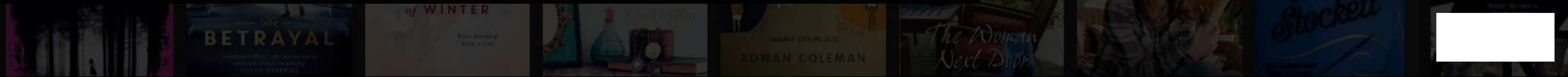
Springfield [Next Hour!](#)

[Click & Collect](#)



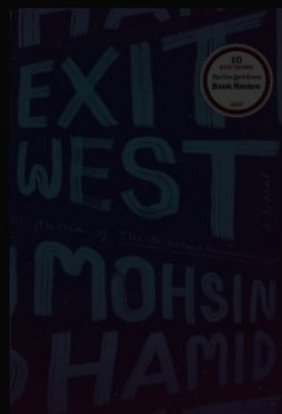
Marketplace Availability

Do we have a copy nearby, now?

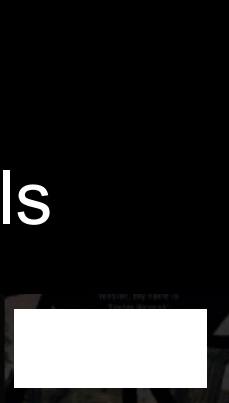
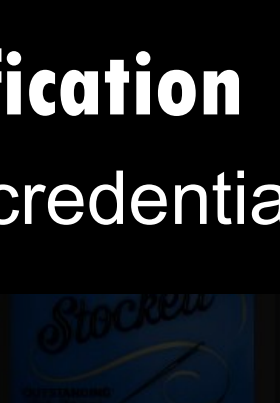
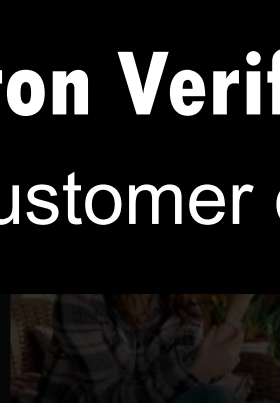
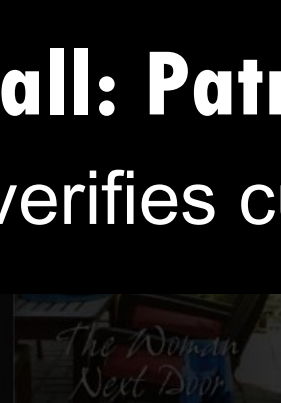
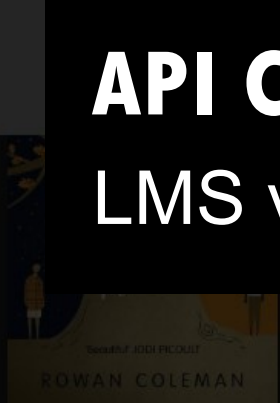
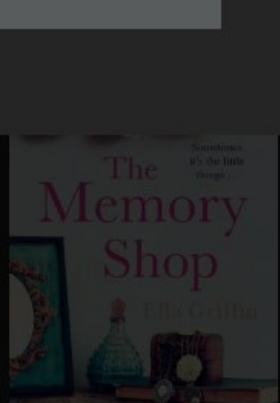
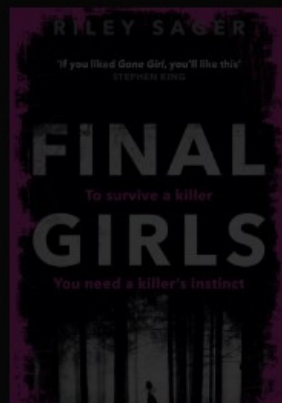




Fadzilah's Picks



Shelly's Picks



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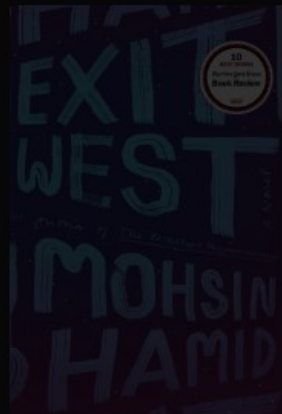
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API Call: Patron Verification
LMS verifies customer credentials

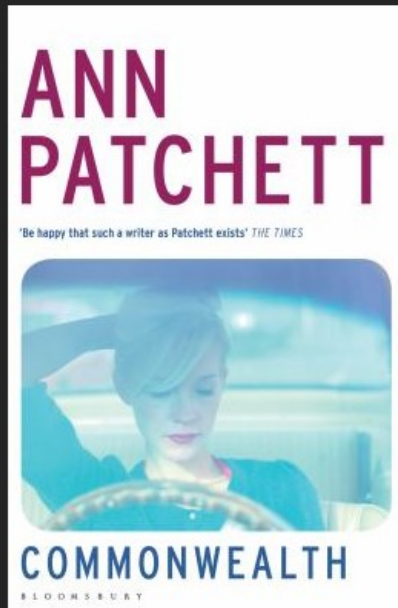




Fadzilah's Picks



Shelly's Picks



Commonwealth

Ann Patchett 2016 ★★★★★

One Sunday afternoon in Southern California, Bert Cousins shows up at Franny Keating's christening party uninvited. Before evening falls, he has kissed Franny's mother, Beverly—thus setting in motion the dissolution of their marriages and the joining of two families.

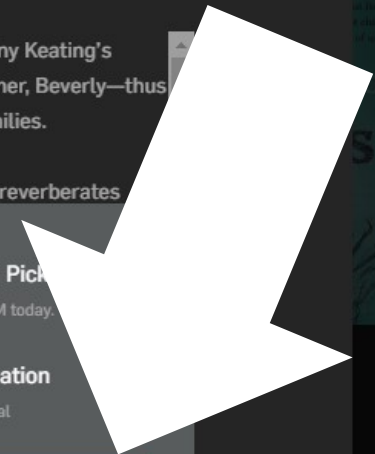
Spanning five decades, *Commonwealth* explores how this chance encounter reverberates through the lives of the four parents and six children in Virginia, the Keating and Cousins children forge a lasting bond, and the children experience disillusionment with their parents and the strange and beautiful world between them.

When, in her twenties, Franny begins an affair with the man who seduced her mother, the story of her siblings is no longer just a family secret.

🕒 Estimated Pick-up
From 12:15PM today.

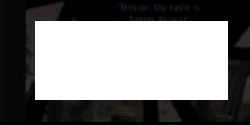
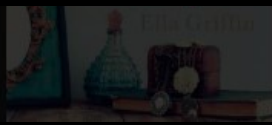
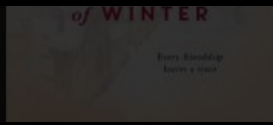
📍 Pickup Location
Ipswich Central

Confirm Pickup



Place Reservation

Patron ID + Item ID + Pickup Location sent to LMS



Notification Centre



MAIL

WordPress

Commonwealth

Marketplace Reservation Details Author: Ann Patchett Title: Commonwealth
Customer: X4053317409 Reservation ID: 5887434 Collection: Fadzilah's
Picks Please click here if unable to locate a copy of the book in the
Marketplace

3m ago

iPad Notification

iOS Mail app receives email from server

Commonwealth

Today at 11:16 am

Marketplace Reservation Details

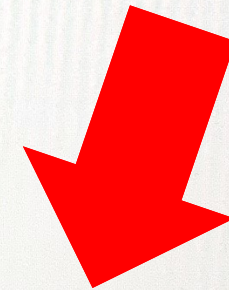
Author: Ann Patchett

Title: Commonwealth

Customer: X4053317409

Reservation ID: 5887434

Collection: Fadzilah's Picks



[Please click here if unable to locate a copy of the book in the Marketplace.](#)





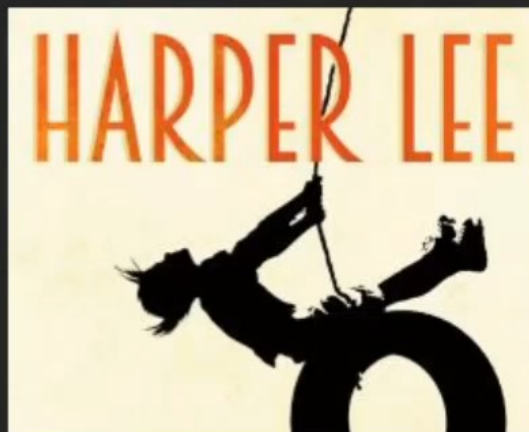
Our Marketplace Selections

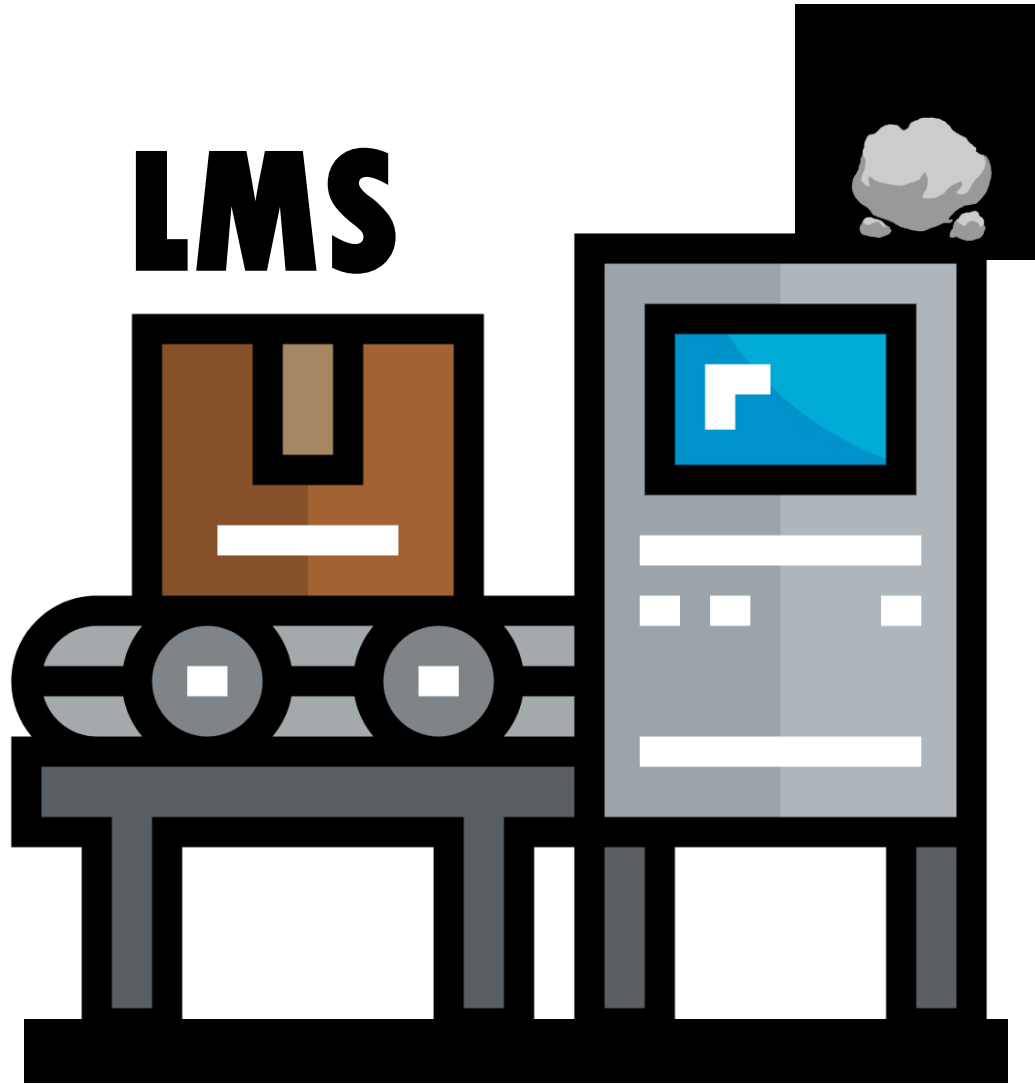
The best books in the Library. Hand-picked & available right now.



CLICK & COLLECT

All time top 100

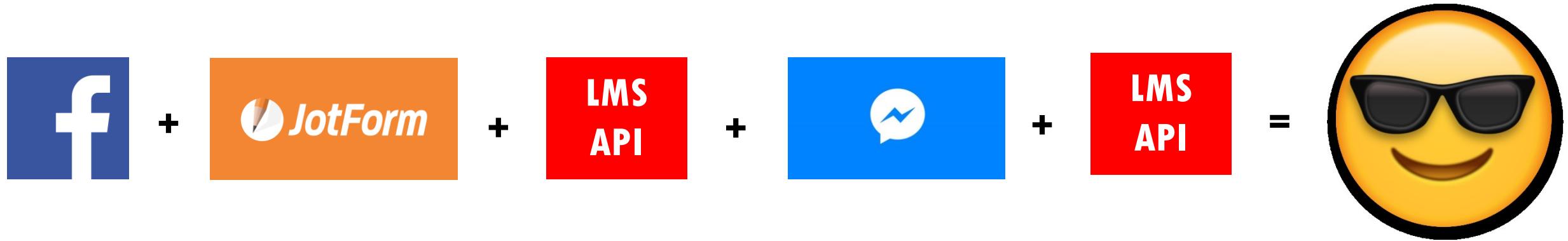




Extract LMS Functions

Use APIs to isolate business tasks

No OPAC Required



Mashup APIs

Combine APIs to create new value

FREEEEEEEDOM!

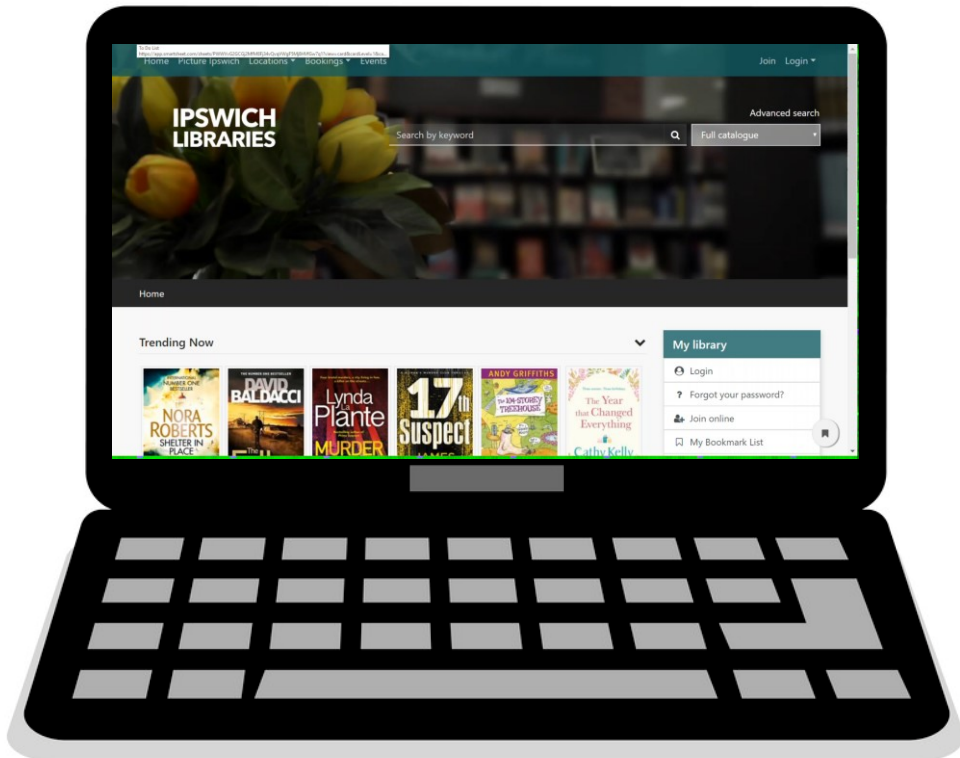
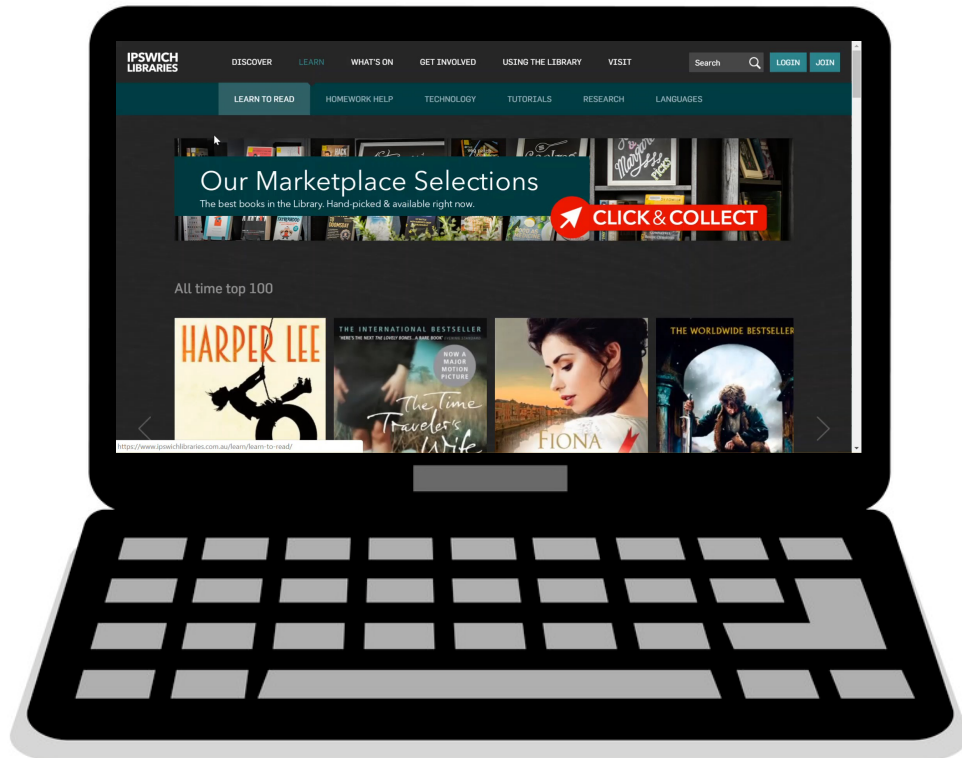
V  or Roadmap

Enhance  ment Request

P  ct Catalogue

Learn about your APIs

Discover what's possible



Marketplace vs OPAC

You don't need to know what you want



Customer Experience First

Building awareness, engagement, and excitement