

# LIBRARY

## Expense management and user charging

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## Expense management and user charging

### Libraries and users find convenience in card technology for services

Libraries are the new centres of knowledge in communities as they embrace online information for their citizens. Along with book, journal and digital media lending, libraries are now a hub for internet activity.

As public utilities, however, they face same cost recovery imperatives as other businesses. The modern library charges for print, copy, PC time and scans. Some charge for book loans and recover overdue fees and fines. Many have a retail store or cafe.

The public expects to print and copy from books, journals and the internet, sometimes requiring staff to police fair access to PCs. Monitor's solutions manage resources by tracking and charging for time or use, while being largely self-service.

The sophisticated Supervisor Net software integrates with traditional library management systems to validate a user's account, check for outstanding fees and fines or obtain their credit balance. As this credit is not stored on the card, it is secure when a PIN is added.

### Managing staff's use of resources

For library administration, Monitor solutions offer improved office efficiencies and reduced costs. Supervisor Net tracks a range of document and other costs, helping with budgeting and better deployment of resources. At the same time, automating a number of tasks frees up staff and improves security.

**With credit on library card accounts, cash handling can be reduced or eliminated.**

The benefits include –

- Full online reporting for all transactions according to user, device or cost centre
- Dramatic cost savings through the elimination of waste and misuse

### How does the Monitor system work?

Monitor establishes patron accounts on a server controlled by the library, with these accounts accessed via the library patron card and optional PIN number, or some other convenient identifier such as a casual paper ticket.

**Monitor's Supervisor Net offers –**

- Monitoring and controlling of access to chargeable services
- Allocation of service costs to departments
- Centralised site control and management of user accounts
- Flexible, tailored reporting for all functions from printing and PC to fines
- Full ILS (Integrated Library Systems) integration for seamless data feeds

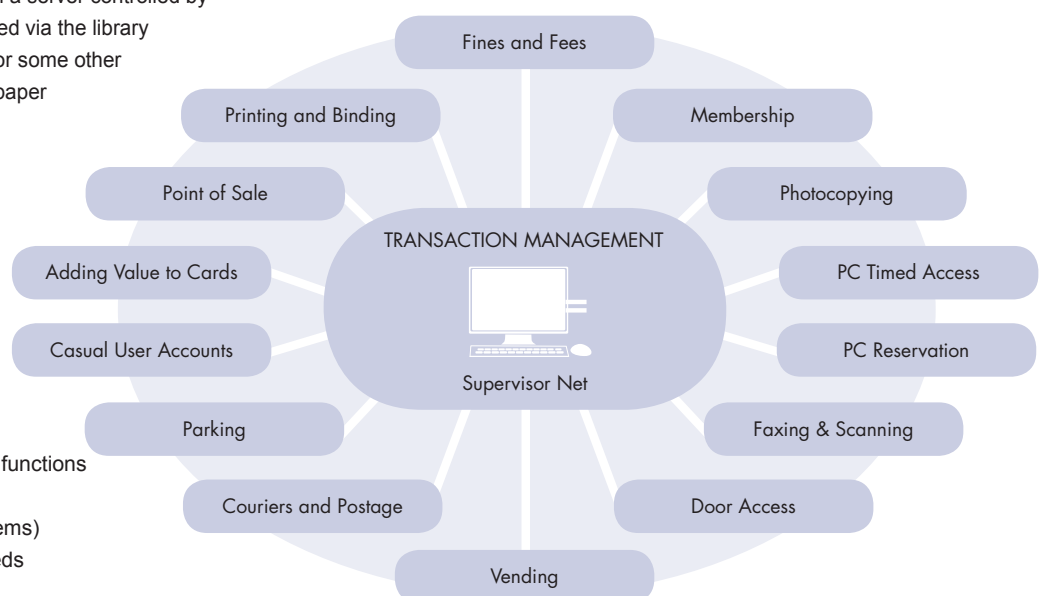
Monitor solutions allow new functions to be added on incrementally, so libraries can future proof their transaction management. They can also be sure to recover the costs of any new services they offer to the public.

For users, the easier it is to pay, the more services they use. Credit can be loaded onto a library card via a kiosk on-site, with credit card or cash options. They can also top-up their card using the My Monitor web portal.

**Members of the public can then pay for a range of transactions –**

- Book, DVD, CD and journal loans
- Fees and Fines
- Printing
- Copying
- PC Time
- PC Reservations
- Scanning
- Point of Sale at a library gift shop/cafe
- Parking

- Increased security with less cash and less staff involvement
- Fair real-time monitoring of PC access so staff don't have to mediate
- Secure fee and fine payments
- Increased automation, reducing staff time involvement with high volume, low cost transactions
- User friendly technology, using simple touch screens and remote diagnostics
- Increased revenue from services due to ease of payment
- Cash float from public cards improves liquidity
- Secure print release using staff card for confidentiality and less print duplication



## Choosing the solution you need, when you need it

Every library has different demands on its services. Monitor has designed its solutions as modules so you buy only the functions you need. As Supervisor Net can always manage more, you can continue to add on functions, when they are required.

All solutions require Supervisor Net software to manage the transactions.

### Paying fines and library charges

Monitor offers self-check kiosk or online payment for fees and fines, attractive to many who prefer to pay overdue fines in private.

These self-service options free staff from collecting money, reconciling it and managing cash floats. It reduces the security risk, while increasing library revenue. Librarians can also debit a user's account balance to pay fees at a checkout desk.

#### 3M SelfCheck™ kiosks in the library



The Monitor solution can include 3M SelfCheck™ kiosks, which allow borrowers to pay fines while taking out items. The kiosks communicate with Supervisor Net to deduct fines and update account balances in real time. Borrowing can be blocked through SelfCheck™ if the user has an overdue amount, with redirection to the circulation desk.

#### My Monitor on the web

The My Monitor web portal allows patrons to pay library fines and charges from the user's account balance, from a library or home PC. Linking to the library management system, Supervisor Net shows the user all the amounts owing, for instance overdue fines or lost book charges.

My Monitor opens up a credit card option for users with insufficient funds in their library account, so they can top-up while paying their fines. As well as directly reloading their library card account using their credit card, users can create and email statements of activity costs such as PC access, printing and photocopying.

### Photocopying

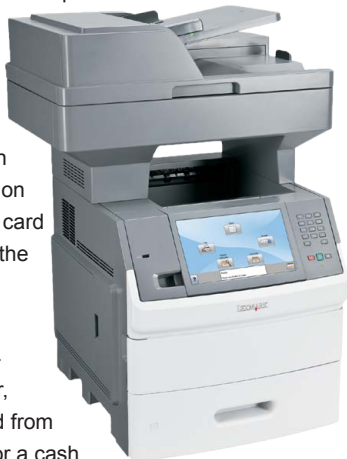
Libraries have two options which connect directly with Supervisor Net, requiring no other third party software or hardware.

- Embedded photocopier terminals with optional card readers for almost any card type
- Photocopiers attached to standard (non-embedded) Monitor MB20 control terminals

Patrons swipe their library cards to gain access to the photocopier, with the option of a PIN for added security. The library card account is then deducted according to the quantity and type of photocopies.

For casual users, libraries can offer a casual card or an Express paper ticket.

These are linked to an account number, where casual users store credit, loaded from EFTPOS or cash at an Express kiosk or a cash Autoloader. They then use the card or key in their unique paper ticket number to copy, print and access PCs.



### Printing from a PC

When a user submits a print job from a public access PC, this is held on the print server until the person identifies the job at the printer. The total cost of the print job is displayed, along with their account balance.

The user swipes a library card or keys in an Express paper ticket code to release the print job. Duplicates and unwanted documents are largely eliminated, further reducing waste.

A user can also choose an alternative printer to release their job if the original printer is offline.

### PC Access

With information increasingly available online, many libraries provide computer time for their citizens and this can be an important source of income.

Using Supervisor Time, a library card can simply validate a user and allow them free access to PCs. There are two charging options for PC time. The first allows patrons to prepay for a block of time, by swiping their library card at a PC.

The second option enables patrons to pay per minute, using their library card. The patron is warned via a pop-up screen when they are running low on credit and are given the option of topping their account up before their session expires.

Casual users can use a card or an Express paper ticket code to reserve and purchase PC time as well.



### PC Reservations

As many patrons now rely on library PCs, staff members require a system for both immediate and scheduled reservations. This organises orderly, fair access to computers, especially at busy times, providing certainty for patrons.

Monitor can include a PC reservation station using library cards to reserve time on a PC, or users can book a PC online from anywhere. This reduces staff involvement and optimises the use of expensive equipment.



# MONITOR

Transaction Management

## Adding value to patrons' accounts

Patrons can use a variety of methods to add value to their library account. There are card and non-card options for casual users of printers, copiers or PCs.

### My Monitor on the web

My Monitor offers web based funds transfer so patrons can add value to their library account from a credit card using a secure payment gateway. They can also –

- Set up and receive email statements of their balances and transactions
- Lock their account if they lose their card
- Pay library fees and fines

### Reloading accounts using Express Kiosks

Monitor provides a wall-mounted or free-standing kiosk called Express. Patrons can use our EFTPOS technology to reload their account or perform other functions.

The kiosk may include

- An EFTPOS terminal
- Cash option
- A receipt printer
- Casual paper ticket dispenser
- Card dispenser option
- Other applications launched from the kiosk, such as secure print release

A patron swipes his or her card to retrieve their balance and selects from predetermined values or can key in a different amount.

Express asks for a bank card to be inserted and then asks for the bank account and PIN. When a transaction is completed an EFTPOS receipt is printed.



## Casual users choose ticket for PC, print access

### Autoloaders for cash and casual cards

A Monitor Autoloader allows library patrons and casual users to use coins and notes to load value to their library card account. Monitor has Autoloaders with barcode readers designed specifically for the library market.

Casual users can buy a magnetic or bar-coded card from the Autoloader, swipe it to create an account with Supervisor Net and add value with cash at the machine.

### Express paper ticket for casuals

Casual users can also be offered a paper ticket, so they do not have to buy a card. An Express kiosk can be used to create an account for a casual user, print a ticket with an access code and value on it.

The user can then key in this code on different occasions for PC access, print or photocopy and their balance is deducted.

Monitor's next generation of Express kiosk combines paper ticketing and library card loading, and offers EFTPOS, credit card and cash options.



## Point of Sale using patrons' cards

Libraries have seized the opportunity to sell library bags, books and gifts as an important income stream.

Monitor's point of sale hardware and software uses library cards for increased discretionary spend, with various point of sale options –

- Software-based iPOS system with cash and Supervisor Net account options, as well as a fully featured stock reporting and management system
- Interface with Sharp cash registers and Micros point of sale systems
- Inexpensive MB20 retail terminals.

“ Libraries have always held a wealth of knowledge for everyone in the community. Now a library card is even more valuable for many, as it is the key to information in the digital age. ”

## For an appraisal of your library

Monitor offers solutions for small community libraries through to large multi-site or institutional libraries. Our locally based resellers have a detailed understanding of your market and are able to advise on solutions for your site. Please contact us below.



Wireless House, 56 – 58 Grafton Rd, Auckland, New Zealand  
Telephone: +64 9 309 8047 Fax: +64 9 309 8051  
Email: sales@monitortm.com  
[www.monitortm.com](http://www.monitortm.com)