

Scottish Book Trust

CRM Tender

Process Mapping

Appendix 1-5

**Bookbug Training (BBT)**

**BBT Training Request Received**

An enquiry for training is received (email/webform). Check if its the appropriate training

Individual  
Organisation

If date exists for training, add name to training session list  
If no date, add name to waiting list  
If Organisation has the minimum delegates, create event

Does person already exist in the db?  
Yes  
No  
Create new record

Add details to relevant list (db form)

or can they be directed to Eventbrite

**Creating a Training Date**

From those trainers who are eligible to deliver such training, confirm one who can make the date(s)  
Confirmed dates in spreadsheet

Is the training to be an open date, whereby anyone can book on?  
Yes  
No  
Organisation Specific Date

Source a venue. Does venue have a SBT training venue agreement?  
Yes  
No  
Put training agreement in place

Create training session in the db  
Set up training session on Eventbrite

Email all those on waiting list and send publicity to relevant local co-ordinators

Can organisation host the event?  
Yes  
No  
Offer funding and source a venue

Ensure training agreement in place

Get confirmation of numbers from organiser.

Number of delegates exceeds minimum capacity  
No  
Yes

Can the event be opened up for other  
Yes

If number of delegates reaches maximum capacity, close event to further bookings

Email waiting list & publicity to local co-ordinators

**Three weeks before event**

Find out number of delegates from:  
• sign-up sheet (or db)  
• Local organiser  
• EventBrite

Complete resource order form (in spreadsheet)

Name of course  
Venue  
Date to be delivered by  
Label of delivery address  
Number of people  
Resources required:

Cancel training session

Number of delegates exceeds minimum capacity

Bookings made direct by SBT

**Two weeks before event**

Resources ordered from Spring Distribution

If the training is for Bookbug for the Home part 2...

Send all details of training confirmed in email (or by phone) to organiser or venue

and if required, confirm numbers for catering

**On the day emergency contacts**

Telephone, as appropriate, the venue, trainer, Spring etc

Relevant details found on master training spreadsheet / hire agreement / courier log

**One week before event**

Send trainer a summary of everything they need to know for the training

Send trainer their attendance sheet. If haven't been given names, send a blank sheet

??? Email all the delegates (or the organiser) information for the training

For all training (except Bookbug for the Home part 2) ...

**Training takes place**

A paper Attendance sheet used for trainees to enter their name, organisation and email

After training, trainee asked to complete feedback

Resources returned, counted, checked off spreadsheet  
[P:\Early Years\Admin\Stock in](#)

Delegate attendance entered into db: Contact info and training attended

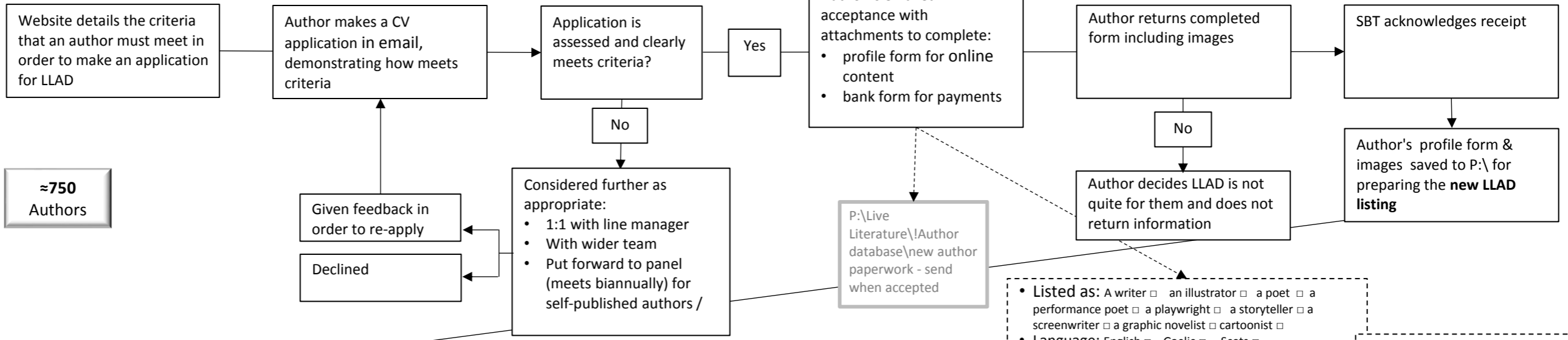
Log feedback (into spreadsheet) (or db tbc)  
[P:\Early Years\Training\Evaluation\Evaluatio](#)

Email sent to delegates "thank you for attending"

# APPENDIX 2

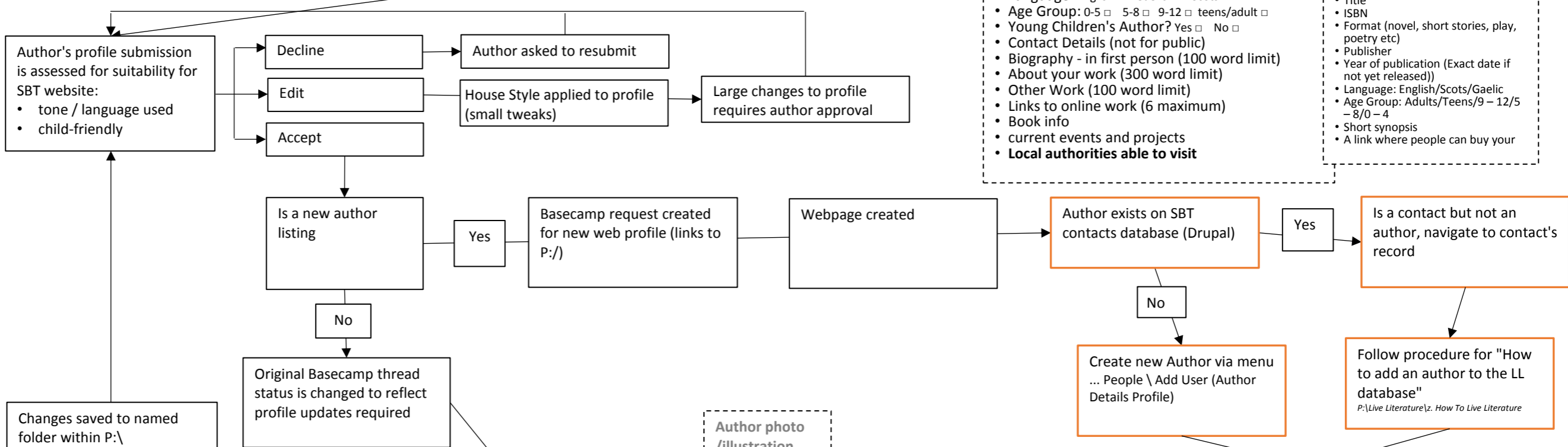
## Live Literature Author Database (LLAD)

### Applications for LLAD



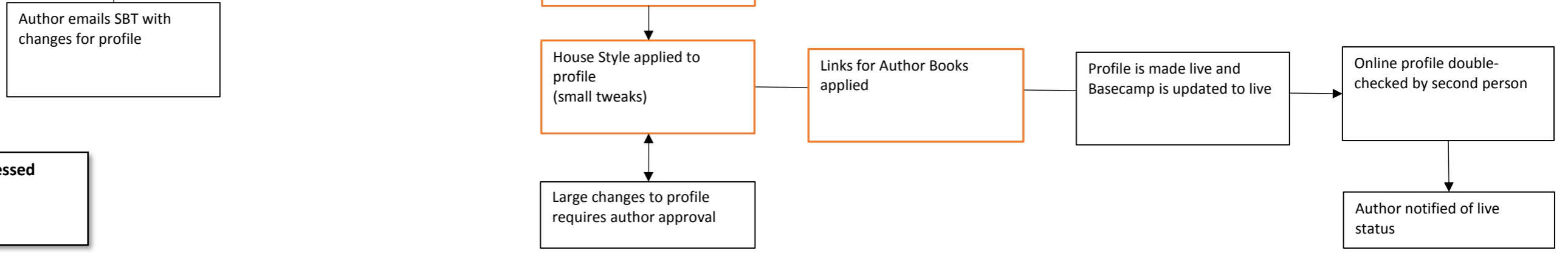
≈750 Authors

### LLAD Online Listing Preparation



- Listed as: A writer  an illustrator  a poet  a performance poet  a playwright  a storyteller  a screenwriter  a graphic novelist  cartoonist
  - Language: English  Gaelic  Scots
  - Age Group: 0-5  5-8  9-12  teens/adult
  - Young Children's Author? Yes  No
  - Contact Details (not for public)
  - Biography - in first person (100 word limit)
  - About your work (300 word limit)
  - Other Work (100 word limit)
  - Links to online work (6 maximum)
  - Book info
  - current events and projects
  - Local authorities able to visit
- Title
  - ISBN
  - Format (novel, short stories, play, poetry etc)
  - Publisher
  - Year of publication (Exact date if not yet released)
  - Language: English/Scots/Gaelic
  - Age Group: Adults/Teens/9 – 12/5 – 8/0 – 4
  - Short synopsis
  - A link where people can buy your

### Managing LLAD on a daily basis

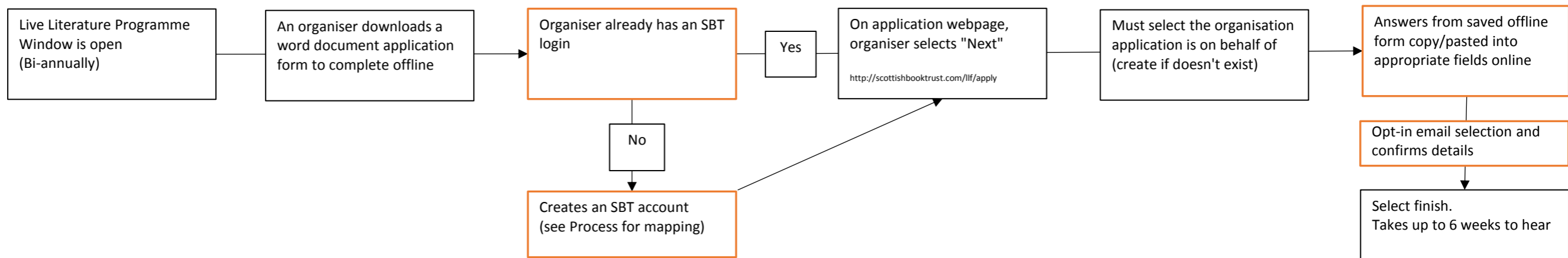


**Issues needing to be addressed**  
 Online search facility  
 Linking author pseudonyms

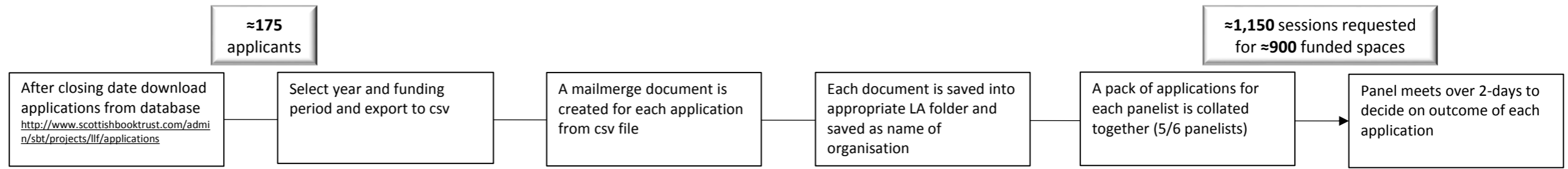
APPENDIX 3

**Live Literature Programme (LLP)**

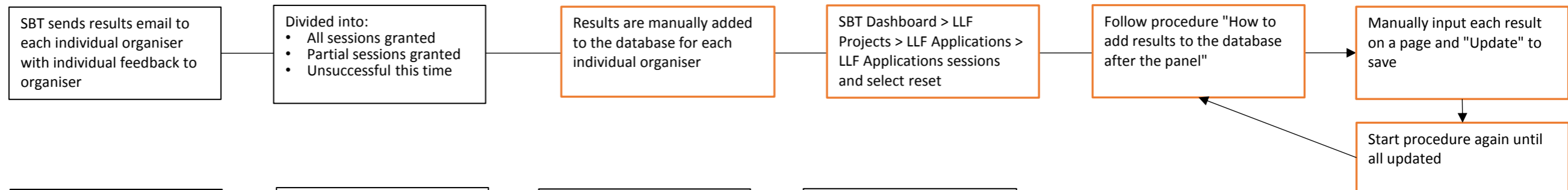
**Applications for LLP**



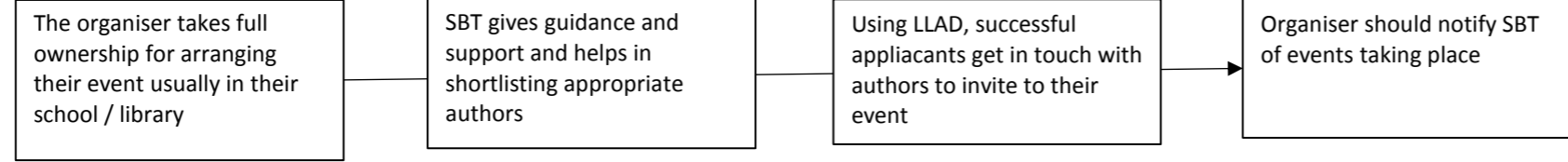
**Preparing LLP Applications for PANEL**



**Panel decides on applications**

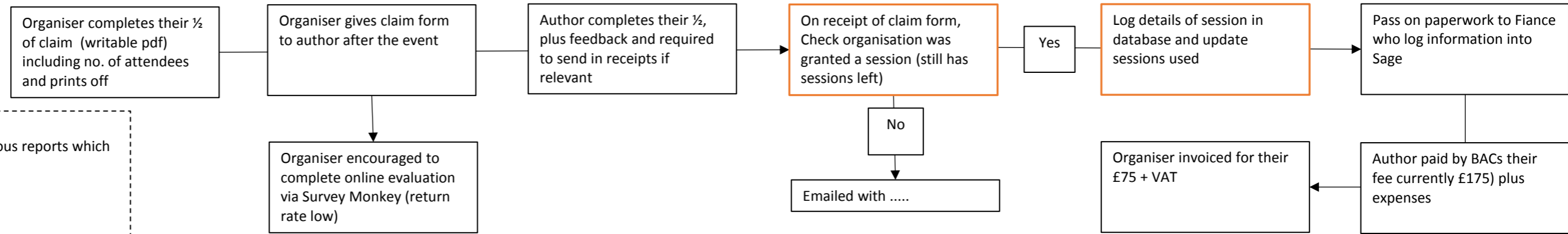


**Organisers (successful applicants) arrange their event(s)**



**Reports to:**  
 Flag last in allocation  
 Report who has used up their allocation in "processing LL claims"

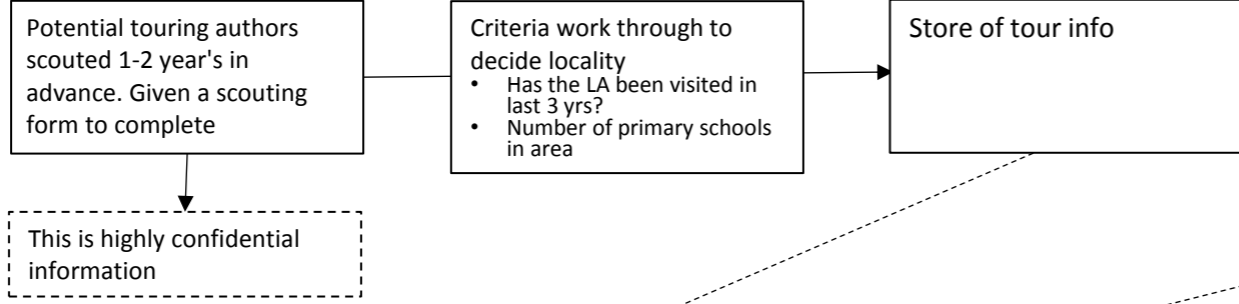
**Event takes place, CLAIM FORM**



**Reporting**  
 Creative Scotland require various reports which can change on yearly basis eg how many took place:  
 - in LA  
 - in settings (eg school)  
 - by age group

# Scottish Friendly Children's Book Tours (Schools' Tours)

## Planning a Tour



**Tour Type:** Tour or Event  
**Title of Tour:** The title of the tour will be Author Name: Tour or Author Name: Event  
Select Author Name (Non-Scottish Authors will not be in the list), Tour Year, Age Group and Local Authority Area  
**Venue:** Your School! or venue name if known  
**Registration Period:** Show end date

**Title of session:** Author Name: Tour or Author Name: Event  
**Session start time:** You want this to display just as AM or PM so write 09:00 or 13:00 and uncheck Session Display Time then check Session Active  
**Local authority:** Can only select one local authority per session so if session needs to be accessible to schools in more than one local authority, will have to create a separate session for each

**Seven tours per year**

- Four in Scotland
- Two in England
- (?One in Ireland))

Each of the 32 Scottish local authorities are reached in a 3-year period

**Stats**

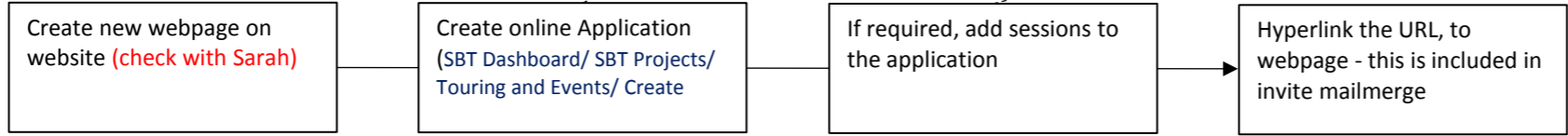
- > 6,200 pupil participation
- Sell >1,700 books to schools (39% bought a book)
- 94% gave 4/5 rating

Feedback forms collected by SBT, processed, passed onto author

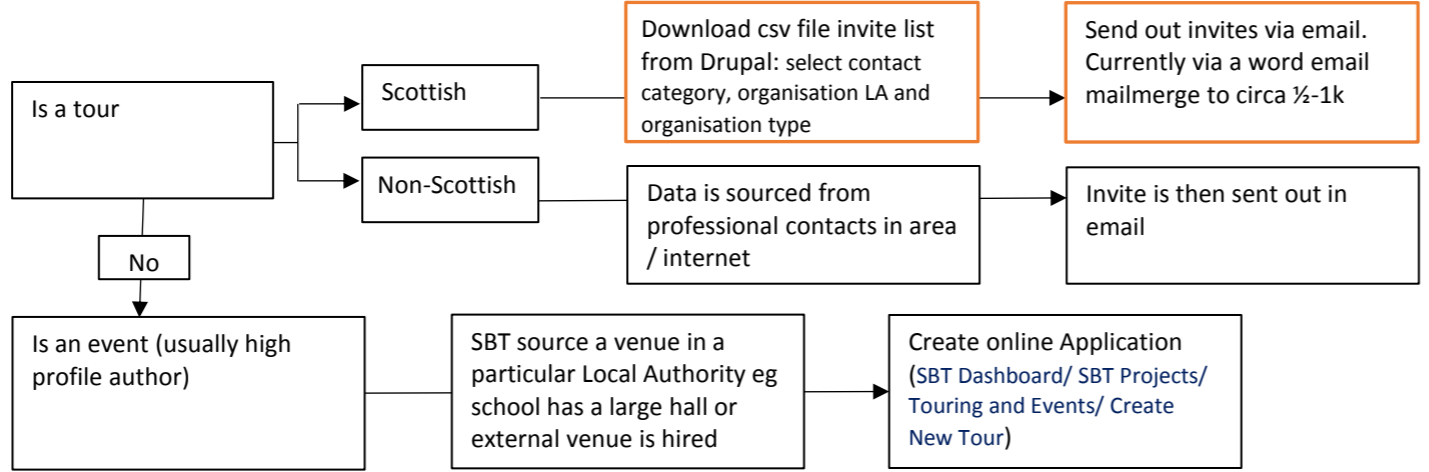
Casestudy packages from schools featured on website

Bespoke learning resources produced for each tour

## Update Website with Tour / Event



## Publicity for Tour / Event

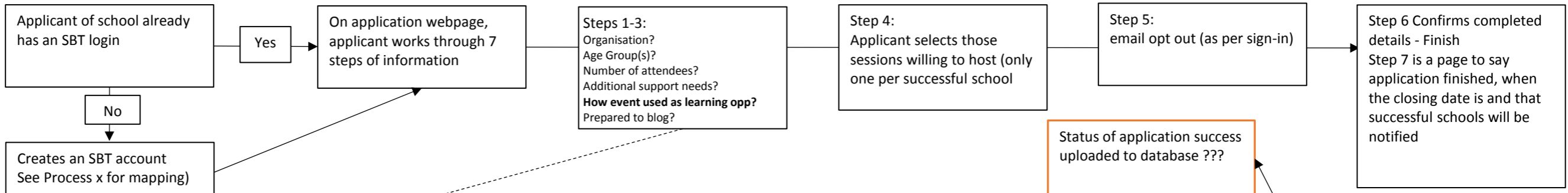


**Venues**

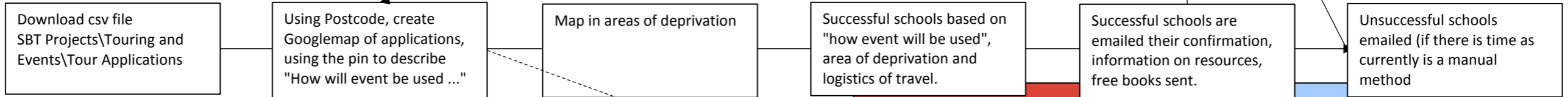
Across SBT, there is a need to keep a record of those venues:

- contacted as a potential to use
- we've worked with
- with details of size, type of venue,

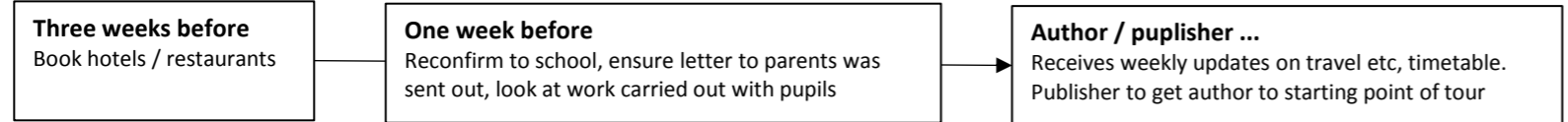
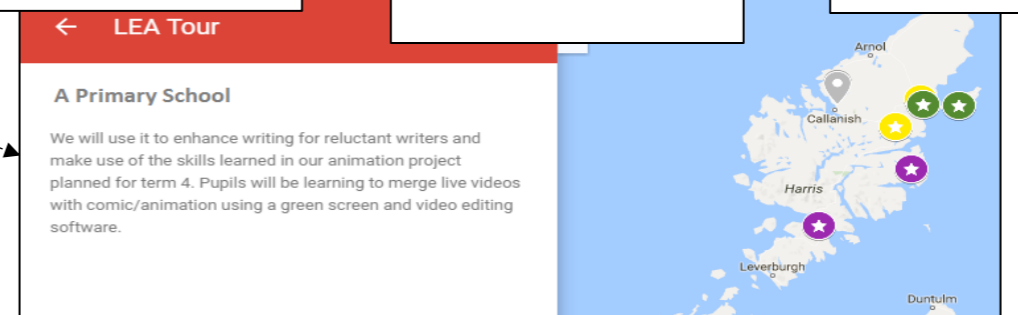
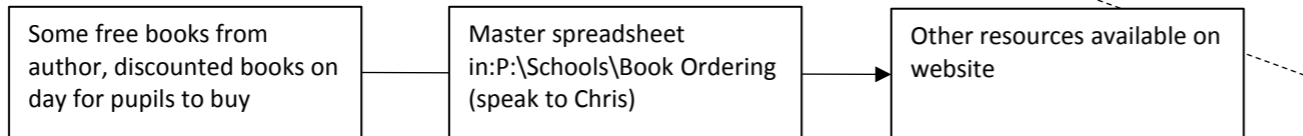
## Making Application (to host the tour session)



## Selecting Hosts from applicants



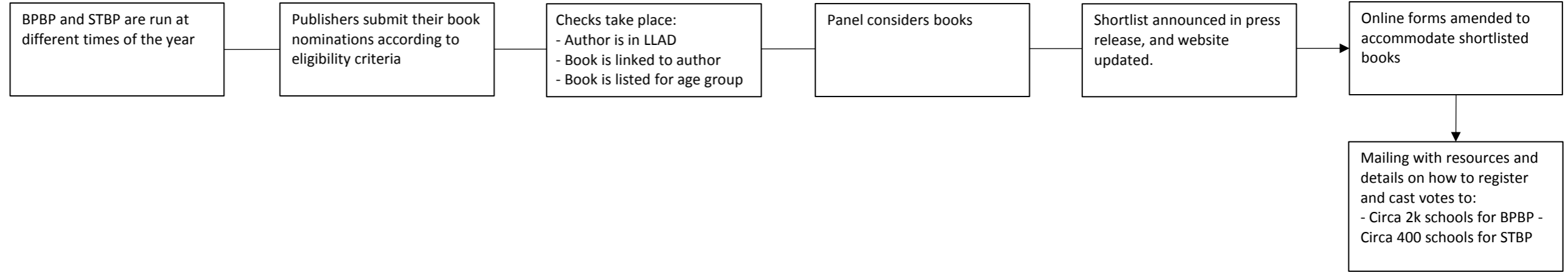
## Resources



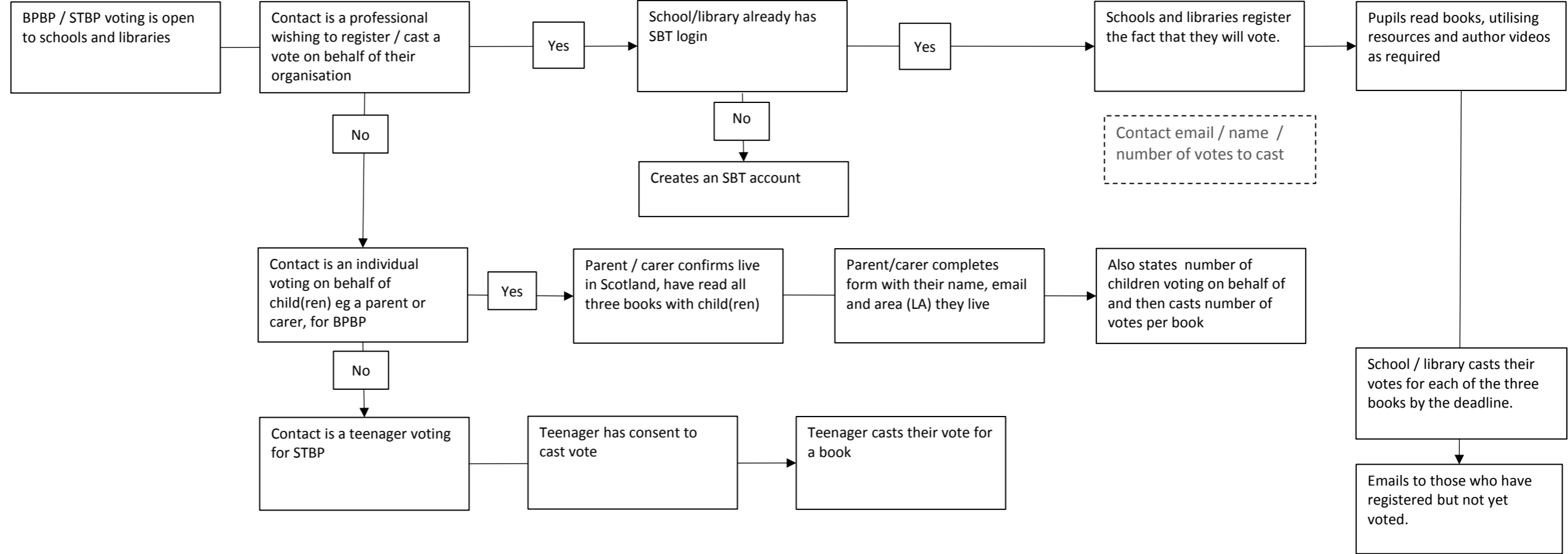
APPENDIX 5

**SBT Book Prizes:**  
**Bookbug Picture Book Prize (BPBP)**  
**Scottish Teenage Book Prize (STBP)**  
 Scottish Book Trust Award (SBTA)

**Books are Shortlisted**



**Voting**



**Tallying of Votes**

