

Case Study :

University of Bolton



Background

The University of Bolton is one of the UK's leading academic institutions, and one of the few holders of the prestigious Government-sponsored Customer Service Excellence award. With over 11,000 students, both on and off-campus, and courses ranging from HNDs to PhD research degrees, the University is a leading example of a modern academic institution.

In September of 2008 the University invested over £2.5 million in the new Social Learning Zone, designed to provide their members with the latest in tools, technologies and comforts to support their time at the University. RFID self-service from Intellident was a critical tool in the development and creation of this new ground-breaking environment.



The solution

Intellident were successfully awarded the tender to supply the University with a range of equipment, which included three smartServe™ self-service kiosks, with a total of five electronic return bins. The kiosks allow users to independently manage their library account by offering issue, return and renewal functions via a convenient touch-screen interface. All kiosks are located in the central entrance-way for the ultimate in convenience.

In addition, to enhance their security, a bank of three security gates were installed into the library. The smartGates™ work in conjunction with one another to alert staff when non-issued items have been removed from the library. The University also required their stock of over 170,000 loanable items, plus 20,000 reference journals to be tagged and programmed.



Creating a modern learning zone

The slimline and aesthetically pleasing smartGates™ and modern smartServe™ units were an ideal addition to the design of the library, adding to the contemporary and timeless design and ethos of the Social Learning Zone. The whole library now has a modern and vibrant feel and encourages students to meet and interact – it's certainly a million miles away from the old-fashioned silent library stereotype.





The results

Following the installation of the Intellident equipment, students now have an extremely easy and effective tool at their disposal to manage their library accounts. With the ability to issue, renew and return items quickly and hassle free, without having to queue for a member of staff, it has transformed the way in which the library is used.

With self-service levels reaching over 85% almost immediately, the University library service has been delighted with the ease of use of the equipment and equally with the ongoing service that they have received from Intellident. Having the bulk of student transactions happen through the self-issue machines has significantly freed staff time for the management of the library and allowed them to provide a much enhanced service to the students.

“ The Social Learning Zone is a more chilled out version of a library. It’ s packed with sofa seating and wireless networked so you can use a lap-top —or rent one from the university —grab books from the next-door library, maybe a coffee from the café and settle down to study in a relaxed atmosphere.”

Project summary

No. of students	11,000+
Items in stock	190,000+
Loans per year	300,000+
Self-service loans	over 85%
LMS provider	Talis



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