

Bath and North East  
Somerset libraries  
netloan charging  
module

## case study of netloan charging

In our case study with Bath and North East Somerset Council, we speak to Janet German-Morris, System Manager, about the implementation of the charging module to enhance their current netloan system.

A major factor in choosing charging was to ensure that the entire customer experience could be maintained and improved, and charging has certainly assisted in achieving this goal.

### background

"The Peoples Network meant our libraries were very busy and we needed to find a method of more effectively managing this, plus a method to raise revenue. We conducted a large amount of research, visiting other authorities that were either carrying out the same research or those who were actually charging for PC usage. In addition, we looked at a range of Internet cafes, investigating their prices and charging bands.

Having gained all the information we needed and presented it to colleagues and library users, we found that the majority understood and agreed that charging was the way forward".

### the decision

We looked at several modules, and the netloan charging option was head and shoulders above the rest.

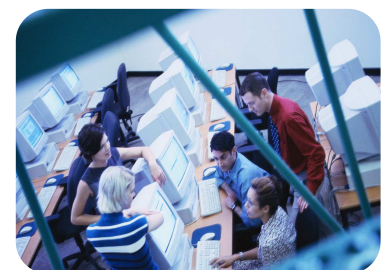
The system was simple and easy to use, and very importantly, was extremely flexible in terms of customising settings.

An added benefit was that we already had netloan and we were aware of the opportunity for easy integration.

### implementation

With a large change in processes needed combined with the task of informing library users early on, the implementation of netloan charging took around a year.

During this time, our members of staff received training from lorensbergs and the public were fully prepared for charging to begin.



## the benefits

*"The decision to charge has been very successful. We now have more responsible borrowers, the atmosphere is calmer and there are no queues of people".*

We have seen many benefits of implementing charging including:

- Automatic refunds if the system goes down – this has eliminated the fears that staff had about charging for PC use.
- We are able to offer free time for various time periods e.g. for 15 mins, an hour, etc.
- Our working environment is more efficient and staff are able to concentrate on other projects and responsibilities.
- The statistics have assisted in the monitoring and review of the process of charging.
- The module is extremely easy to use.



*"lorensbergs are excellent; always willing to help and listen. Answers come back very quickly offering support for the whole process not just the solution".*

With thanks to Janet German-Morris, System Manager  
Bath and North East Somerset Council

**Bath & North East  
Somerset Council**

## considering netloan charging?

If your library is considering charging for PC use, the netloan charging module can manage the full transactional process for you.

With automated procedures and a flexible range of customisable settings, please speak to one of the lorensbergs team to find out how charging could work for you. Give us a call on 01992 415500 or email [enquiries@lorensbergs.com](mailto:enquiries@lorensbergs.com)