

University of Winchester
ITS Media Team
connect2 + checkout

case study of connect2 + checkout

In our case study with the University of Winchester, ITS Media Team, we speak to Natasha Renyard, Multi-Media Centre Supervisor, about using connect2 and the checkout module to manage their student media equipment.

The study looks into the university's upgrade to connect2 to manage the media equipment loaned out to students.

background

"As a lorensbergs customer, we were using their resource booking system, however we upgraded in order to more effectively manage our media equipment that we loan out to students.

We were advised by lorensbergs of the upgrade well in advance and plans were put into place with our ITS team and other members of staff for implementation."

demo and installation

Having been informed of the new connect2 software, we were interested to see a demo before we decided on whether we would go ahead with the upgrade.

James Entwisle, Product Manager at lorensbergs, visited us at our university and gave us an in-depth and knowledgeable demo of connect2. We were able to have all of our questions answered and we were shown how the system would work in our environment.

After some internal discussions, we decided to go ahead with installing connect2, a process that was successful due to the very helpful and professional assistance from both James and his technical colleague Caroline Lewis.

Both members of the lorensbergs team were able to provide a high quality support service, and I'm happy to say that I still experience this.

"If I have a question that I need answering, Caroline is very helpful and always gets straight back to me."



ebooking

at its best

using connect2...

We received very good training from lorensbergs for our Multi-media team, who have been using connect2 plus the checkout module to loan out our media equipment.

Both members of staff and students have enjoyed the benefit of our check out and check in procedure, which makes collections and returns of equipment a simple and quick process through the assistance of bar coding.

Our students are benefitting from the ability to login to our system and make their own bookings without the need for staff assistance. Not only does this make it more convenient for students, but staff are able to get on with helping students use the equipment, rather than spending their time making and following up bookings.

Staff have found the following features to be particularly useful:

- the ability to see how many bookings there are each day
- the use of this information to get the equipment ready in advance
- the ease of scanning the equipment for a quick check in/check out process

the future

We regularly provide feedback to lorensbergs on how to enhance connect2 further, and as it is a growing product, we are helping to help shape its future developments. lorensbergs is currently working on more advanced reporting to enable us to gain a deeper statistical analysis of how our media equipment is being used and as our department has such a large range of resources, we're additionally hoping for a speedier method of adding them to the system.

"connect2 is a good system, with very helpful and friendly staff to match!"

With thanks to Natasha Renyard,
Multi Media Centre Supervisor,
University of Winchester

