Self-service and systems

Suppliers of self-service machines

Supplier	No of institutions
3M	19
Bibliotheca	17
2CQR	5
D-Tech	1

Suppliers of sorting machines

Supplier	No of institutions
3M	10 (all use this for self-service too, apart from KCL who use Bibliotheca for self-service)
Bibliotheca	23 (15 use this for self-service too)
2CQR	2 (use this for self-service machines too)
D-Tech	1 (Used for self-service too)

LMS Type

Supplier	No of institutions
Aleph	1
Alma	1
Symphony Workflows	6
Talis	9
Voyager	3
Other	18

Suppliers of scanners

Supplier	No of institutions
3M	15 (8 use this for all)
Bibliotheca	17 (13 use this for all)
2CQR	1 (used for self-service and returns sorter too)
D-Tech	2 (1 uses this for all)
Other	7

Observations

Of the 42 institutions, 41 have self-service. The institution with the highest number of kiosks is the University of Edinburgh with 28. The next highest is Cardiff with 23, KCL and Middlesex with 19 and London Metropolitan have none.

Issues

In terms of issues, 18 institutions use self-service for over 90% of its issues, with 12 institutions using this for over 95%. 4 institutions use self-service for 50% and under. 4 institutions use them for 0 issues, 1 of which is London Metropolitan who don't have self-service at all.

Returns

With returns, 11 institutions use the self-service machines for 10% and under of their returns. Out of these 4 institutions use their sorters for over 80% of their returns. This suggests therefore that there are still many returns carried out by staff at the desk by the remaining 7 of these institutions. 4 institutions use self-service for over 90% of their returns with 10 institutions using this for over 95%.

Facility to Pay fines through kiosks

8 institutions have card machines on all their kiosks, 28 have no card machines, and 6 institutions have them on some of their kiosks.

Similarly 13 institutions have the facility to pay with cash on all machines, 22 don't have this on any of their machines and 7 have this on some of their machines.

Facility to renew through kiosks

Not all kiosks are enabled for returns or renewals. With returns 14 institutions have the returns function on all their kiosks, 7 don't have this on any and 21 have this on some of their machines. With renewals 31 institutions have this on all machines, (interesting compared to number with returns – probably due to having sorting machine), 7 have this on some of their machines and 4 don't have this function enabled at all.

Sorting Machines

16 institutions don't have sorting machines. Of those who do, 21 have one machine, 2 institutions have two machines (one at each of their sites), 3 institutions have 3 and 1 institution has 4.

Handheld scanners

The use of these is varied, as is the number owned by institutions:

17 institutions don't have scanners at all.

Of the remaining most institutions have under 10 with the exception of Roehampton who have 20.

18 use them to find missing items, 13 use them to check shelf order, 20 use them to do stock checks, 10 use them for checking returns and reservations. Only two insitutions use the scanners for all four functions.