

Case study: Self Service Payment Station in Libraries



Application.

More and more libraries evolve to a self-service model where clients perform themselves the check-in and check-out procedures using RFID tags to identify the books or CD's and using the Barcode or their e-ID to identify themselves to the system.

Library personnel is released from the repetitive tasks and can fully concentrate on adding value to customers through advice and assistance.

In the same logic, it makes a lot of sense to release personnel from handling cash money. A library payment automat can not only imply savings in personnel time but can also solve the safety and responsibility issues related to the handling of money.

Co-development:

Antenor is specialised in payment automation but is not a SW expert specialised on library ERP systems. As the payment automat needs to integrate with the SIP2 based library SW such as VUBIS, Brocade, Aleph, ... we work in close partnership with system houses that are experts in this domain. The integration is based on the proven Antenor System Payment concept. This case study describes the resulting solutions created by Pimc.

Pimc Solutions :

Pimc is a system house with a focus on applications for libraries.



'**Timetracs**' has become the preferred choice to reserve and manage workstations in public libraries.



'**Paytracs**' is the co-developed payment automat which offers a graphical user interface to the customer through a touch screen. The user can identify himself through barcode or his e-ID. Depending on the site requirements, several payment options can be organised in a variety of cabinets. The integration with VUBIS, Brocade and Aleph is proven and implies that the product can be applied in the majority of public libraries.



'**Copytracs**' provides an integrated solution for copying and printing in public libraries. By using the copicode-IP of Antenor in combination with a barcode scanner or e-ID reader, the user can make prints and copies while the costs are registered on the server. .

Customer experience



The **Pimc** solutions have been implemented in several public libraries throughout Belgium and are well appreciated by library staff as well as by the users because of its straight forward approach. Personnel is released from dummy routine work and is more available to help customers with professional advice and kind support. Visitors do not longer need to buy a dedicated copy card but only need to identify themselves to make use of all the offered library services. All library services are paid for at an effective and user friendly central payment automat offering both cashless and cash based payment options.

Conclusion

Combining the expertise and know-how of Pimc and Antenor has resulted in a unique product mix which helps libraries reduce their operational cost and maximise their service level to their customers.