



JUNIOR LIBRARY GUILD

RELYING UPON A SOLID SAP® BUSINESS ONE PARTNER AS BUSINESS NEEDS EXPAND

THE CLIENT

Junior Library Guild (JLG) is a book review and collection development service helping thousands of school and public libraries acquire the best new children's and young adult books, saving them both time and money.

They are a privately held company based in Plain City, Ohio. Founded in 1929, JLG provides the very best customer service in the industry. Their services help librarians with collection development, and their members trust them to put only the best books into the hands of their eager young readers.

Season after season, year after year, their book selections go on to win awards, collect starred or favorable reviews, and earn industry honors. Junior Library Guild sends these books on a monthly basis to their members, who receive them hot off the presses.

JLG editors know the children's and young-adult literature landscape like no one else. This credibility gives them a unique advantage, which benefits our members every month. The JLG editorial team reads the best books of the year well before they're published, making it possible for JLG members to get tomorrow's award winners today.



QUICK FACTS

Industry

Book review and collection development service

Revenue

Undisclosed

Number of Employees

> 90

Headquarters

Plain City, Ohio

Website

www.juniorlibraryguild.com

Key Challenges

- They had been operating on a very old system that was unreliable and was no longer supported
- JLG required a robust CRM system that their large call center could use to sell their book subscriptions
- The reports and other data in their system were not reliable
- Certain business processes required all users to be off of the system while they were being performed

Solution Summary

- System Users - 75
- SAP® Business One version 8.82
- Key Add-Ons: Bozum B1 Productivity pack, LBSi Crystal enhance, LBSi material planning (currently under evaluation)
- Key Customizations: Subscription handling, interfaces to web portal, shipping integration

Operational Benefits

- The new system had to be integrated into their shipping system
- JLG required the ability to create their own reports
- Ultimately, they wanted to have one integrated software system so all users were working off of the same scorecard

Why LBSi

"Our relationship with LBSi is very important. The partner we interface with has to be knowledgeable and reliable. You have to have a lot of trust in them..." and they have found just that with LBSi.

“The level of knowledge that Long Business Systems has is invaluable to us. They are very professional and even-keeled in the face of challenges”



-Gerry Nemeth, Director of Operations

Gerry Nemeth, the Director of Operations, wears lots of hats and is a very busy guy - IT reports to him as does Customer Service and Distribution Operations. JLG has over 50 people taking orders and ships out 20,000 orders per month. Gerry joined Junior Library Guild as Long Business Systems was at the tail end of the initial system implementation in October of '08.

Gerry says that his experience with LBSi “has been great.” After the initial implementation was completed, JLG went through a period of a couple of years where the system functioned to their needs and they were seeing good value and information from SAP® Business One. They had some staff turnover and they relied on LBSi quite a bit to help mentor a new hire who had worked with ERP systems at another company, but was unfamiliar with SAP® Business One.

This year JLG made the decision to upgrade to the latest version of SAP® Business One, taking advantage of the investment they had made in software maintenance. The upgrade has gone smoothly due to the professionalism, knowledge and even temper of the staff at LBSi. Says Gerry “There have been times when things have been problematic and we have needed assistance to figure them out. Rob Hickman has been our primary contact and he’s “Mr. Ice” - ice runs through his veins when it gets tense. Keith Taylor is also always very helpful and is always able to accommodate our needs.”

LBSi, according to Gerry, has been a partner in this process that is knowledgeable, dependable, and responsive. SAP® Business One pretty much touches everything we do for Junior Library Guild.

“We use the accounting piece to address some acquisitions we’ve had, and the order entry process. The Customer Relationship Management side of Business One has also been highly customized for us to address our specific business needs, which can be easier said than done.”

SAP® Business One is now at a very mature stage for JLG and doing what they need it to do. It serves up data to the JLG website, which is kept in sync for ecommerce. These processes are kept working by LBSi and another partner on the website side that has worked well with them.

That partnership with LBSi is responsible for a good part of the success that Junior Library Guild has had with SAP® Business One. Says Gerry, “Our relationship with LBSi is very important. The partner we interface with has to be knowledgeable and reliable. You have to have a lot of trust in them, and LBSi has earned that trust. I’ve been around the block myself a few times and have worked with partners that don’t provide an acceptable level of service.”

Gerry’s recommendation for finding a solid technology partner to work with: “My first choice would be LBSi, but if you can’t work with them, then check customer references, understand how long they’ve been in business and how long they’ve been associated with and have supported the software that you’re interested in buying. Look at their experience, and then the face-to-face meetings that you have with the people. Pay attention to the instincts and feelings that you will develop as you go through the evaluation process.”

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Long Business Systems Inc. (LBSi) –
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About LBSi

About LBSi – Long Business Systems, Inc – LBSi - is a technology services firm that specializes in using business management software such as SAP® Business One and SAP® Business ByDesign to better enable our customers grow profitably, outpace the competition and provide better service to their customers.

Headquartered in Strongsville (Cleveland) OH, LBSi also has offices in Pittsburgh, Columbus and Cincinnati. LBSi can be found on the internet at www.LBSi.com

About Junior Library Guild

Junior Library Guild is a division of Media Source Incorporated (mediasourceinc.com).

Other Media Source companies include: The Book Horn Inc., School Library Journal, and Library Hotline.

