



AV Challenge



Managing catalogues efficiently

Auckland Libraries tidied their shelf space and improved efficiencies by using the OneTime case system from Leading Solutions.



Auckland City Libraries
Tāmaki Pātaka Kōrero

Auckland City Libraries have a large audio visual collection for diverse tastes, from mainstream films and television shows to specialist features for niche audiences. The collection is available for loan from the central library and 16 city and suburban branches.

The Challenge

Traditionally, the collection was managed by a system of 'double casing' - an empty case was displayed on the shelves with the original title slip, and a second case with the disc and a black and white photocopied slip stored at the service desk. The customer would take the empty case to the counter and wait while staff, using a numbering system, located the second case for the customer to take away.

"The system was great for security - but the drawbacks were huge," says Janice Dunbar, Collection Delivery Team Leader. The main problem was storage - with two cases for each title, some branch libraries had run out of space, and others, including central, were almost at capacity. In addition, processing was cumbersome, with staff spending hours photocopying, re-casing, numbering and filing. For customers, the system meant delays at the counter while staff located the second case - and they received a case with a photocopied cover that was often hard to read.

"It was all so inefficient and time-consuming," says Janice. "We needed to stop double casing, and keep the discs in their cases, on the shelves - preferably with their original slips."

But to make this possible, any new system would have to be secure enough to protect the collection from theft, and sufficiently cost-effective to satisfy Auckland City Council and its ratepayers.

Janice began meticulous investigation into suppliers and products. "I researched as many as I could," she said. One of the suppliers was Leading Solutions who, Janice says, were exceptional at listening and learning about the unique library environment. As a result, the company delivered a proposal that was selected to take the library forward.





The solution

ONETIME CASE SYSTEM

In summary...

Leading Solutions met the challenge laid down by the city libraries by providing a product that suits the environment, priced well for the public sector, and a level of customer service that was a significant point of difference.

The Solution

The proposal was to repackage the audio visual collection into cases from the OneTime Security System. This system has in-built security locking clips, making the cases completely self-contained with no separate parts, which was a crucial feature for Janice and her team. "Our staff are busy and don't have time for a complicated system with lots of bits and pieces," says Janice. The self-contained boxes would be locked and unlocked by a small counter-based release unit. Once repackaged, the collection would integrate into the libraries' existing alarm and security systems.

At last, product could be stored securely on the shelves with the discs inside and the original cover slips on the outside.

The Result

The benefits of streamlining the system have been dramatic. "All the space we were using for storage has been freed up," says Janice. "Staff don't have to spend so much time processing – and our customers have less waiting time at the counter." Staff responded positively to the new system – training requirements were minimal and repacking of the existing collection was completed a month ahead of schedule.

The system has been a simple, cost-effective answer to a problem that was growing – but that wasn't all that was required of the libraries' selected supplier. Service was equally important and Leading Solutions impressed Janice from the start: "Leading Solutions has been endlessly helpful. They took the time to learn what made us different to a retail environment – they wanted to know what made us tick, and how we did things. I always felt we would get good service from them."



And for library staff and users? Janice sums up: "We have replaced an inefficient, time-consuming, cumbersome system with one that is well-organised, cost-effective and user-friendly – and our customers get to take home a much more attractive case complete with the original cover."

