



Delivering enhanced self-service transactions

Benefits for Customers:

- Complete diverse transactions at self-service units
- Payments, issues, returns and renewals at your customers' convenience
- Improved customer experience, through time saving transactions
- Enhanced information for borrowers at the self-check unit

Benefits for your library:

- Frees staff to focus on more valuable library services
- Reduced queues at circulation desks
- Streamlined movement and control of stock around the library
- Guaranteed integration with major self-service suppliers

Overview

The pressures that drove the introduction of self-service in libraries – the need to save costs and meet rising user expectations – are stronger than ever. Both public and academic libraries are expected to host a broad range of service channels to meet the needs of all of their users. Customers want convenient, discrete and efficient methods of borrowing and returning items - especially if there are payments to be made. Bridge empowers your customers with the ability to service their own simple transactions 24/7, freeing library staff to concentrate on other frontline services.

Extending your library services

The introduction of self-service points demonstrates your commitment to providing efficient customer-centred services. By freeing library staff to concentrate on more valuable activities, your library is better placed to meet efficiency targets or respond to budget constraints. Bridge allows you to extend opening hours without increasing employee costs, as more transactions can be completed without staff intervention.

Enhanced transaction messages

Bridge provides your borrowers with meaningful messages during transactions, including items waiting for collection, reserved items still in process, items on loan, overdue items, recalled items and outstanding charges. When combined with other messages during self-issue, customers receive similar information and levels of service that they would normally obtain from staff.

Reservations 24/7

With Bridge, borrowers can self-issue reserved items directly from your reservations area. With items stored on open shelves, you can offer reservation collection outside staff hours. As a safeguard, self-service devices are provided with the information required to block users from helping themselves to other customers' reserved items, which also allows reserved items to be available for reference before they're collected.

Flexible item handling

Using Bridge, you can customise the highly flexible item handling according to your library's needs or policies. For example, Bridge can reject a borrower's request for a short-loan item, and display a message prompting its return to the short-loan collection. Similarly, you can configure the handling of discharged items in specific ways.

Self-returns, automatically sorted

RFID-enabled self-return units that are capable of sorting items by destination are an increasingly popular investment for libraries. Bridge streamlines your re-shelving process by allowing returned items to be grouped by site, shelf location and reserved status, ensuring the most popular self-returned items are available to other users as quickly as possible. Placing messages on items provides the option to 'trap' items that need retaining on return.

Integration with major self-service suppliers

Bridge is a standards-based, licensed interface that works in conjunction with the Capita library management system and self-service devices. Integration with major self-service suppliers is guaranteed through the Additions Partner Programme, which ensures that future developments between Capita and third parties are synchronised. Customers can pay their fines and charges via any self-service device that supports in-built payment facilities, helping to reduce queues at your circulation desk.

"The move towards an almost exclusively self-service circulation system means our customers are receiving the benefit of our staff being more available within our library building. We can be certain that their straightforward transactions are safe in the event of a network failure."

Paul Williams, Systems and Access Services Team Leader,
University of Worcester

Additional benefits with Bridge Pro

Bridge is available in two versions, Bridge Lite and Bridge Pro. Bridge Pro adds offline capabilities to the functionality described above, which means that libraries benefit from:

- Guaranteed transaction availability for libraries requiring 24/7 stock utilisation (or libraries operating extending opening hours or unmanned services)
- Resilience from unreliable network connections
- Guaranteed self-service provision, ensuring maximum use of your investment in RFID and self-service machines

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