

Self Service Loans & Aleph Dutch solutions

Bas Vat, september 6 2009



Universiteit Leiden
The Netherlands





Utrecht University Library

Selfservice Loans, Returns and RFID

Theo Engelman, september 6 2009

Short introduction

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Short introduction

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Why Self Service Loans

- Expanding library opening hours
- Tight (staff) budgets
- Patrons expect services
- Patrons dislike waiting at desks
- Patrons want to loan and return items not depending on staffed desks
- Patrons are used to self service in public libraries





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Services patrons expect from the library

- Study space
- Meeting other students
- Using reference material
- Computer facilities and wireless network
- Access to e-resources on and off-campus
- Support, helpdesk, qualified friendly staff
- Loans and returns wherever, whenever
- Good coffee

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Leiden situation

- After office hours focus on central library
- Humanities important (for loans)
- Closed stack for most of the items on loan
- Open stack items reference only
- 2.000.000 items in closed stack
- Opening hours expanding up to 100 hours per week
- Library staff budget decreasing





Utrecht situation

- 2 main locations, City Centre and Campus
- 87 hours a week open, 7 days and patrons demanding extended open hours
- 1.000.000 items on open shelf
- 3.000.000 items in closed stacks Campus
- Patrons can loan/pickup and return all items in every location
- Library staff budget decreasing

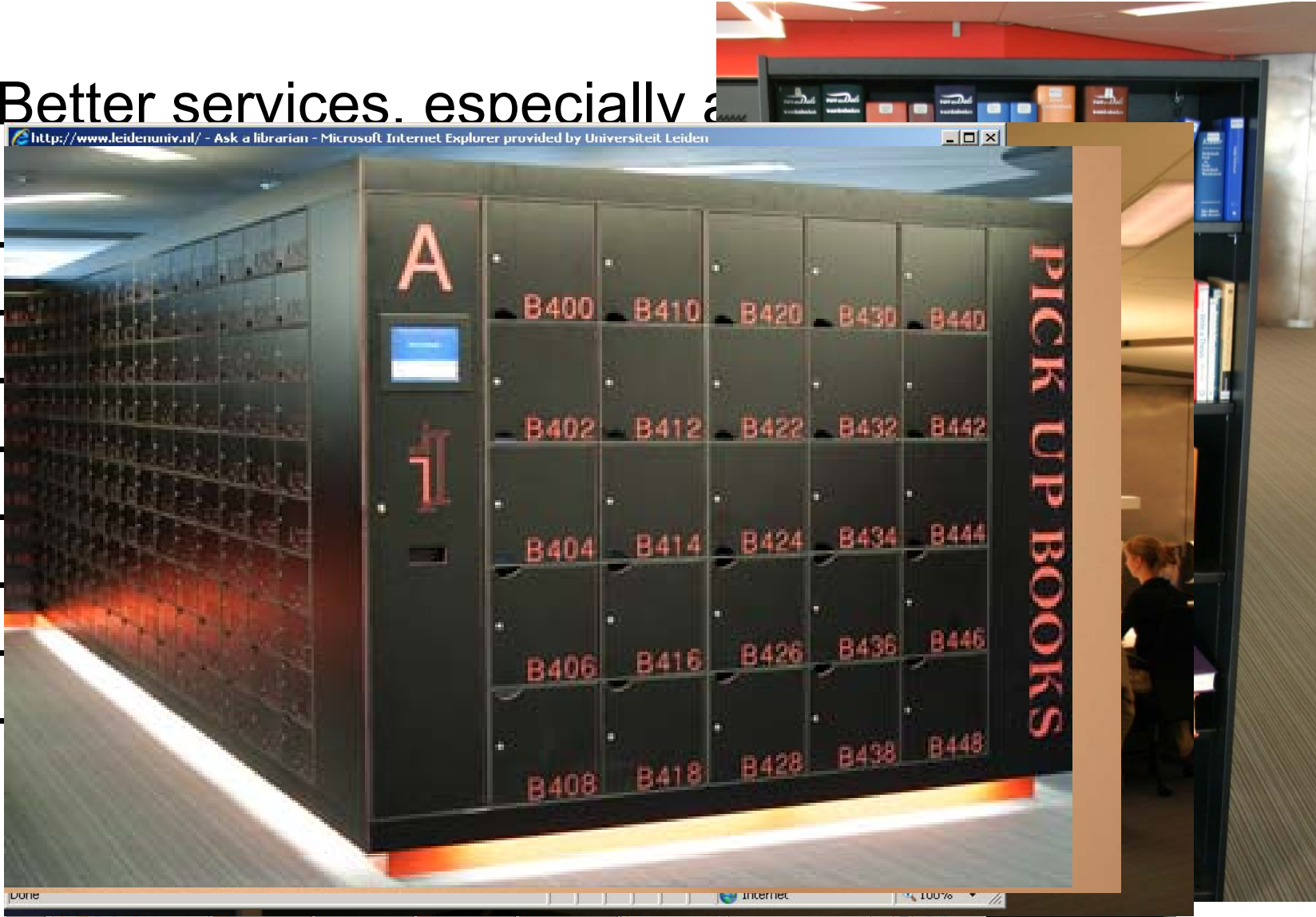


Recent efforts in Utrecht

- New library buildings: City Centre and Campus
- Extended opening hours, piloting 8 AM - 2 AM
- More and luxury study space
- Group study facilities, “lounge” zone
- More and better computers, wireless network
- Improved access to resources, also off-campus
- Virtual helpdesk, one stop shop for patrons
- GOOD coffee ☺
- Logical next step: Self Service for loans and returns

Recent efforts in Leiden

Better services, especially a



Leiden project

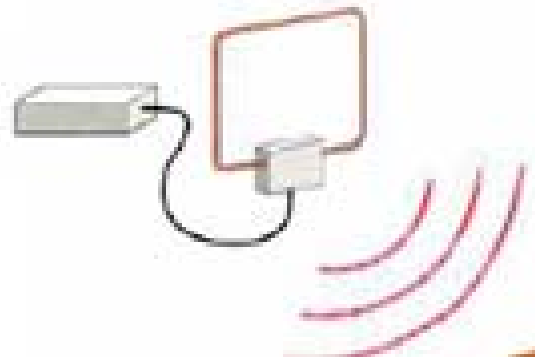
- At first : looking at RFID solutions
- Not a good idea for our situation:
 - 2.000.000 items to label
 - All items in closed stack
 - Delivery in open shelves: privacy problems
 - Cost
 - Life span of RFID tags
- Alternative: self service via lockers
- Project with supplier Nedap





Utrecht project; RFID

Radio Frequency IDentification



De RF transmitter/antenna detects and reads the chip containing Item IDentification



Utrecht project; RFID

Technical issues:

- Antenna detects tags within limited range, depending on antenna and frequency
- Proximity reading, no sight line needed
- Detection through other objects. **NO METAL!!**
- Information on tags limited

Data on tag:

- Various datamodels (ISO, NISO, Dutch, Danish)
- Only ItemID (barcode) and ISIL
- EAS-bit used



Utrecht project

- University Board declares:
 “There shall be RFID in the Library”

Technical issues:

- **Turn key (HF)** vs State of the Art (UHF)
- Mixed mode vs **Big Bang**
- EM vs **RFID** for **Electronic Article Surveillance**
- **SIP2** vs NCIP

Organisational issues:

- Mixed mode vs Big Bang
- Open (hold) shelves vs closed stacks. LabelGate
- Supplier selection : EU tender mandatory
- Deadline: 01-09-2009

Finance:

- 1.000.000 € for the whole project!

Leiden: Lockers for Self Service

- Together with supplier Nedap
- Combine standard technology
 - Lockers
 - Locker management system with database and tools (who has access to which locker, opening locker via terminal,...)
 - SIP2 protocol for communication with Aleph
- Into something new and unique



Leiden: general workflow



Leiden: general workflow (2)

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Utrecht : RFID for Self Service

- Self service machines in every location
- RFID antenna's on all public desks
- RFID gates on all locations
- Tagging of 1.000.000 open shelf items
- Tagging of all new items
- Tagging of alle new issues and bounds
- 'Open' hold shelf. Patrons pick own holds
- Paying Fine's using SIP2



Utrecht : general workflow (1)

Requests:

- Patron requests book via OPAC
- Items is taken from closed/open stack by staff
- Staff checks in requested items. Items in transit to pickup location
- Staff checks in items in pickup location
- Item on hold for patron
- Pickup notice to patron.



Utrecht : general workflow (2)

Loans:

- Patron picks up items from open shelves and/or hold shelf
- Patron puts items (max 5) on self service machine
- Patron scans library card. Circ checks via SIP2 prior to transactions
- Loan transactions in Aleph via SIP2
- Items on loan, loan receipt printed or emailed to patron



Utrecht : general workflow (3)

Returns:

- On return: patron puts items (max 5) on self service machine
- Return transaction in Aleph via SIP2
- Items in transit or reshelving when in home library
- Return receipt printed or emailed to Patron

No Renewals on self service.

Better renewal functions in OPAC!

Leiden: Aleph and SIP2 problems

- Aleph implementation of SIP2 is not good enough
 - > enhancement request
- SIP2 is not always enough
 - > SQL based perl scripts needed
- Show info from locker system in OPAC
 - > SOAP based info in OPAC





Utrecht: Aleph, SIP2 and NCIP

- Aleph SIP2 V16 not good enough, but V20 works fine so far (payment and sorters not yet implemented!!)
- SIP2 is proprietary and outdated
- Ex Libris should move to NCIP!!
- > enhancement request



Utrecht experiences

- Autocheck as supplier: very good
- Outsourcing conversion: good
- Ex Libris as supplier: support good, product (Aleph) good for SIP2, but unwillingly to enhance GUI for integration with RFID antenna software
- Utrecht University Library: new workflow demands new ways of thinking
- Library staff: apprehensive
- Planning and control: good!!

Leiden experiences

- Nedap as supplier: very good
- Ex Libris as supplier: support good, product (Aleph) sometimes disappointing
- Leiden University Library: new system demands new knowledge and new ways of thinking. Still working on it
- Library staff: apprehensive at first, now enthusiastic
- Patrons: very good reactions



Leiden current situation

- Self Service in use since beginning of august 2009
- First experiences very good
- End user experience: takes some getting used to the new way of working, most patrons like it very much
- Staff user experience: still some work to be done on workflow and procedures





Leiden future developments

- Lockers for “ library use” materials
- Self Service paying fines
- Lockers in other locations for delivery of items to patrons
- Integration of Locker system with Aleph GUI workflow, needs some more thinking and a lot of work





Utrecht current situation

Implementation:

- 01-02 to 01-09 2009
- Simultaneously upgrading Aleph V16>V20
- WE MADE IT ALL, let's have a peep look



Future

- Self service paying fines via SIP 2 in main locations
- Sorters in main locations, we have much transit
- Barcode printed on tag?
- RFID library card ?