

## Happy New Year!

Welcome to the new financial year. We hope your year end went as well as can be.

### Website Updates

Recent updates to the BLS website have now given customers the functionality to track their book orders right through to delivery. Order tracking has always allowed people to track orders from the point of order through to invoice, but this new functionality allows you to track it to your door.

The Reference Standing Order section of our website has also been completely revamped, with new abilities to browse available reference titles, and edit and view your profiles.

These updates have been added to the website user guide found in the My Account section of the website.

### Year End Spending

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In the current climate of budget cuts and restrictions, BLS has had one of its busiest ends to the financial year in a long time. Throughout this busy period, over one hundred thousand books have been serviced every week, to supply all available stock orders. This has been an exceptional end to the year, with well over £2 million of extra funds being found by authorities in the two months leading up to year end. These extra selections have been made much easier by the use of our iShowroom selection tool and with the combined experience of our Supplier Selection team. The new state-of-the-art supply model has definitely been tested to the limit and has given BLS the flexibility to cope with this extra demand. This busy time is

being extended, much to our surprise, into the new financial year, with some big new library projects keeping demand high.

### Community Week Focus

Following the success of Smiths News' Community Week held last June, when over £72,000 was raised for local charities by Smiths News and Bertrams staff, this year is on track to become even more successful. Many activities will be taking part throughout the period, and our own Neil Barker will be pushing hard to complete the epic cycle ride from Southampton to Newcastle. Our Promotions & Design Manager, Mark Silver, will also be taking part in a 72 mile walk through the picturesque West Yorkshire countryside across five days. Neil's bike ride is in aid of the Jane Tomlinson Appeal and Mark will be walking in support of the National Literacy Trust. In addition Adrian Warner will be completing the Walk for Life in aid of the Terrence Higgins Trust. All our fundraisers can be sponsored via our Just Giving team page (see bottom right). All help is very much appreciated, and you can read more about Community Week on page 3.

**Jaimie Dorward**  
Commercial Director

### WHAT'S IN THIS MONTH



MAKEOVER FOR ILFORD

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Ilford Central Library, Redbridge



NEW IN HACKNEY

#### PAGE 3

The New Dalston C.L.R. James Library



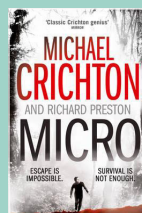
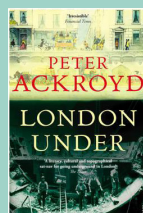
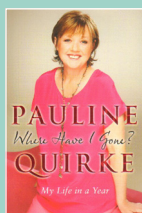
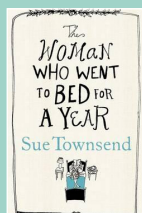
NATIONAL LIBRARIES DAY

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BLS Celebrates National Libraries Day



### New book recommendations from our Supplier Selection team...



If you would like to sponsor any of our Community Week fundraisers, you can visit our BLS Just Giving team page at:

[www.justgiving.com/teams/BLS2012](http://www.justgiving.com/teams/BLS2012)







SEVERN HOUSE



PPC AWARDS



EDI FROM BOOKS ASIA

## BLS Takes on Sales and Distribution of Severn House Large Print Titles

Following our announcement in January, BLS has been working hard to set up Severn House Large Print orders on our system. The advantage of full EDI and website ordering means we can now deliver a fully integrated service to Severn House Large Print customers.

This is an exclusive arrangement in which Severn House will benefit both from the warehousing and distribution systems in our Norwich DC and from our experience in supplying stock to libraries.

By using Bertrams, Severn House Large Print titles will be much more widely available than before.

If you would like to set up Severn House ordering, please contact our customer services team on 01274 853500.

## Judging a PPC Award

In February, BLS sponsored the Hardback Non-fiction Award along with the Reading Agency at this year's Publishers' Publicity Circle Awards. Our Selection Services Manager, Adrian Warner, was invited to join the panel of judges and tweeted live updates from the event dinner. Adrian said of the awards:

**"Bertrams are proud to have been sponsors of a PPC award for the first time in 2012 and I feel privileged to have been invited on to the judging panel. I work very closely with The Reading Agency, which has made this an ideal partnership, and I'm looking forward to any future involvement."**

The PPC organises these awards as part of its on-going commitment to book promotion, and the campaigns are judged according to publicists' use of imagination, careful thought and effective planning.

## Books Asia Launches Full EDI Service

Bertram Library Services are happy to announce that Books Asia, our foreign language book partner, now offers a full EDI service. Offering access to titles in 17 core languages, this service is your one-stop shop for foreign language material. You can visit [www.booksasia.co.uk/edi.php](http://www.booksasia.co.uk/edi.php) for more details.



Our partnership with Books Asia means Bertrams is the only major library supplier to offer a full range of foreign language books, magazines and DVDs to libraries within the UK. Together, we are committed to strengthening our support for cultural diversity and promotion of community inclusion and learning through libraries.



## BLS CELEBRATES NATIONAL LIBRARIES DAY

Clockwise from left: Aaron Dorward - Wibsey Library, Neil, Lauren and Erin Barker - Pudsey Library, Paul and Ellen Taylor, Brundall Library, Graeme Underhill - Worcester Library & Museum, Birstall Library & Information Point window display, Graeme Underhill - The Hive.





MAKEOVER FOR ILFORD

## Ilford Central Makeover

Our Selection Services Manager, Adrian Warner, has recently been visiting our customers in and around London. He caught up with the staff at Ilford Central Library which is currently engaged in a major refurbishment. The library will boast new shelving and furniture, a change in the library layout and self-service machines. It will be kitted out with automatic doors, a new flooring, new toilets on the ground floor and will see a complete redecoration. Ilford Central Library was opened in 1986 and is spread across four floors.

Ilford Central Library is the borough's busiest, and is also home to Redbridge Museum, the Local Studies & Archives Service and the Reference Library. We look forward to seeing the finished results on our next visit. More information on Ilford Central Library can be found online at [www.redbridge.gov.uk](http://www.redbridge.gov.uk) or on Twitter at @RedbridgeLive.



NEW IN HACKNEY

## Dalston C.L.R. James Open

Whilst in London, Adrian also visited Hackney's new Dalston C.L.R. James, the first new library to be built in Hackney for over 20 years, which opened in January. This brand new, state-of-the-art facility is one of the largest public libraries in the UK to open this year, and twice the size of the C.L.R. James library that it has replaced.

The Council has been investing in its libraries to provide a first class service for the people of Hackney.

There is also a new 'quick picks' area, which has been designed for people with only a few minutes to spare, so they can pop into the library, select a best seller, issue it to themselves using the state-of-the-art self-service technology, and be on their way.

There is strong demand for study space and computers at all Hackney Libraries, and the new library offers study spaces, computers and Wi-Fi free of charge.



STORY LAB

## Story Lab - The Summer Reading Challenge 2012

As we look forward to the start of the summer, the Reading Agency brings us this year's Summer Reading Challenge. Each year's challenge has a different theme, and the 2012 theme is 'Story Lab - a celebration of story and the imagination'. The list is split into younger and older sections, and features a wealth of great titles from authors such as Giles Andreae and Roger McGough, classic characters such as Paddington and Babar and subjects ranging from the Olympics through to the Titanic. You can order any of the featured titles from the lists or order forms available on our promotions page at: [www.bertramlibraryservices.com/books](http://www.bertramlibraryservices.com/books).

Our promotions page also features many recent promotions including: Books for Easter, the Carnegie and Greenaway Awards shortlists and BME and LGBT lists.

SmithsNews



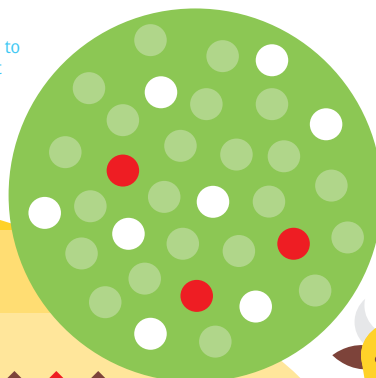
COMMUNITY WEEK 2012

## Community Week Focus - Preparing for Community Week 2012

We have officially launched our Community Week programme of charity events. These include two bike rides, a 72 mile walk over five days, various athletic walking, running and penalty shoot-out challenges, raffles to win a range of prizes including an hour off work (particularly popular!) and much more. Our nominated charities this year include The Jane Tomlinson Appeal, The Terrence Higgins Trust, The National Literacy Trust, The National Autistic Society, Yorkshire Cancer Research, Sport Relief and Cancer Research UK. Community Week takes place from Monday 25th - Friday 29th June. If you would like to sponsor any of our team, please visit [www.justgiving.com/teams/BLS2012](http://www.justgiving.com/teams/BLS2012)



During Community Week, you will be able to follow all our events on our Twitter feed at [twitter.com/BertramLibs](https://twitter.com/BertramLibs).



**BIKE RIDE S-N**  
SOUTHAMPTON - NEWCASTLE



Visit our team page at:

[www.justgiving.com/teams/BLS2012](http://www.justgiving.com/teams/BLS2012)



JustGiving

