WORKFLOW FOR **LIBRARY PURCHASE & LOAN SERVICES** FROM OUTLET'S SERVERS:

1. Gardners validate the library supplier's security functions to ensure the files hosted in secure environment and the DRM solution meets the publisher's requirements.

2. Gardners present the library supplier's platform to the publishers.

3. Once approved, Gardners supply the relevant data to the outlet to host, display and sell.

4. The librarian buys eBooks/ audiobooks from the library supplier's site.

5. eBooks/audiobooks are made available on the library's website for patrons to borrow.

6. The patron logs on to the library's site to choose eBooks/ audiobooks.

7. The library supplier validates the title to ensure the library have purchased it & have a copy available to loan.

8. The patron recieves a DRM'ed copy to enable returns once the loan period has expired.

9. The outlet reports & pays Gardners for the sales. Gardners report/pay the publishers.