Future proofing the AMH demands for Henrico County Public Library

“Lyngsoe Systems has been standing behind the systems they implemented for us for nearly ten years, and all of them remain highly reliable and technically suitable to our needs today.”

Jennifer Wood
Technology Coordinator
Henrico County Public Library

Case: Henrico County Public Library
THE CHALLENGE/PROBLEM
With increasing demands from patrons, Henrico County Public Library (HCPL) was looking for a user-friendly and reliable solution that integrated with their current ILS. It was also important to HCPL patrons were able return their library loans any time day or night, even if the library building was closed.

THE SOLUTION
Henrico County Public Library implemented the first Lyngsoe Systems (formerly FKI) automated material handling systems nearly ten years ago to improve customer service and reduce staff time. The technology continues to improve and add features, with those new features being expanded upon. As technologies improve, Lyngsoe Systems solutions has been able to be upgraded in place utilizing many of the initial core components, which reduced overall cost.

BENEFITS
- The solutions have proven durable, accurate, easy to use, and customizable to HCPL’s needs.
- Patrons heavily utilize the reliable Lyngsoe AMH systems 24x7, which provide them a receipt for materials returned and the ability to drive up to return items or return materials as they enter the library.
- Returned materials are available for check out more quickly since the automated sorting equipment not only checks the items in but also custom sorts to assist in the return process.
- Staff enjoy improved productivity with less physical demands made possible by the ergonomic, customized equipment.

RESULTS
"As a County, the equipment has paid for itself in many ways by avoiding costly stress related injuries common with repeated materials handling and supporting reduced staffing while maintaining the same high level of customer service even with an increase in overall transaction volumes”.

“Lyngsoe stands behind their product and has provided skilled, responsive support 24x7x365”.

- Jennifer Wood
  Technology Coordinator
  Henrico County Public Library

ABOUT HENRICO COUNTY PUBLIC LIBRARY
Established in 1969, the Henrico County Public Library strives to deliver excellent services to its customers by promoting reading and lifelong learning, connecting people with the information they need and enriching community life.

The County is served by five area libraries - Fairfield, Libbie Mill, Tuckahoe, Twin Hickory, and Varina; four branch libraries - Gayton, Glen Allen, North Park, and Sandston; as well as two specialized libraries - the Municipal Government and Law Library and the Mobile Library Service, with more than two million visits.

Henrico County Public Library System has received over 30 National Association of Counties (NACo) and Virginia Association of Counties (VACo) awards.

http://www.henricolibrary.org/