

# Library

## Expense management and user charging

Monitor's library solution creates a cashfree, self-service environment for patrons as well as increases revenue, reduces costs and increases staff efficiencies.



# Library

## 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 (LMS) or Integrated Library Systems (ILS) to validate a user's account, check for outstanding fees and fines or obtain their credit balance.

### 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. Through the automation of tasks, staff can focus their time on their core responsibilities creating a more efficient work environment.

**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

### How does the Monitor system work?

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

**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 LMS and ILS integration for seamless data feeds

Integration of a Monitor solution to a library's LMS or ILS is an integral part of the solution. Monitor are continually integrating to new LMS and ILS systems. Monitor's integration includes, but is not limited to, the following systems:

- Aurora Information Systems - LMS
- CarlX - ILS
- Libero - LMS
- Koha - ILS
- Millennium - ILS
- SirsiDynix Horizon - ILS
- SirsiDynix Symphony - ILS
- Spydus - LMS
- Voyager - ILS

For patrons, 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 EFTPOS, credit card or cash options. Patrons can also top-up their card using the My Monitor web portal. As this credit is not stored on the card, it is secure when a PIN is added.

- Dramatic cost savings through the elimination of waste and misuse
- 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 - online or at a kiosk
- 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.

### Paying fines and library charges

Monitor offers self-service 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 patrons 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.

#### miniPOS for fees and fines

Monitor's miniPOS application allows patrons to pay fees and fines at a kiosk or standalone PC or touchscreen. This provides greater convenience for patrons and eliminates cash handling by staff. Fees and fines are retrieved and displayed in real time from the libraries LMS or ILS. Patrons have the option to pay for all their fees and fines or elect to pay individual fines.

Each miniPOS station can be configured to display a list of products to be purchased. Patrons can pay for fees and fines as well as purchase goods such as USB flash drives, books, DVD's etc.

Payment is made using the patron's Monitor account through the authentication of their library card or ID.

#### 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, My Monitor displays the patron all their amounts owing, for instance overdue fines or lost book charges.

### PC Access

Supervisor Time provides patrons with the ability to access library PCs by using their library card for authentication. Patrons can either prepay for a block of time or pay per minute. Casual users can use a card or an Express paper ticket code to reserve and purchase PC time as well.

### Printing and Copying

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

- Embedded solutions with optional card readers for almost any card type
- MFP's with Monitor MB206 control terminals attached



Patrons use their library cards to gain access to the MFP, with the option of a PIN for added security. Their Monitor account is then deducted according to the quantity and type of jobs submitted.

### Bring Your Own Device (BYOD)

Monitor Web Print allows patrons and casual users to submit print jobs from their internet-enabled device such as a laptop, smartphone or tablet.

Monitor Web Print gives patrons and casual users the ability to submit print jobs from anywhere, such as their house, cafe or restaurant.

Patrons and casual users can upload files, URLs or emails and use their Monitor account to pay for their print jobs. Before releasing the jobs, they can also change the attributes of the job and select the site, location and printer they wish to print to. Selecting a site and location allows libraries with multiple sites to give their patrons the option of which library they wish to direct their print job to.

Patrons and casual users are not required to purchase Microsoft Office, Adobe Reader or a Client Access License to print documents.

Monitor Web Print supports all types of devices including Apple products, Android smartphones and tablets and all laptops with internet capabilities.

### My Reservation - Facilities and PCs

As many patrons now rely on library PC's, 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.

My Reservation allows patrons and casual users to reserve public access computers, facilities and assets in the library. Facilities may include meeting rooms or study areas. Assets may include TVs, DVD players, projectors etc. Multiple assets can be booked within the one booking through My Reservation.

My Reservation provides multiple types of computer usages and allocations that can be initiated locally or online. Patrons and casual users have the option to make four different types of reservation:

- Walk-in Booking - at the reservation station the patron initiates a reservation for the next available computer.
- Queue Reservations - when all PC's are in use and the patron is willing to wait for the next available PC.
- Future Reservations - allows a patron to initiate a reservation to use a computer at a later date and time.
- Block Booking - allows multiple computers to be booked at a later date and time for a group of patrons.

The booking of facilities and assets can provide another form of revenue for libraries. Using My Reservation, organisations can ask patrons for a deposit at the time of booking for both facilities and assets. The balance can then be paid on collection or on arrival.

## 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 –

- Pay library fees and fines
- Set up and receive email statements of their balances and transactions
- Set spend limits for accounts
- Set low balance reminders for accounts
- Lock their account if they lose their card

### Reloading accounts using kiosks

Monitor provides wall-mounted or free-standing kiosks that provide patrons or casual users that ability 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 or miniPOS



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

The kiosk 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

### Tickets for casual users

Casual users can also be offered a paper ticket, so they do not have to buy a card. An AL7000 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.

A casual user also has the ability to combine their casual user tickets.

### Hotspot connectivity

#### Charge users for internet connectivity from their own device

Monitor's Hotspot application provides libraries with the ability to charge patrons and casual users for wireless connectivity to their network.

Key features include:

- Highly configurable price plans including quota, time, expiry dates and discounts
- Set daily limits to maximise bandwidths
- Block unwanted sites such as age restricted sites
- Automatic inactivity log out and be configured and set

### Point of sale options

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 as well as a patrons' EFTPOS or credit card for increased discretionary spend, with various point of sale options –

- Software-based iPOS system with cash, EFTPOS, credit card and Supervisor Net account options, as well as a fully featured stock reporting and management system
- Interface with cash registers and Micros point of sale systems
- Inexpensive MB206 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.