

Luton Borough Council
Libraries

netloan PC booking
solution

case study of netloan

In our case study with Luton Borough Council Libraries, we speak to Lucy Cross, Principal Librarian, about switching to netloan to manage their PC bookings.

Luton were looking to replace their existing PC booking solution with one that was more flexible and offered more control over bookings.

background

"Prior to a PC booking solution, we were using a manual pen and paper system that was extremely time consuming and inefficient. This led us to our original PC booking software.

After time, we found that the system we had was not flexible enough for us, which led us to a search for a new solution. This is when we found netloan!"

the decision

To ensure that we chose a solution that benefitted all the necessary staff, we involved key members of staff from both our libraries and Corporate IT departments.

We were shown a demonstration of netloan, where we were able to see how the system worked and how it could be integrated into our daily lives in our libraries.

The demo was very good and gave us a great opportunity to ask all of our questions and get them answered by a professional representative from lorensbergs.

Having seen netloan perform, it proved to offer greater flexibility for our environment. With all decision makers agreeing, we went ahead with the purchase of netloan.

the installation

Our installation was arranged, and a lorensbergs technical representative visited us to install netloan. Due to a complicated set up in Luton, the install took longer than expected, but with a good technical support team, lorensbergs was able to get the system going!



More than just

a PC booking solution

using netloan

During our installation, we were given training by the lorensbergs' technical representative. Our key members of staff were trained who were then able to show their teams how to use netloan.

netloan now manages 120 PCs over a number of our library sites. We offer a 'sit down and use' service or citizens can reserve a PC using netloan in our libraries. Currently we do not offer remote booking, however this may be something we look into doing in the future.

the benefits

netloan is a simple system that has been easy to use for both our staff and library users. Being able to book a specific PC has been a major benefit to our citizens and the easy access for staff to alter settings has ensured we maintain appropriate control in our libraries.

We have found that processes are now far more efficient and less time consuming, specifically when compared to our pen and paper days!

netloan has proven to meet our original needs of flexibility, and we are hoping to work with lorensbergs on future developments of the product to meet our ever growing needs in the library.



**With thanks to Lucy Cross,
Principal Librarian
Luton Borough Council Libraries**



For more information on how netloan could work for your library, give us a call on 01992 415500 or email enquiries@lorensbergs.com