

# First Year with IMMS

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Helsinki

# IMMS in Helsinki

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IMMS (Intelligent Material Management System) is an intelligent material management system for the entire library collection.

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The Helsinki City Library's collection contains approximately 1.8 million items. Library has about 400 staff and 49 libraries/collections.

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IMMS was acquired while the city library moved away from library-specific collections to one shared collection. With the change, the library wanted to enable moving the material freely between different libraries.

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The system was introduced in May 2019, after which it has been in use but still in the deployment phase. The system has made it possible to reach a situation where the majority of the collection now floats, i.e. moves freely between libraries.

# System maintenance

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Web client in English

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Maintenance group formed (Satu Holmberg, Anne-Mari Heiniölä, Renni Honkanen and Matti Tolvanen)

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Staff represented in the user group (representatives from libraries of different sizes, 8 people)

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The collection is managed centrally by several collection managers – libraries have their own regional collection teams

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Some challenges have been faced because of the Sierra interfaces - these are being solved on a case-by-case basis



# Central sorter

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Critical / acquired before imms  
was introduced

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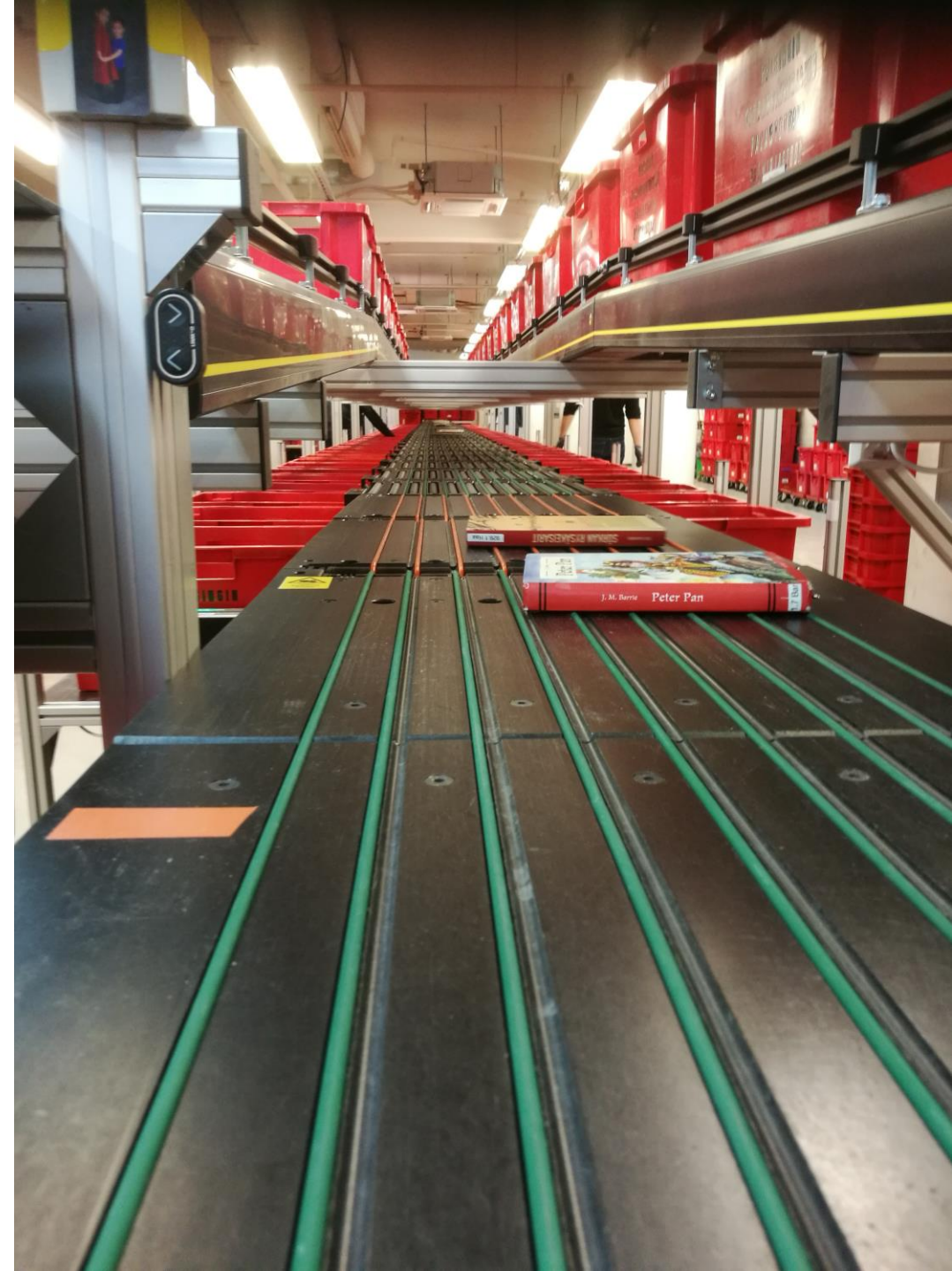
Sorts the material of the Helsinki  
City Library

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Two sorting points per library (as  
large as can fit in the space)

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About 25,000 items are sorted  
per day





# Media Hotel

- A chaotic storage management system (eg. not alphabetical order)
- The entire contents of the box are read in one place at a time with the mobile app
- The contents are displayed in the shelf space divider (RFID-tag), can be viewed e.g. With a mobile app or web client.
- mobile lists tell the location of the volume (numbered shelf divider)

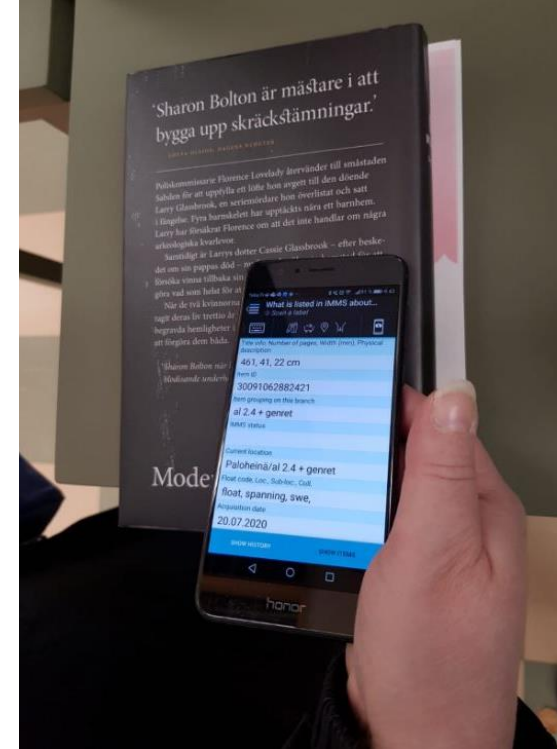


# A material track and trace system

The service enables tracking and tracing of the item movements. The material can be located in real-time using RFID tags attached to the material.

The material was labelled with RFID tags before the system was introduced.

RFID tags are also used in transport units, check-out machines sorting points, and in special shelf identification.





# Hold shelf

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A chaotic storage management system

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Items are moved to the location one box at the time with the mobile app,  
no handling of individual items

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A solution to handle holds without  
printed hold slips (GDPR and less work)



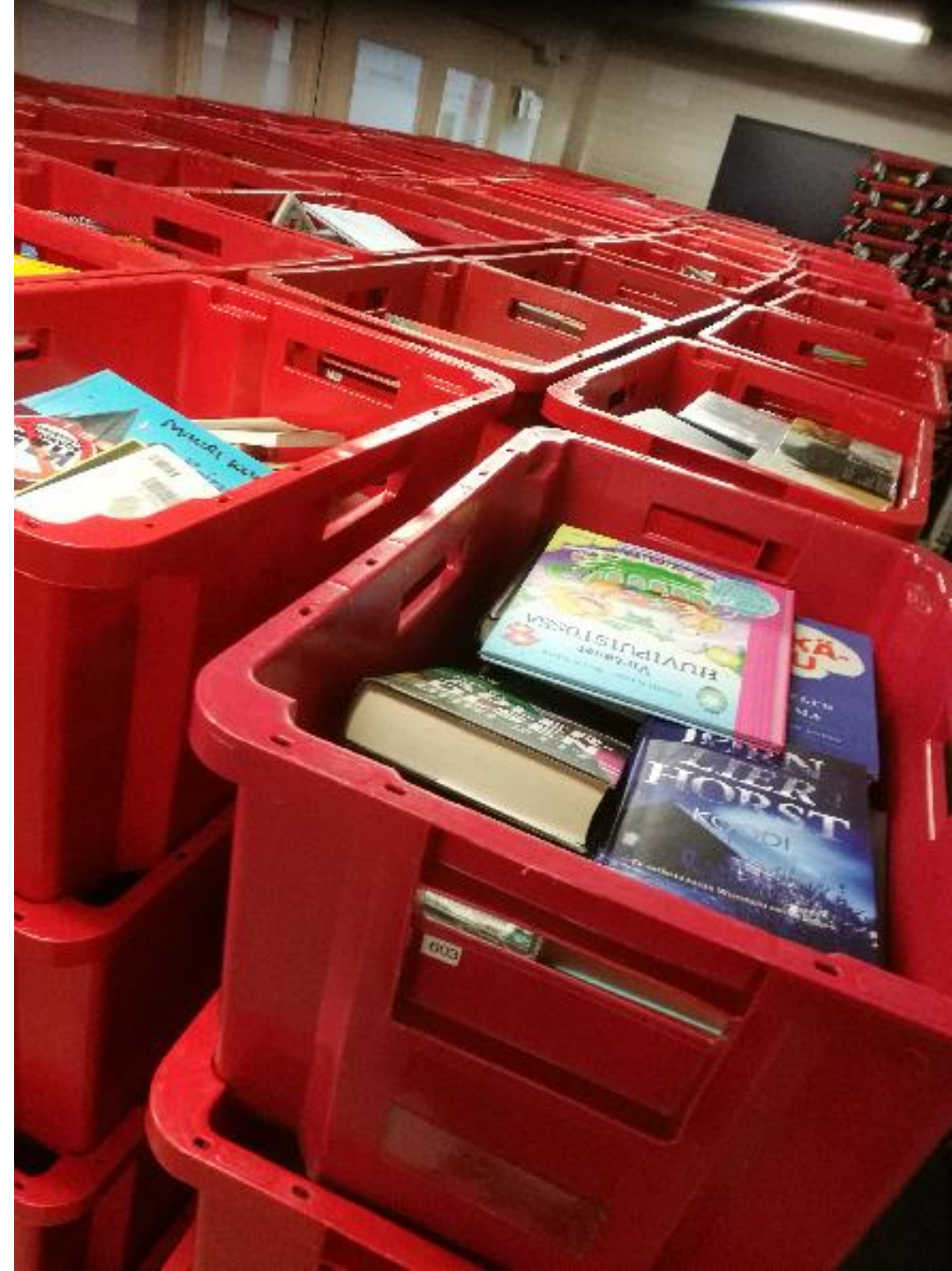
# A curated floating collection system

To ensure floating items are distributed in a reasonable manner to the various branches, calculating (among other things):

- Spatial relationships and current stock at the various branches

Transport optimization

IMMS directs returned items to libraries





# Material coming to the library shelf

- Items are shelved one box at the time with the mobile app, no handling (check-in) of individual items
- libraries with a sorting check-in machine feed the material into it



# An intelligent material distribution algorithm

- The Intelligent Distribution Algorithm is developed and owned by Lyngsoe Systems.
- The service utilizes information created and maintained by library experts.
- Library experts have defined the parameters for the service.
- For example, new material is distributed equally to all libraries involved in floating

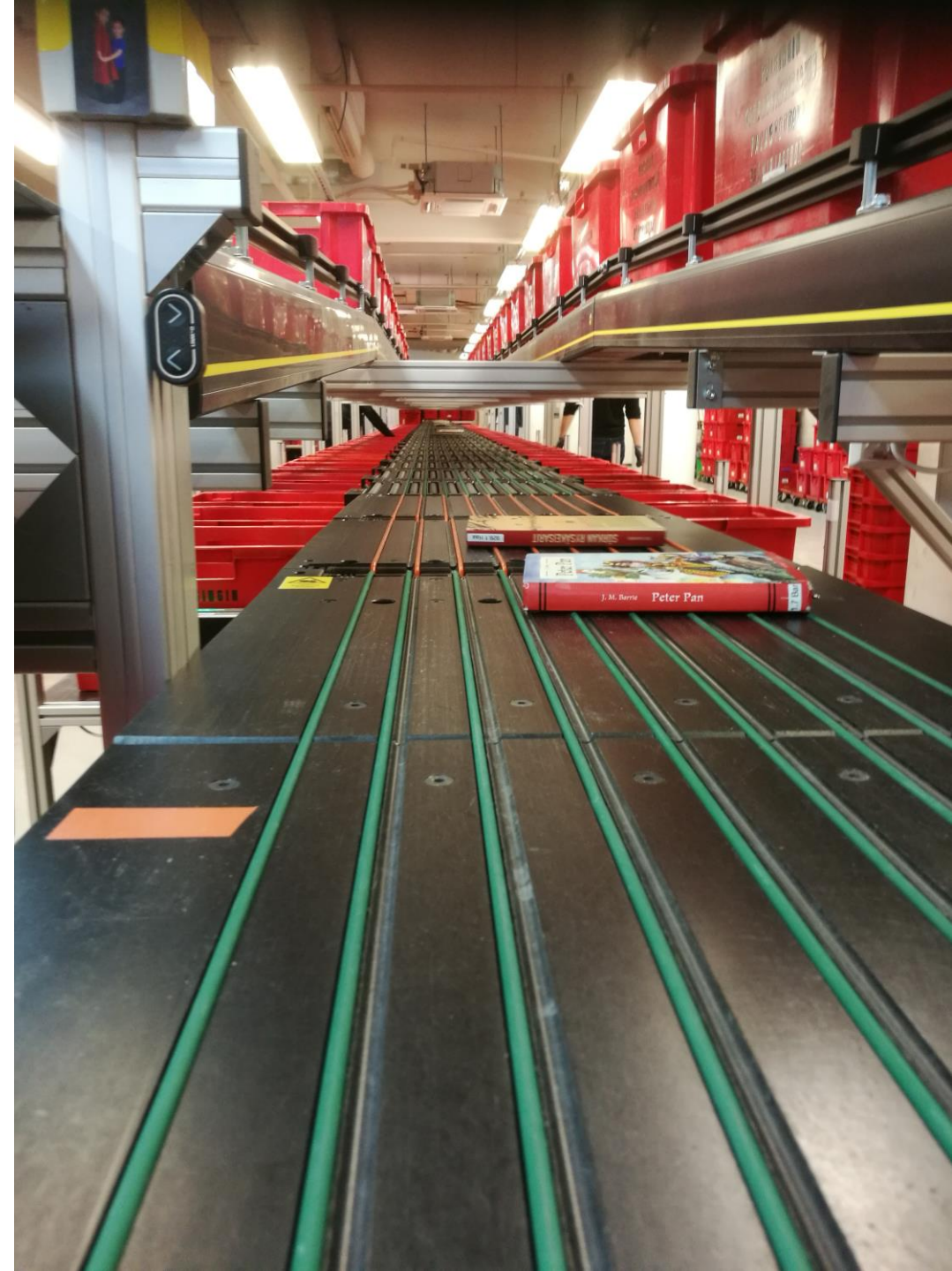


# What happened and what we learned



# Central sorter

- Critical
- Two sorting points per library (as large as can fit in the space)
- About 25,000 items are sorted per day
- Lots of updates had to be done after we started floating, still going on. Accuracy is crucial
- First thing to do in a time of crisis -> run to the central sorter



# Media Hotel

- A chaotic storage management system
  - Partly due to a lack of space, Media hotel was too small, and still is. In a couple of months moving to a larger space.
  - Role is critical in managing the collection. Full media hotel = items "dropping on floor"
  - Seasonal changes of items loaning out or returning

Closed branches

Helsinki

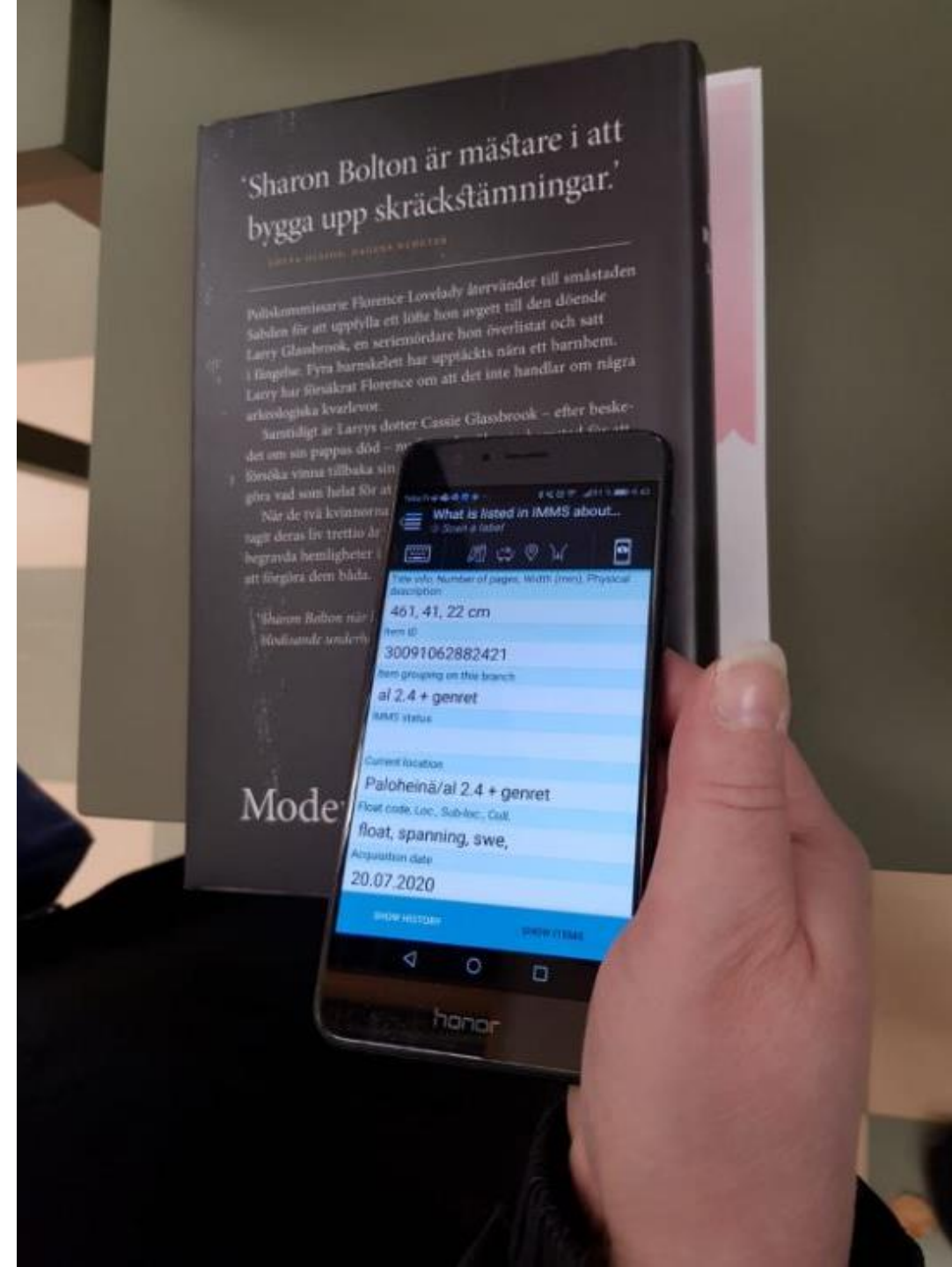
8.10.2020





# Mobile app

- App is used in daily workflow, new way to work.
- With the app, materials are transferred to the central sorter or to the library shelf.
- Allows staff to see item, shelf, or transport unit-specific information (movements etc.)
- Training of the staff, we trained them to use the app not to understand the system.
- Translations to the app from english
- Writing and maintaining the instructions in finnish





# Helpdesk

- Teams team, with different channels.
- Lots of thanks and praises from the staff, also helped the migration to new intra (Microsoft Office Teams).
- Critical help in solving the problems.
- First months were really hectic, but later on produced peer support and the need for monitoring has slowly decreased



# Reservation shelf

- Items are moved to the location one box at the time, no handling of individual items
- A solution to handle holds without printed hold slips (GDPR)
- 10 000 reservations / day, physical strain to our staff and use of time
- Before 30 min / box, now 5 min /box
- Lots of customer feedback (as always), but after a little while they got used to it



# Material coming to the library shelf

- Items are shelved one box at the time, no handling of individual items through Sierra
- Physical strain (wrists etc)
- Before 15 min / box, now 5 min /box









# A material track and trace system

- New way to work, telling IMMS where to move items (exhibitions, shelves, other libraries, transport units).
- New concept : locations
- Lists – reservations, illegal placements, collection management

## ORDER TYPE

 Hold	13	<input type="checkbox"/>
 Manual list order	1079	<input type="checkbox"/>
 Error correction order	4	<input type="checkbox"/>
 LMS correction	20	<input type="checkbox"/>

# A curated floating collection system

- Changing the mindset from individualism to one shared collection
- Still learning – through experience
- Customers change the collection through their behaviour – loaning / returning
- Change is stronger in small branches
- Diversification of the collection





# An intelligent material distribution algorithm

- We didn't weed enough prior to the implementation. Huge amount of unnecessary materials
- Different styles of collection management, "is this item in good enough condition"
- How many items are needed in a system level, difficult to see from one branch
- Shortages also coming out, weeding vs. replenishment





# What's next

- Introduction of the exhibition tool - joint exhibitions - complemented by IMMS
- A lifecycle management tool - the actual deployment of the tool – weeding and replacement
- More floating codes
- Development work is ongoing



# Thank you!

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<https://lyngsoesystems.com/library/>

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