

Bailey Solutions launches *Enquire*: improving and proving your value in tough times

Bailey Solutions (<http://www.baileysolutions.co.uk>), UK based provider of library and information management systems, is launching *KnowAll Enquire* an enquiry tracking system. *Enquire* is designed to improve and prove the value of librarians to their organisations and communities by helping them record, re-use, monitor and manage enquiries as well as keep track of costs. Statistical management reports will provide facts and figures to show how the team are meeting performance targets and service level agreements. The reports also evidence how much time the librarians spend helping their users and what type of enquiries they handle so managers can target their marketing activities accordingly.

Developed from Bailey Solutions' existing Research module, part of the KnowAll library management system, *Enquire* is browser based and can be purchased independently of KnowAll, so it doesn't matter which library software product a library is already using. Penny Bailey, Managing Director of Bailey Solutions, says "we realised there was a need for library managers to prove their value to their organisations in these tough economic times. After all so much of what goes on in libraries these days is not lending activities – helping users with diverse questions is a big part of the librarian's day and managers need to measure that to manage their service. We had a lot of interest in our existing enquiry module but many libraries were already settled with their LMS, so we have re-worked the module as a very flexible enquiry system in its own right suitable for many different types of libraries." *Enquire* is suitable for specialist, workplace, academic, public and national libraries. More information available at: www.baileysolutions.co.uk

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Background Information:

Bailey Solutions Ltd is a Microsoft Gold Partner and its products are SQL Server based and easy to integrate with other systems. The company boasts 99% customer retention.

Penny Bailey, Managing Director, qualified as a Librarian and Information Scientist a few years ago, started in the academic sector and then worked as a consultant in the legal library sector. Out of her experience of turning libraries around she found that often an automated library system was required, but that many on offer did not meet the requirements. Many systems were too complicated and actually prevented the user from getting their job done quicker. In addition they cost more money than was justifiable. So, Penny wrote her own and hasn't looked back since.