

# **Browns Books**

## **International Services**



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## Overview

### Introduction

Browns Books is a UK family owned and run business and alongside Gardners Books (the largest book wholesaler in the UK and Europe) is part of The Little Group. The Little Group offers the most comprehensive range of physical & digital services available for books and entertainment products and has the largest stock holding outside of the US in our UK based warehouses.

Trading for over 40 years from Hull in East Yorkshire, Browns Books is a long established and respected book and DVD supplier to educational institutions – from early years all the way through to higher education along with specialist, medical and governmental libraries.

In 2021 Browns Books moved from the original premises in Hull's city centre to a brand new purpose-built facility just 8 miles from the previous location. Our new home is an exciting and much needed investment to allow us to enhance our offering and capacity for our customers with a truly unrivalled service.

To this day, members of the Little family continue to direct and lead Browns Books with the family culture and values very much present throughout the whole business.

# Print Book Supply

Browns Books have the largest stock holding in the UK in our warehouses, with 800,000 titles and 15 million volumes of books. We believe that our buying capacity and strong links to publishers, allow us to pass on the best price to our customers.

Browns Books are particularly proud of the fact we are completely transparent and our website is open and visible for our standard price and real time stock levels. However, to see your specific discounted prices you will need to log in. You can set up an account with access to your terms, which can be activated within minutes, and you can immediately order with no spending commitments.

We can supply UK and US print titles and source a broad range of internationally published titles, along with titles listed as out of print and hard to find material. Even if it is not on our website, we will endeavour to acquire the content for you.

## **Standing Orders**

Our Standing Orders service provides a complete and dependable supply of series and annuals and therefore taking the responsibility and time consuming leg work away from you to manage such titles. Our dedicated team monitor the series publications through our supplier to ensure the orders are fulfilled. Examples of such titles are Yearbooks and annuals, Directories, Proceedings, Book series and Title Updates.

## **Delivery**

Browns Books can offer all international customers a bespoke delivery service designed to meet your specific needs. We can deliver books worldwide, by air or sea freight. We will also manage any COO or other required shipping documentation.

We always aim to deliver your books to you in a timely manner whilst of course being conscious of the environmental impact and reducing our carbon footprint. Unless otherwise agreed, all shipping is at cost and will be quoted as per the customers' requirements. Browns makes all shipments to the Incoterms 2020 standards.

# eBook Supply

The VLeBooks platform is owned, developed, hosted, and maintained by Browns Books and offered to its academic customers by Browns Books exclusively.

Content available for the VLeBooks platform covers all sectors from Early Years to Higher Education and Textbooks through to fiction. With over 2.5 million titles to choose from (and approximately 2,000 added each month) we are confident that customers can find titles they need.

Browns Books offer a range of eBook licences - from single through to unlimited user, as well as credit models. This allows us to leverage lower prices and aggregate content not otherwise available to the library market. We offer unique content due to the licences we make available. We provide access to a wide range of eTextbooks under a library model, which is cheaper for the institution than purchasing individual copies. This range is constantly increasing as we add more publishers.

## Accessibility

Both Browns Books and VLeBooks platforms are WCAG2.1AA complaint and responsive. They are both accessible via all major web browsers – Google Chrome, Microsoft Edge etc. No additional software or plugins are required, which allows compatibility with all operating systems and devices.

Furthermore, VLeBooks holds a 100% ASPIRE Gold award for accessibility signposting. This recognises our commitment to continually improving the platform to accommodate the best accessibility features (including dyslexic font, page colour, reading bar and powerful text zoom).

## Authentication

Authentication to VLeBooks can be set up very quickly by contacting our Customer Care department. Browns Books have a number of ways to authenticate, including but not limited to:

- Open Athens
- IP
- Shibboleth
- Ezproxy
- Office 365
- Google Apps
- Moodle

## Demand Driven Acquisitions

Browns Books provides customers with a comprehensive DDA solution which can be set up and managed through the VLeBooks Administration area. Here there are menus to create and manage the budget, inclusive/excluded content, and profile rules. A full range of comprehensive reports showing usage, activity, budgets, comparisons, and much more are available.

Institutions have the option to make a deposit for a DDA profile or to pay on purchase. DDA invoices are provided separately from routine eBook purchases.

## ePub Reader

Browns Books add content in both PDF and EPUB format, with the format being clearly identified. More EPUB content is being made available and the VLeBooks EPUB reader offers a market leading reader experience.

All books can be translated using Google Translate into over 100 languages, both Roman and Non-Roman script languages are included. There are also currently 22 language options for the Read Aloud functionality as well. Other enhancements include contrast, page colour and font (including dyslexic font) options.

## eTextBooks

Browns Books offer a vast range of eTextbooks. These titles are most often presented as 12 month licences based on required user numbers, either as direct purchase or as "Price On Application".

## EDI and API

**Browns Books were awarded with BIC Technology Excellence in Libraries Award (TEiLA) for the period of March 2021 – February 2022.**

This is awarded for our efforts and achievements in deploying beneficial technological developments and adhering to industry standards. This award covers the areas of bibliographic information supply and usage, electronic communication with suppliers, Radio Frequency ID solutions and systems integration and automation. All designed to improve customer service and operational efficiency at a lower cost.



### Ordering Options

Browns Books can accept orders via email, telephone and post. We also support punch-out ordering systems as well as via our website and through Library Management Systems by integrating using EDI and APIs.

EDI and API functionality ensures that library & acquisitions teams can partner with us as effectively as possible. The use of electronic data feeds reduces the requirement for manual input and helps to minimise human error.

We work with all LMS providers and offer a range of functionality from EOD (embedded order data) ordering all the way through to fulfilment messages. Our EDI capabilities include the following:

- EOD
- Ordering
- Marc responses
- Invoices
- Fulfilment records
- Reporting

## Reading List and Discovery Tools

Browns Books provides regular data feeds to third party providers and discovery services such as EBSCO, EBSCO KB, KB Plus, Ex-Libris, JISC, OCLC, SFX, Summon and Proquest.

# Invoicing

The invoices we supply can be fully customised to meet the needs of each institution's requirements.

Invoices or Delivery Notes can be enclosed in all consignments in the agreed format prior to account set-up, and invoices can be automatically emailed. These invoices can also be downloaded as a PDF from our website. EDI invoices can also be provided directly into the Library Management System.

Credit terms are 30 days.

## Additional Features and Services

### Selection Support

We have a team of expert advisors who are vastly experienced in helping customers with the selection of specific stock based on your criteria. We can select titles up to a predetermined value which encompasses various subjects or indeed just one subject. We collate this information on your online account in baskets with selected titles that fulfil your requested criteria. You can view the selection and have the option to update the quantity of each title required or take out titles that may have already been purchased or that are not suitable, prior to order placement.

Using this service can not only help save you valuable time & effort, but also help you get the most from your budget.

### Book Award and Collections

The Browns Books website provides information on literary prize winners, contains topical collections, best-selling titles and newly published titles all listed in a dedicated area on our website's home page. This ensures that users have access to the most up to date information and the newest titles easily to hand.

Ideal for building collections to support reading for pleasure, teaching courses and promoting current topical subjects.

### Promotions

We regularly have special offers and promotions with many of the academic publishers providing even higher discounts. All promotions can be viewed on our website. This can help maximise your budget and enable you to plan for the academic year. Summer & Autumn promotions are just 2 of the highlights!

## Library Book Processing - Shelf Ready

Browns Books offers specific shelf ready services which are designed to provide substantial savings to your budget and to ensure that books are delivered as quickly as possible.

We provide a whole host of servicing elements which can be tailored to meet your library processing specification along with automated data exchange of Marc records, invoices and fulfilments.

Whether it's just a protective cover for your books, or a few servicing items such as stamping, date labels, loan types, RFID fitted and programmed and barcodes – we can provide this.

A Shelf Ready form is provided for you to complete with your specification. We will work with you to produce a detailed set of guidelines and instructions to ensure that every book meets your exact requirements.

# Catalogue Records

Our team of experienced cataloguers will ensure that ANY book has a catalogue record at the point of ordering (rather than despatch). This ensures that we not only have the record ready for when the book is supplied, therefore avoiding any delays, we also have a record available for the next order that is placed.

Browns Books can supply MARC21 Records via FTP or Email.

**Browns Books offers different levels of records:**

RDA Catalogue Record	Highest quality of records which will always be AACR2 Level 2 or RDA standard – compliant with NAG Metadata Standards
CIP Catalogue Record	Records will be a mix of enhanced records and CIP (pre-publication) records. Records are not provided where we hold a lower quality record on our system
Bespoke Record	Tailored to the institutions cataloguing requirements – additional lines may be added

## Contact Information

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The website also provides a live on-line CHAT function which is available during office hours. The chat icon is visible at the bottom right of the screen and can be accessed from any page of the website.

Our offices are open from 08.30 until 17.00 GMT Monday to Friday

We have one of the largest Customer Care operations of more than 20 dedicated staff who can support with your enquiries.

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For further information on Browns Books and our services or to request a Teams demonstration of the Browns website and VLeBooks, please contact Browns Books at [enquiries@brownsbfs.co.uk](mailto:enquiries@brownsbfs.co.uk)

Contact Keith Stanley, International Sales Manager at [keith.stanley@brownsbfs.co.uk](mailto:keith.stanley@brownsbfs.co.uk)



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