



kenya national  
library service

# ISBN MANAGEMENT SYSTEM

*User Manual Version 2.0*

**Netpoints Limited**



# ISBN Manager

## What is ISBN Manager

ISBN manager is targeted at publishers - both individual and institutional - to automate the process ordering and paying for ISBNs

As a publisher, you will place your order for any number of **unique ISBNs** for your upcoming publications.

You will also pay for your orders online using a variety of online payment platforms

Kenya National Library staff members that administer the ISBN agency will review your order and send over the ISBNs ordered.

## Already have an account?

[Don't have an account?](#)[Forgot your password?](#)

Kenya National  
Library Service

Be sure to take a look to our [Terms of Use](#) and [Privacy Policy](#)

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# INTERNATIONAL STANDARD BOOK NUMBER (ISBN) MANAGEMENT SYSTEM: USER MANUAL

## Abstract

This document contains information about how to use the ISBN Management System developed for the KENYA NATIONAL LIBRARY SERVICE (knls). The document was developed in line with the system use cases requested by the library. The use cases appear as Annex 1 of this document.

Version 1 of this manual was intended for non-technical users. The system was developed by Netpoints Limited and the National Library Department of KNLS. The system is released for the benefit of the publisher and author community both locally and internationally wishing to register their books and ISBNs in Kenya.

Version 2 of this manual, which is an update to version 1 of the manual is also intended for non-technical users. Updates to this manual include indication of clear use cases that the management system in version 1 possesses as well as general updates to the flow of activities within the service.

## Revision History

<b>Release</b>	<b>Date</b>	<b>Revision History</b>	<b>Initial</b>
V 1.0	10/Sept/2014	First draft of manual	BGO
V 2.0	15/Jan/2018	Updated version of manual	BGO + AON

# 1. INTRODUCTION

## 1.1 ISBN

The ISBN is the standardized 13-digit international number that uniquely identifies a monographic publication. It benefits and allows publishers, book suppliers and libraries worldwide to easily locate and order items. The National Library Department (NLD) serves as the ISBN National Agency for Kenya and issues Kenyan ISBNs to material published in Kenya. A separate ISBN is required for every format (e.g. hard copy, CD-ROM, online version) and language edition published. An ISBN should be assigned to each title or product, including any backlist or forthcoming titles. Each format or binding must have a separate ISBN (i.e. hardcover, paperbound, VHS video, laserdisc, eBook format, etc). A new ISBN is also required for a revised edition. Once assigned, an ISBN can never be re-used. An ISBN is printed on the lower portion of the back cover of a book above the bar code and on the copyright page.

Once ISBNs have been assigned to products they should be reported to KNLS as the database of record for the ISBN Agency. According to the BOOKS AND NEWSPAPERS ACT CAP. 111 Laws of Kenya, every publisher MUST deposit 2 clean copies of their (new, future and back issues) with the Director, Kenya National Library Service, (National Reference and Bibliographic Dept.). The publishers will then be eligible for a free listing in various directories such as Books in Print, Words on Cassette, The Software Encyclopedia, Complete Video Directory, etc. The ISBN identifies the individual book in a series or a specific year for an annual or biennial. ISBNs are sold in blocks of 10, 100, and 1000 although one time publishers can buy one ISBN number. It is always best for publishers to buy the block that will last them for a while because it's able to maintain one publisher prefix, and minimize the unit cost per ISBN. When purchasing a larger block of ISBNs, the price per ISBN decreases.

## 1.2 knls AGENCY ROLE

The agency:

- Allocates ISBN Publisher Prefixes to eligible publishers based on the information provided by the publisher.
- Advises publishers on the correct and proper implementation of the ISBN System.
- Maintains a database of publishers and their prefixes for inclusion in the Publishers International ISBN Directory.
- Encourages and promotes the use of the Bookland EAN bar code format.
- Encourages and promotes the importance of the ISBN for a proper listing of titles with bibliographic agencies.
- Provides technical advice and assistance to publishers and the book trade on all aspects of ISBN usage.



## 2. SYSTEM NAVIGATION

### 2.1 USER PROFILE MANAGEMENT

#### ACCESSING THE ISBN MANAGER

The ISBN Manager can be accessed through the KNLS website in two ways:

- Under Quick Service – Apply ISBN or
- Under the menu item National Library -> ISBN -> Apply ISBN

Clicking on these links will send the user the HOME PAGE shown.

A return user simply needs to fill in their username and password to gain access to the system.

The screenshot shows the 'ISBN Manager' login page. At the top, there is a blue navigation bar with 'ISBN - KNLS' on the left and 'Home', 'Sign Up', and 'Log In' on the right. The main content area features the KNLS logo (Kenya National Library Service) with the tagline 'Read. Know. Empower'. Below the logo, the text 'ISBN Manager' is displayed. The page is divided into two columns. The left column contains the heading 'What is ISBN Manager' followed by a paragraph explaining that the service is for publishers to automate ordering and payment. It also mentions that orders are placed online and reviewed by Kenya National Library staff. The right column has the heading 'Already have an account?' and a login form with fields for 'username' and 'Password'. Below the form are links for 'Don't have an account?', 'Forgot your password?', and a blue 'Login' button. The footer is dark blue and contains the Kenya National Library Service logo, a link to 'Terms of Use and Privacy Policy', and the physical address: Mumias Road/OI Donyo Sabuk Road Junction, P.O. Box 30573 Buruburu Nairobi, 00100 Kenya.

## NEW USER REGISTRATION

A New User needs to click the **"SIGN UP"** button at the top right of the page which will lead them to the form shown.

After correctly filling in all mandatory fields and clicking on the button at the bottom, the system shall send the user an email (as shown) asking them to activate their accounts.

**NB:** This also ensures that all accounts created in the system are attached to a verified email address.

# Sign Up

Already have an account? Then please [sign in](#).

Captcha\*



Username\*

E-mail\*

Password\*

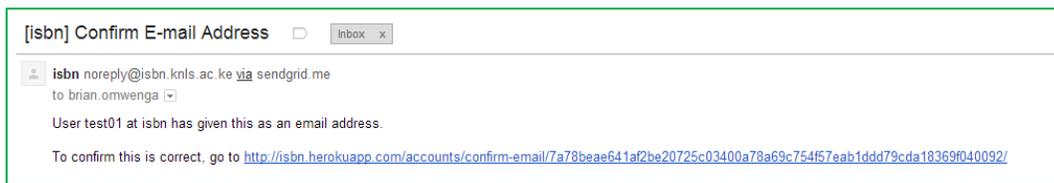
Password (again)\*

[Sign Up »](#)

## FORGOT PASSWORD

Similarly, a user who has forgotten their password shall be prompted to enter their email address to which instruction on how to reset the password shall be sent.

At every step, the system shall ask for email verification by sending an email to any provided email address. Emails sent from the system shall carry a header of [isbn] to distinguish them from any other emails sent to the user. A sample of the emails appears below.



## USER PROFILE

Upon email verification, the user shall be presented with their USER PROFILE PAGE where they shall need to fill in their personal details as well as details of the publisher they represent under the “EDIT PUBLISHER INFO” button.

**NB:** The user shall need to fill in all mandatory fields under “MY INFO” and “PUBLISHER INFO” to be allowed to carry out any transactions in the service

Users also have an option to edit their email addresses as well as optionally add a photo.

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ISBN Products  
Shopping cart  
My Publications  
My Order History

HOME / PROFILE

Name\*

Full address\*

County\*

Postal code\*

Country\*

Email\*

Website\*

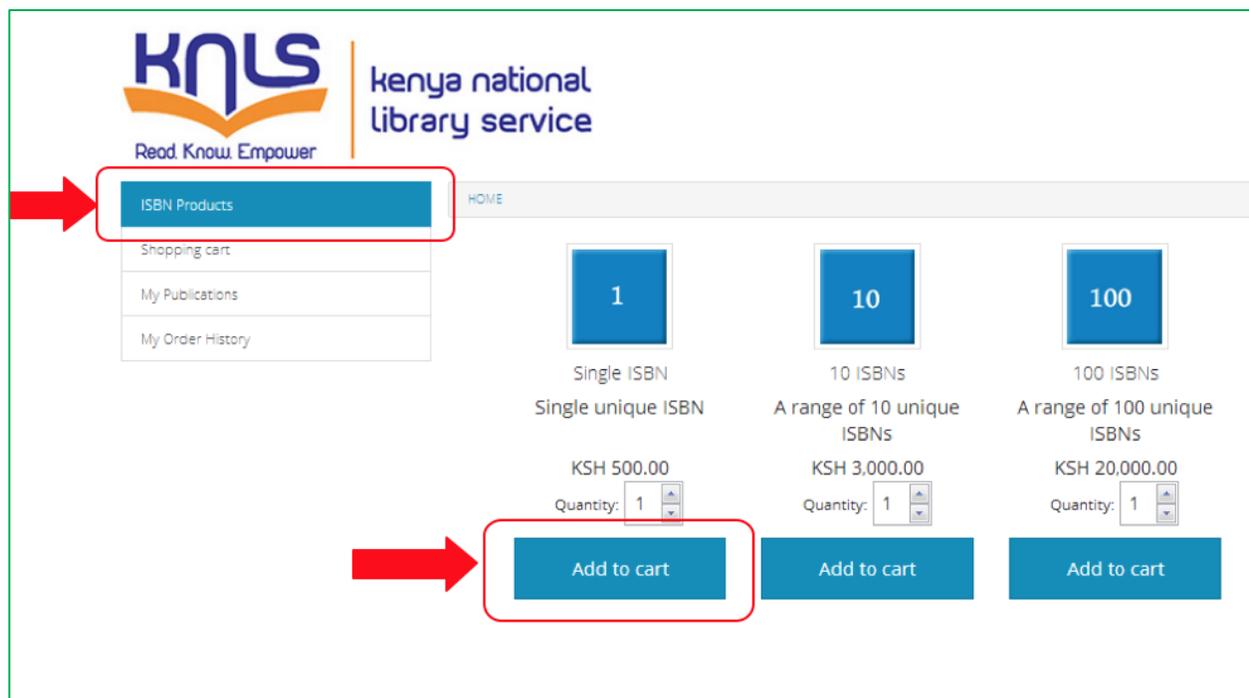
## 2.2 OBTAINING AN ISBN

### SHOPPING CART – ADD TO CART

By clicking on the button “ISBN PRODUCTS”, the user is able to view the available ISBN products available with their respective prices.

The user selects which ISBN product they would wish to purchase and Indicates the quantity they wish to purchase.

The user then adds the product to the cart.



## SHOPPING CART – VIEW CART

The user is sent to their shopping cart pressing the shopping cart tab, where they can verify their order, change and update quantities or even remove a product. The user can also click back on the “ISBN PRODUCTS” button if they wish to ADD something more to the shopping cart.

Once done they click on the “COMPLETE & CHECKOUT” Button to confirm their order and begin the payment process.

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HOME / CART

Your Shopping Cart

Product	Price	Quantity		Total
10 ISBNs	KSH 3,000.00	1	<a href="#">Update</a> <a href="#">Remove</a>	3,000.00
Cart Subtotal				3,000.00

[Complete and Checkout](#)

## SHOPPING CART – MAKE PAYMENT

At CHECKOUT, users can further verify their order which is now assigned a unique order number for their reference.

The system offers users various means of payment some of which include:

- Mobile Money – Mpesa, Airtel Money, Yu Cash, etc.
- Credit Cards – VISA, MasterCard
- Mobile Banking service – NIC Bank, Co-op Bank, etc.
- Payment Aggregators – Elma, Pesapal, PayPal, etc.

On following the instructions and completing the payment, the order shall be placed in the system and system administrators shall be alerted to begin processing the ISBN order which should be fulfilled within 24 hours.

**NB:** To ensure that the order has been registered in the system, the user can check at their “MY ORDER HISTORY” button which should show all the orders they have placed, either “awaiting processing” or “fulfilled”.

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HOME / ORDERS

Payment for Order: 8e1bd726-0d41-4062-90ef-63b20be8ad1d

Item	Quantity	Amount
10 ISBNs	1	3,000.00
Single ISBN	1	500.00
<b>Total</b>		<b>3,500.00</b>

Choose Payment Option

Send M-PESA Ksh. 3500.00 to Pay Bill Business number 220220. Submit the Confirmation Code below.

1. Go to M-PESA on your phone
2. Select Pay Bill option
3. Enter Business no. 220220
4. Leave the Account no. blank
5. Enter the Amount Ksh. 3500.00
6. Enter your M-PESA PIN and Send
7. You will receive a confirmation SMS from M-PESA with a Confirmation Code
8. After you receive the confirmation SMS, enter your phone number and the Confirmation Code
9. Click on Complete

\*Please NOTE that this is a TEST or DEMO website. Mobile transactions done here do not require you to send real money using your mobile phone! You may click [here](#) to send dummy mobile money for test and demo purposes.

100% secure payments processed by Pesapal and secured by Verisign. In order to protect your card from unauthorised use, Pesapal may request further proof of card ownership.

Enter Payment Details

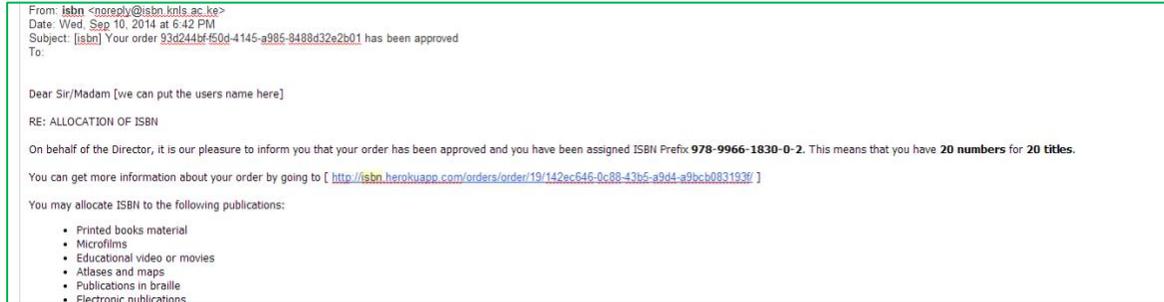
M-Pesa mobile number: +254

M-Pesa Confirmation Code:

**Complete**

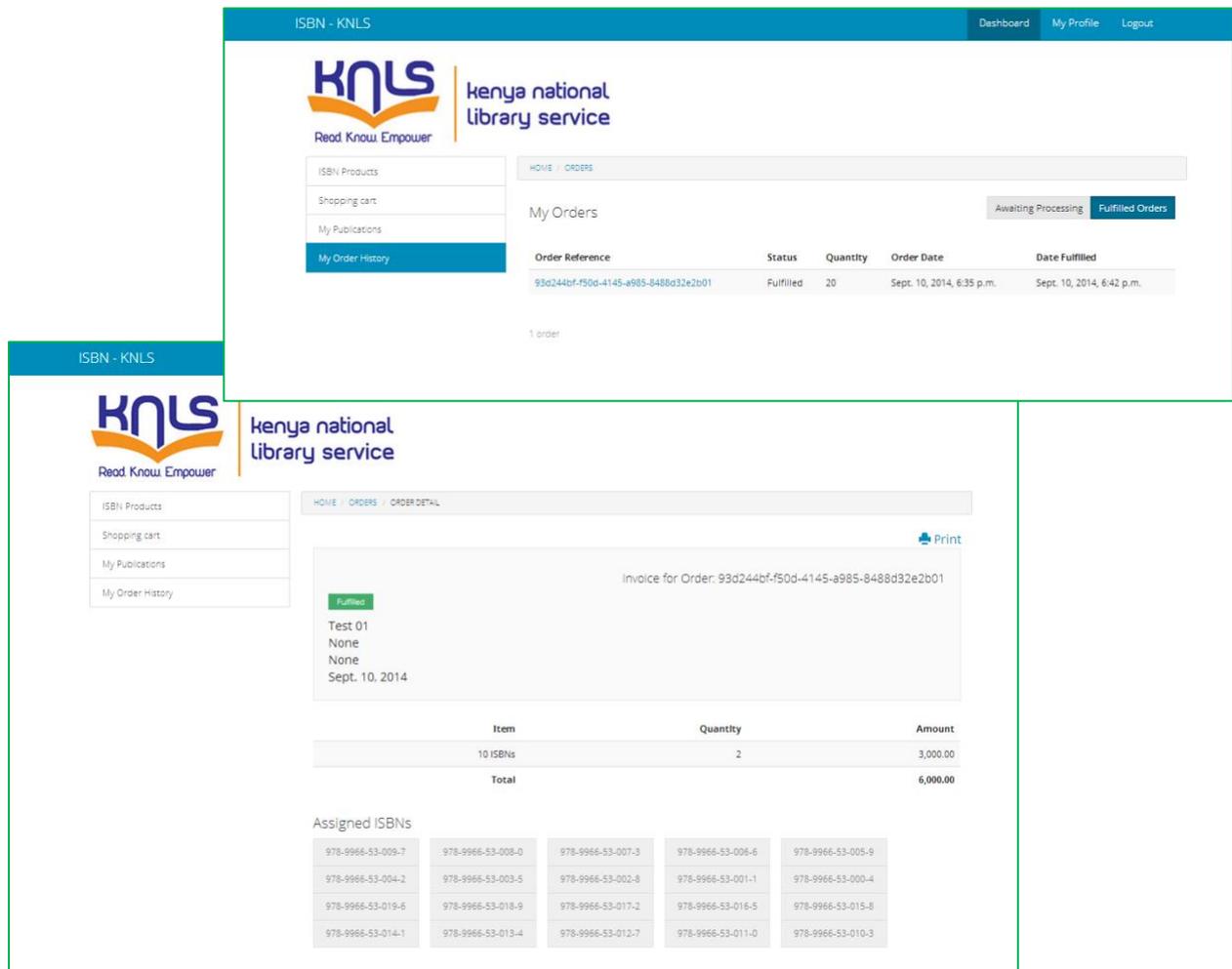
## SHOPPING CART – VIEW ISSUED ISBN

Once the Order is fulfilled an email alert is sent to the user.



The user then logs back into the service and clicks the “MY ORDER HISTORY” button. The user should then click the “FULFILLED ORDERS” Button which lists all the fulfilled orders. On clicking the order reference number, the fulfilled order will be opened for viewing

At the bottom of the processed order shall be the issued ISBNs



## 2.3 PUBLICATION DEPOSITS

### PUBLICATION DETAILS

As earlier stated, once a user has been issued an ISBN and they have assigned it to a publication, they are expected to deposit 2 copies with the Kenya National Library Service

The process of depositing a publication begins by filling in the form obtained after clicking on **“MY PUBLICATIONS”**

- The user then needs to click **“ADD A PUBLICATION”** and fill in the form as shown
- Upon filling in all mandatory fields, the user should click on the save button.
- The ISBN drop-down menu shall only show the ISBNs that that user (publisher/author) has purchased
  - Once a user assigns an ISBN from this list, it shall not appear in the drop-down again in subsequent deposits.

Once this form is filled and saved, the publication details are sent to the KNLS librarian, who shall await the physical deposit of 2 copies of the publication for verification at which point they shall approve such publication deposit.

**NB: A user shall not be allowed to purchase any more ISBNs in the service unless they have assigned all the ISBNs that they had purchased. This means that the publisher or author shall need to deposit all their publications with the library before they can purchase any more ISBNs**

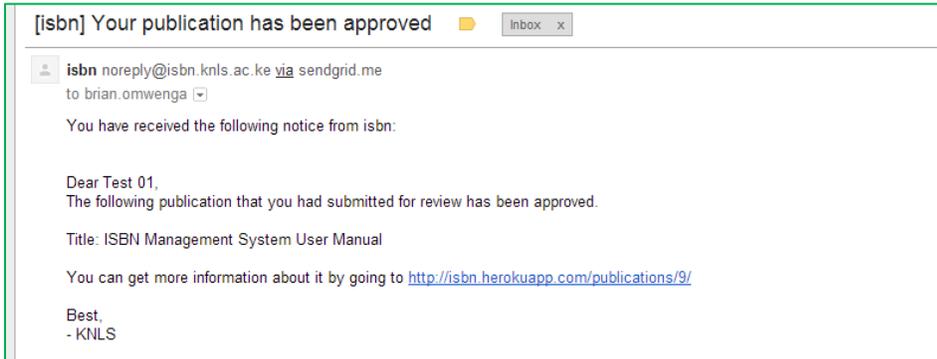
The screenshot shows the 'ADD A PUBLICATION' form on the KNLS website. The form is titled 'HOME / PUBLICATIONS' and includes the following fields and controls:

- Title\***: Text input field
- Author\***: Text input field
- Edition\***: Text input field
- Publication year\***: Dropdown menu
- Published**: Checkbox
- Publisher\***: Dropdown menu
- Isbn**: Dropdown menu
- Save**: Blue button
- Cancel**: Red button

The left sidebar contains navigation links: ISBN Products, Shopping cart, My Publications, and My Order History. The top navigation bar includes 'Dashboard', 'My Profile', and 'Logout'.

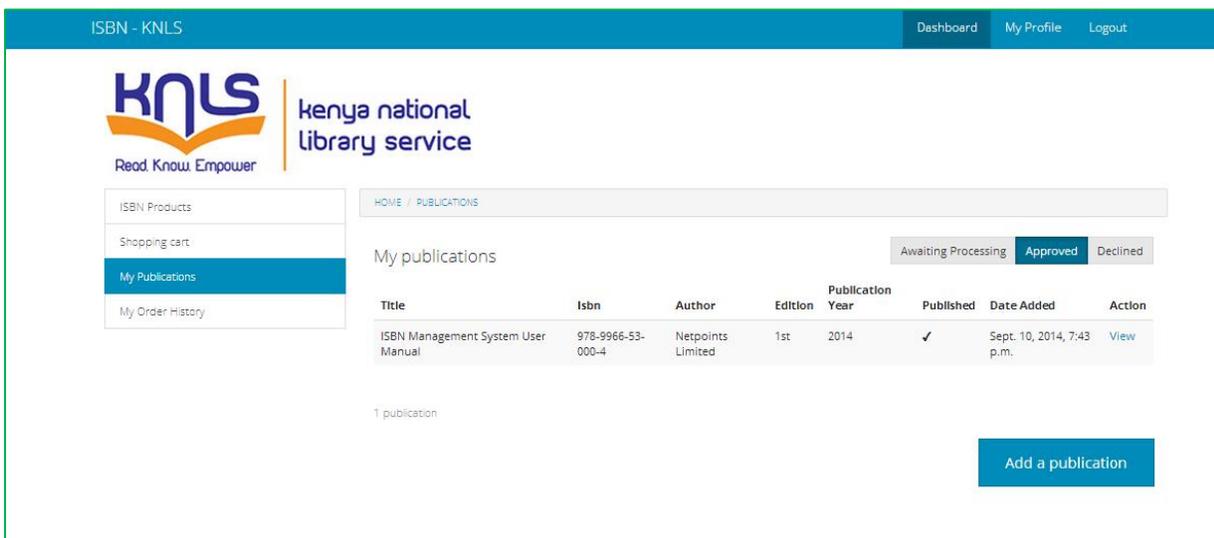
## PUBLICATION APPROVAL

Upon depositing 2 physical copies of the publication with KNLS, they shall approve the users' publication within the system. An email alert shall be sent to the user notifying them that their publication has been approved.



The user can follow the link and/or log back into the system where they can click the "MY PUBLICATIONS" link followed by the approved or declined button, where they shall see the details of the publications that they have submitted.

Successful approval of all ISBNs issued through the deposit process, will allow the user to buy more ISBNs from the system.





## ANNEX 1: SYSTEM USE CASES

<b>User Management (Author/Publisher)</b>	
Register User	Ability to create a detailed profile, providing relevant data (mandatory & optional) and create log-in credentials
Verify User	Ability to send an activation email (with activation link) to the user at the email provided during registration
Edit Profile	Ability to publishers to manage their profiles. Publishers should be able to edit and update the details of their profiles
Change/Remind Password	Ability of send a new password to the user at the provided email or username
Obtain ISBN	Ability to initiate and place an order for an ISBN within the system
Pay for ISBN	Ability to checkout through a clearly displayed MPESA Pay-bill number
Confirm ISBN Order	Ability to generate a PDF version of the order and send it to the user email address as well as update user activity on user page for pending orders
View activity history	Ability to generate user activity history regarding ISBN orders and approvals
Receive approval notification	Ability to send email notification to user on order approval and ISBN allocation with a receipt

<b>System Administration</b>	
User Management	Ability to view all user accounts and manage (activate, de-activate, change user access or email) from the system
ISBN management	Ability to avail ISBNs to the publishers for purchase.
ISBN order notification	Ability to send an email alert to the system administrator about a completed order for an ISBN
Reporting	Ability to generate a report of all issued, pending and available ISBNs (filtered)
Training	Conduct training sessions with KNLS staff members that manage the ISBN office.