

CAPITA

Bridge features

Bridge comprises of a comprehensive set of features that enable effective communication between the LMS and self-service machines. An overview of the features included in each version of Bridge is illustrated below:

Current Features	Bridge Lite	Bridge Pro
Configuration	✓	✓
User message configuration	✓	✓
Support for magnetic media	✓	✓
Issue from the reservation shelf	✓	✓
Self return alert	✓	✓
Fee payments	✓	✓
Logging and operation auditing	✓	✓
SIP2 compliant	✓	✓
Sorter support		✓
Self return alert customisation		✓
Fully itemised borrower fee information		✓
Overpayments and credit		✓
Offline operation		✓
Simplified configuration		✓
PIN assisted Issue of age restricted items		✓
Dynamic relocation		✓

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Detail about Bridge features

Configuration

Self-service implementations can be configured to mirror existing staff-based circulation policies. For example, the issuing and renewal of items can be prevented when borrowers exceeded the limit of fees owed or blocking self return/issue of specific item types.

User message configuration

Messages displayed to users explaining operational exceptions when using self-service machines can be customised to suit local self-service policy.

Support for magnetic media

Support for prevention of accidental erasure of magnetic media (audio tapes, audio books, etc).

Issue from the reservation shelf (items waiting collection)

Users can collect items straight from the reservations shelf. Bridge will ensure that the item is issued only to borrowers that have reserved the item.

Self return alert

Self-service machines are alerted to instruct users to place returned item from other library branches or reserved items in a special bin or return shelf for further processing by the library's staff.

Fee payments

A display showing all fees incurred by the borrower as a single total of all the charges. Payments can be made from self-service machines and will be automatically updated in the borrower's account within the LMS. Note: Full itemised borrower fee information is a feature of Bridge Pro.

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Sorter support

Sorters provide the ability to separate returned items into multiple bins for easier and quicker re-shelving. Bridge provides support for both server and sorter based sorting. Bridge can be programmed to supply sorting information (branch id, shelf-mark, classification, etc) and let the sorter calculate the target bin, or calculate the sorting bin itself and pass it to the sorter.

Logging and operation auditing

Bridge is fully auditable - all interaction (exchanged messages) between Bridge and self-service machines, as well as diagnostic messages in cases of machine or network problems, are logged. These logs can be used to resolve issues with SIP2 protocol compliance as well as Bridge or machine malfunction.

SIP2 compliance

Bridge is fully SIP2 compliant and it will support SIP2-compliant third party devices - libraries can even mix devices from more than one partner.

Self return alert customisation

In addition to the user message configuration in Bridge Lite, messages can be customised to provide users instructions upon self-return of items. For example, messages could be used to instruct a user to place an item in a special basket.

Full itemised borrower fee information

Full breakdown of a borrowers account charges. Payments can be made from self-service machines and will be automatically updated in the borrower's account within the LMS. Fee description can be customised to suit the individual self-service vendor display characteristics or to meet local requirements.

Overpayments and credit

Bridge Pro can be customised to accept overpayment. This enables borrowers to add credit to their account if the self-service machine runs out of change.

Offline operation

Self-service machines can continue to operate if the connection to the server fails. Offline transactions will be uploaded when the connection is re-established. The offline transactions

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will be stored in the LMS using the actual (offline) transaction times and will appropriately backdate all applied fees (fines, hire or reservation charges).

Simplified configuration

Bridge Pro supports full SIP2 login, enabling self-service machines to be re-deployed without the need to change each machines configuration individually.

PIN assisted Issue of age restricted items

Bridge will require patrons to supply their PIN at issue of age restricted items to ensure that the person using the borrower card is indeed the named person on the patron account.

Dynamic Relocation

Assist libraries operating a dynamic stock system whereby certain items discharged at a site will remain at the discharge site and become re-sited there. Bridge can be customized to automatically re-site returned items according to the library rules and thus eliminate manual re-siting at counter stations and reduce 'losing' stock when items are being shelved at the return site without being re-sited.