

SELF SERVICE COMMENTS FROM OTHER LIBRARY AUTHORITIES IN WALES

AUTHORITY	COMMENTS
BRIDGEND	<p>We use self-service (2CQR) in Bridgend library. This was installed as part of a MALD-funded relocation in Nov 2013.</p> <p>We have two self-service machines (issue & return) near the entrance/exit plus a dedicated children's machine in the children's library (issue only).</p> <p>The machines have been successful and around 65-70% of issues go through the machines. As the library is open-plan and forms parts of a sports centre with longer opening hours I would like to see use of self-service developed to allow some degree of out-of-hours lending.</p> <p>The rationale behind self-service was very much to free up staff from repetitive, transactional tasks to allow them to focus on more meaningful & valuable interactions with the public. This has been successful to a degree although library staff do manage to gravitate to behind anything that looks like a desk or counter! Using self-service to reduce staffing was never part of the plan</p>
CAERPHILLY	<p>Caerphilly Library Service utilises self-service in two ways across all 18 of our sites.</p> <ol style="list-style-type: none"> 1) Bibliotheca Self-Service Kiosks providing customers with a range of options. 2) Self-Service authentication via our PC booking system and LMS to access our PCs <p>In relation to RFID (which I'm guessing is the one you are most interested in):</p> <p>The introduction of the RFID kiosks has certainly assisted us in delivering our services and also in demonstrating that libraries are utilising modern technology which customers expect as the norm.</p> <p>On average 65-75% of all loan/return/renewal transactions go through the kiosks which enable us to release staff to undertake more added-value duties.</p> <p>We do not currently utilise the payments options, although we have investigated this, the size of the floats required caused issues.</p> <p>We did also invest in a handheld scanner for stock work and also 2 ipod devices for queue busting with limited success. I think these are better in larger branches / academic environment rather than public.</p> <p>There is more scope to develop the units which we would like to include, however, unfortunately we are unable to</p>

	<p>integrate the PC booking and print payments (we do not use Netloan as our PC booking provider). We are also keeping an eye on the enriched content and social media plugins being developed. Personally, I do have concerns over the lifespan of the equipment and ongoing maintenance costs as competition in this sector has reduced since the recent merger with 3M. The big question is how this 3rd party system will take shape in light of the LMS for Wales work.</p>
CARDIFF	<p>We have self-service in 19 of the 20 Libraries and Hubs that we have. We are largely happy with this position but it should be noted that they are not a replacement for staff. This is evident as we have one temporary pop up location in Cardiff Royal Infirmary with an RFID kiosk and it is not staffed – usage is therefore very limited. Staff are needed to deal with cash issues and also some customers definitely need assistance before they get used to the equipment. I should also note that other than the unstaffed site not one of our locations is 100% self service.</p> <p>We use 3M who have been taken over by Bibliotheca. Main issues are related to cash – new notes not being accepted, not able to currently provide a language splash page therefore currently the initial language of the machines has to be either welsh or English. The Welsh Language Commissioner is not particularly happy with this position and has recommended that new software is purchased. I believe that it is not however currently available.</p>
CEREDIGION	<p>We offer self service machines in our 4 biggest libraries, within our existing opening hours, so they always have an option to go and see a staff member as well. Uptake on the self service is low. They came as part of the MALD grant funding as we improved libraries, we introduced RFID in these libraries. So we got security gates, self service machines and staff pads as part of the deal. If we had to pay for them ourselves, it wouldn't be worth the outlay. If you're looking at replacing staff or extending opening hours just using self service machines, then I would say that they are not reliable enough to do this without some kind of staff supervision for when things go wrong. Overall, they are a nice service for the minority of people who would rather use them than go to a member of staff, if you're forcing people to use them by not offering an alternative then I think reliability is an issue.</p>
CONWY	<p>Conwy has two 3M self-service kiosks in the largest and busiest libraries - Llandudno and Colwyn Bay. Both were purchased as a result of MALD capital funding.</p>

	<p>Support and maintenance for both machines is approx. £1,500 per annum. They are currently used for barcode scanning only but RFID functionality is available, and we hope to move to RFID in the near future. Usage is highest in Llandudno library, at approx. 50% of transactions.</p> <p>The new Sirsi LMS has a web based interface that can be used in kiosk mode. I'll be attending a webinar tomorrow to investigating whether this could be utilised as a cost effective means of providing self-service across our libraries.</p>
MERTHYR TYDFIL	<p>We have four self service machines dotted around the four service points, however we will be moving the one from the main library to the Leisure Centre when that is refurbished as we find they are not highly used. We tried enforcing use and everyone really hated it (possibly indicative of our demographic), then tried just having them around and they are used by some individuals but we find that often people mistrust a machine.</p> <p>They are ok but have never really meant a reduction in the workload as we have always checked self service returns to pick up items that need to go back to other sites or have not been returned properly. They've worked ok but to be honest have had no real negative or positive impacts for us.</p>
MONMOUTHSHIRE	<p>Self service is in operation in all the libraries of Monmouthshire except Abergavenny and Gilwern. While this is the only solution to the combined service of libraries and Hubs ad is greeted with enthusiasm by children and some of the customers. I am not convinced it is a standalone solution to Library service. The importance of contact with the customer both to understand the reading trends of the public using the library and the social contact are vital to keeping the library service relevant to the public. The self service will deal with those customers who know exactly what they want, it can allow for quick visits to</p>

	<p>the library with no waiting. However it cannot recommend a book based upon the books being returned or talk to the customer about the service as a whole. It cannot promote events, in a memorable way and it removes the human interaction that many of our older customers want. While it is a useful addition to the library giving the option of out of hours access to the building (if you are brave enough to allow it), and can help with waiting times I believe it must work with a fully staffed customer help desk....possibly close to the self service allowing customers who are in difficulty to be helped and encouraging those who do not wish to use the service to have a visible alternative.</p> <p>I have no concrete figures for this but it appears that Abergavenny consistently performs better in the areas of entries to competitions and filling in of customer questionnaires. Self service buildings only seem to do as well when there are members of staff or volunteers on hand to promote in person to the customers as they use the self service machines.</p> <p>I can search out some stats on library usage if you wish but my feeling is that the number of library users is on decline with or without self service but possibly is slightly faster with the self service</p>
NEWPORT	<p>We currently use self-service kiosks at three of our sites – Central; Rogerstone and Caerleon</p> <p>Central: Installed in November last year - 2CQR. We took the decision to replace the circulation desk with four self-service kiosks. This has allowed us to have a joint reception for the library/museum and an enquiries desk staffed by a professional where all reservations/requests are dealt with. We have a firm stance that standard issues/returns go through the kiosks and are not dealt with at the other two desks. Overall, we are happy with the use of self-service though there have been teething problems with these particular kiosks, which are not as robust as the Bibliotheca kiosks used at the other sites. 2CQR are aware of our concerns and are working closely with us to resolve some of the issues. Still have an issue with fee collection for talking books which has hit a bit of a brick wall between our LMS supplier and 2CQR! Overall, we have increased issues slightly since the kiosks were installed though we suspect that not all issues are captured due to customer error and also reduced renewals.</p> <p>Malpas:</p>

	<p>Installed in August – Bibliotheca We installed self-service at Malpas in response to the findings of the library review where staffing was reduced to one, supported by volunteers. The kiosk alleviates pressure at the circulation desk during peak demand and also allows the volunteers to assist the public to complete issues and returns. We did not want volunteers to access the LMS. Again, we have had some teething problems in getting the kiosk up and running as it is always challenging trying to work with the supplier and our IT department. When the set-up was completed this kiosk has worked well.</p> <p>Caerleon: Installed in June 2015 – Bibliotheca We put this kiosk in place as we were hoping to be able to offer unstaffed access when the library re-located to a community centre. Unfortunately, due to the sporadic staffing hours of the Centre this has not really worked. As Caerleon is now single staffed the kiosk fulfils the same role as Malpas with more use during peak periods than when the library is quieter, where customers prefer to speak to staff. Of the three, this kiosk seems to have been least problematic, I suspect that because this was the first kiosk installed and all parties, ourselves, Bibliotheca and our IT department put a greater effort in to the initial set-up.</p> <p>All in all the kiosks do manage the basic circulation functions. I would say that there does need to be a significant amount of work put in to the initial set-up and that this is not always easy. Which is the same for all IT projects!</p>
PEMBROKESHIRE	<p>The situation re. RFID in Pembrokeshire:</p> <ul style="list-style-type: none"> - We don't currently have any self service but – - The new County Library in Haverfordwest (due to open Dec 2017/early 2018) will have self service. We are currently weeding and tagging stock in all libraries in readiness <p>The company we are using is Bibliotheca and so far, we have no complaints, although it's very early days for us.</p>
POWYS	<p>We just use one pc which allows very basic controlled access to the LMS, so that people can just issue their own books (the children in particular like playing at being the librarian!), but we don't have any proper self-service terminals at all.</p> <p>Something which worries my management and members is the life span and the ongoing maintenance costs of the machines – if you get any feedback around those issues that you would be willing to share, I would be very interested</p>

<p>RCT</p>	<p>This is an easy one for us as we don't use them in any of our libraries. We have recently discussed introducing them when we move Pontypridd Library to a new location in 2017. To be honest we have not really taken it any further than an initial discussion and our Members were surprised when i informed them that there would be additional expenses associated with new barcodes and members cards. I think they thought we could just get the machines in and they would work with our stock.</p>
<p>SWANSEA PERSONAL VIEW (MOT AUTHORITY VIEW) DO NOT QUOTE ELSEWHERE</p>	<p>We have self-service at Central, Gorseinon and Morriston Libraries only.</p> <p>In my opinion they only work at the larger libraries where you can possibly make a staffing saving by introducing them. However even here you need to devote a lot of time to train staff and customers to make them effective.</p> <p>Staff need to be confident in them working correctly (they don't always and are a little flaky after network issues). They also are nervous that they are doing them out of a job! Customers need to be trained to use them and staff need to ensure they keep taking customers to them and showing them what to do. They are very staff intensive for the first few months as this needs to be constant. You also loose customer interaction once you've trained the customer to use them so promotion and marketing is more difficult as customer engagement is reduced (there are ways around this but just be aware)</p> <p>If you are going to move in that direction buy the ones with the latest coin boxes and card payments and ensure they can be customised bi-lingually.</p>
<p>VALE OF GLAMORGAN</p>	<p>We have kiosks at Barry (4), Penarth (3), Llantwit Major (2) and Cowbridge (2), they also enable self payment with coins and notes. They're well used and take 80% of our issues and probably more of our returns. They took some getting used to by customers and staff but now we wouldn't want to do without them.</p> <p>We use Bibliotheca machines and I can't say we've ever been really happy with their customer support. There were issues in the beginning but we've either got used to these or they've been dealt with so I don't get many complaints by staff. Just a little insight into the work of kiosks.... Our supplier has not though ahead with regard to the new coins and notes</p>

WREXHAM	<p>We did have self-service operating in 2 of our libraries but when we went live with the new LMS in August our machines could not be upgraded to take the new software. Prior to this they were used for around 20% of our circulation in the main library but only around 5% in the small branch. When the machines were removed we had numerous complaints as many users were unused to queuing at the main counter.</p> <p>We would like to reinstate self service, at least in the main library, but do not currently have the funds to do so.</p>
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