# CASE STUDY: Reading Borough Libraries

## THE LIBRARY

Reading Borough Libraries is comprised of seven libraries with an average total footfall of 12,000 patrons a week. Across the venues, Reading provides traditional services including book and media lending, WiFi, and computer access, alongside community events including children's Rhymetime (which attracts a total in excess of 1000 attendees per week).





## THE CHALLENGE

Reading Borough Libraries is not alone in its quest to provide maximum service levels within a reduced budget. It has avoided library closures through smart management, including reduced opening hours and operational costs. Installing self-service units has enabled the team to divert resources to optimise service provision.

## THE SOLUTION

D-Tech International has installed sixteen self-service units across the libraries and will also be installing RFID security gates at Central Library. The self-service units have been integrated with the new library management system.

## THE RESULTS

IMPROVED SERVICES – reducing queues
IMPROVED ACCOUNTABILITY – books are easily traced
FAST ROI – ensuring minimum impact of cuts in resources

## CUSTOMER COMMENTS

Simon Smith, Library Services Manager, says: "We're really pleased with the success of the self-service units and their usage is steadily increasing each month. At the moment take-up is 58%, with one site averaging a consistent 80%, which is great.

"The installation was carried out by two engineers over a period of three days. I was impressed by how responsive D-Tech were. Not just to us, but also to their engineers. We'd just installed a new library management system, and the kiosks are on the same network as our public computers, so D-Tech had to integrate the units with everything, but they met the challenge easily.

"D-Tech provides an excellent level of after sales service. As with any installation, particularly one that is integrated with several different systems, there were a few teething problems, but D-Tech responded quickly and would send someone out, generally within 24 hours.

"We are pleased with every aspect of D-Tech's installation, and it is reassuring to know that we have invested in equipment that is supported by an excellent level of after-sales service and support."

"We're really pleased with the success of the self-service units and their usage is steadily increasing each month.
At the moment take-up is 58%, with one site averaging a consistent 80%, which is great."

Simon Smith, Library Services Manager
Reading Borough Libraries

D-Tech