📄 CASE STUDY

Revolutionising library services: Middlesbrough College installs new self-service kiosks for effortless access to resources

Middlesbrough College is a further education college in Teesside with approximately 15,000 students and a vibrant college community. The College is the biggest of its kind for post-school education in the Tees Valley area.

The library is found in the College's main building on two levels and accommodates a Learning Resources Centre with over 23,000 books and many bookable computers.

The decision to refurbish the whole of the College's library offered the prospect of adding self-service terminals that would not only speed up the check in/out process for student users but also help deliver efficiency savings for the library management team.

Self-service kiosks offer numerous benefits, but a key advantage is that staff can devote more time to engaging with users. In line with the evolution of the progressive provision of resources, the College felt that now was the time to offer self-service checkout.

AdvaNova partnered with Middlesbrough College to update the technology used in the library and switch it from relying on barcodes to an RFID solution with our D1 self-service kiosk.

CUTTING-EDGE TECHNOLOGY

RFID (Radio Frequency Identification) is a wireless transmission method employing high-frequency coupling to recognise an item uniquely. An important feature is that RFID tag information is readable outside the direct line of sight, whereas barcodes must be scanned with an optical laser device, and multiple RFID tags can be processed simultaneously. This not only offers fast and efficient transactions but also means that it is highly intuitive for users – they can place their items on the kiosk and almost before they know it, the items have been checked out.

The primary attraction of self-service checkout is that students can check out and check in items without the assistance of library staff.

The kiosks can process multiple items at any one time, and students can access their account information, too. They can monitor a range of matters, like books on loan, outstanding fines, or books that are late and must be returned.
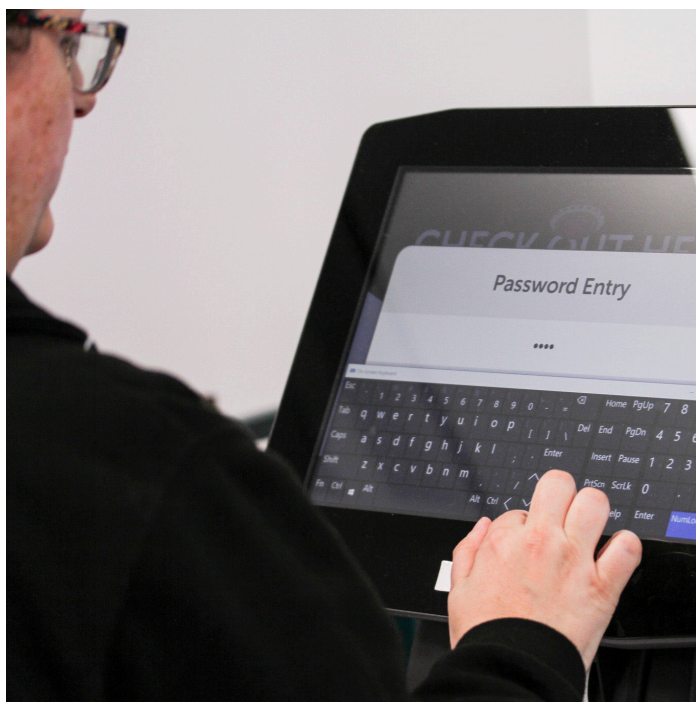
OUR SOLUTION GETS GOOD REVIEWS

Since installing these self-service systems at Middlesbrough College, staff have reduced waiting times and queues as students swiftly and efficiently check out books.

The marriage of AdvaNova's customer care support and proven, effective technology has substantially improved the overall library efficiency. Staff say the new kiosks are helping to deliver a more efficient and enjoyable learning experience for the students and visitors who rely upon the library.

> The new self-service terminals are in line with the evolution in library services across the country towards more efficient and time-saving measures for users. The kiosks make all our lives easier, and I think that's essentially the crux of why we chose to have them installed.
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> No one likes to wait in lines just to check out one book, and staff would prefer to be helping students with more sophisticated demands.
> All in all, the new self-service machines have been a welcome addition to our college library.

Tracey Totty, Library Services Manager, Middlesbrough College

Middlesbrough College's new D1 RFID self-service kiosk was a cost-effective measure, allowing the College to meet rising student demand without dedicating resource to hiring new employees.

The kiosks have been welcomed with a sigh of relief from busy students across the campus, who say they're now able to quickly check out the books they need for their courses and get on with their studies.

To talk to us about the library solutions we would recommend for your specific requirements, please get in touch by calling +44 (0)1582 769991 or emailing sales@advanova.co.uk