



smartServe

self-service kiosk

*premium self-service solution with
full range of payment facilities*

smartServe from Intellident is a unique terminal designed to incorporate the full range of self-service functions, allowing for a modular approach to today's self-service library. Our expertise with Radio Frequency Identification (RFID) technology has enabled us to develop a self-service terminal that gains the maximum performance from the technology without compromising on quality or functionality.

Key features of smartServe include:

Powered by Liber8

Liber8 is the library software that manages the entire self-service range. Providing communications between the Library Management System (LMS) and the front-end with which the customer interacts, Liber8 offers a dynamic, customisable and user friendly system for patrons and staff alike.

Payment modules

The central column of smartServe houses the various payment features available (smart card, chip & pin or coin) and allows each individual add-on module to blend seamlessly into the design. It is possible to choose one, all or a combination of modules and its unique design ensures it is future-proofed should an alternative method be required.

Modular

smartServe is flexible through its modular design, with the ability to customise not only the layout but the material choice. For the addition of self-return each smartServe has an optional return bin module; one or two bins are added to single terminals however, for two or more terminals it is possible to link them together and share central return points. The bins are finished in the same hard-wearing material as the unit, ensuring that they blend together.

Design options

Libraries can choose from a variety of finishes, including the colour of the wooden surfaces and the Liber8 interface. This customisation allows the library to choose a design that fits best with their environment, whether that is to blend in or stand out is entirely the library's decision.

Intuitive

As with all our self-service terminals, being able to create an intuitive experience for the user is key to our design. Alongside Liber8, smartServe has a new feature whereby lights interact with the patron to guide and assist them through the self-service process, for example, the book aperture will light up when the patron needs to take their books, or the receipt printer will light up when they need to remove their receipt. This addition ensures that the patron quickly becomes confident in how the terminals are used, ensuring they will return time and again.

Order code(s)	INT-TERM-10012, smartServe full height
Software	Microsoft Windows XP (SP2) operating system, running the Intellident Liber8 software platform. Network connectivity via the LMS
Dimensions	166.00 cm height, 104.00 cm width (incl. shelves), 61.00 cm depth
Average book capacity	Approx 30 books
Coin system	Industrial coin receipt mechanism can accept UK sterling or Euro coin in all denominations. Secure coin storage area is accessed with separate key.
Touch-screen	Large 19" touch screen
Receipt printer	Fully customisable receipts, printed on thermal 180mm width roll. Approx length of roll 160 metres
Membership cards supported	Barcode (full range of symbologies), magnetic stripe, RFID and manual screen entry
Reporting	Remote configuration and diagnostics available via Liber8 software platform, including: receipt and screen configuration, receipt low, bin full and coin storage limit notifications.
Options	<p>INT-TERM-10014 smartServe return bin left</p> <p>INT-TERM-10015 smartServe return bin right</p> <p>INT-TERM-10016 smartServe return bin centre</p> <p>INT-EQUI-10017 smartServe chip & pin module</p> <p>INT-EQUI-10018 smartServe smart card module</p> <p>INT-EQUI-10020 smartServe coin mechanism module</p> <p>INT-EQUI-10024 smartServe magstripe module</p>

Library Management System connection

As with all the Intellident self-service solutions, smartServe connects to existing Library Management Systems (LMS) using the industry standard SIP2 protocol. By configuring the Liber8 self-service software to suit the individual requirements of the library, little or no alterations are required to the LMS.

For more information on the range of products available in the Smart Library, please visit

www.intellident.co.uk/libraries

