

CASE STUDY: Dorset Library Service

THE LIBRARY

Dorset Library Service is a member of the Libraries West Consortium; a network of linked libraries across seven authorities in the South West. Dorset Council has 23 council-run libraries and eight community managed libraries. It has a strong digital focus, with Wi-Fi available in all libraries to facilitate access to online resources. Self-service technology has been installed in the libraries since 2008, enabling staff to spend more time engaging with customers, help with reading choices, assist with digital technology and offer a wide range of activities.

THE CHALLENGE

Dorset Library Service's existing self-service equipment was coming to the end of its shelf-life after being in place for nearly ten years. The Service required new, modernised self-service kiosks that were up to date with improved functionality and integrated with the digital strategy being rolled out across its libraries. Access to self-service software needed to be improved for people with disabilities, greater access was required for admin and the Service also wanted to introduce chip and pin and bring back the cash payment facility that was deactivated with the introduction of the new £1 coin. Installation needed to be timely, with the expiry of the maintenance agreement the Service held with its existing supplier, being taken into consideration.



CUSTOMER COMMENTS

Lisa Luther, Library ICT Manager, Dorset Council, says: "With the help of the D-Tech team we were able to install the new solution within the required timeframe. The user acceptance testing prior to rollout did not go without hiccup, however this was invaluable to ensure a smooth transition. They are now proving very popular. 70% of our library transactions are through our new RFID kiosks. They are so easy to use; the home screen has the look of a tablet or smart phone.

D-Tech's technical team and field engineers always strive to provide good customer service; I would recommend them to other libraries."



THE RESULTS

IMPROVED ACCESSIBILITY

Ensuring all patrons, including people with disabilities, can access the kiosks.

IMPROVED FUNCTIONALITY

Enhancing the customer journey to ensure each user's experience is quick, clear and concise.

MULTIPLE PAYMENT OPTIONS

Making the kiosks more desirable by allowing users to use their preferred method of payment.

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Lisa Luther,
Library ICT Manager, Dorset Council





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