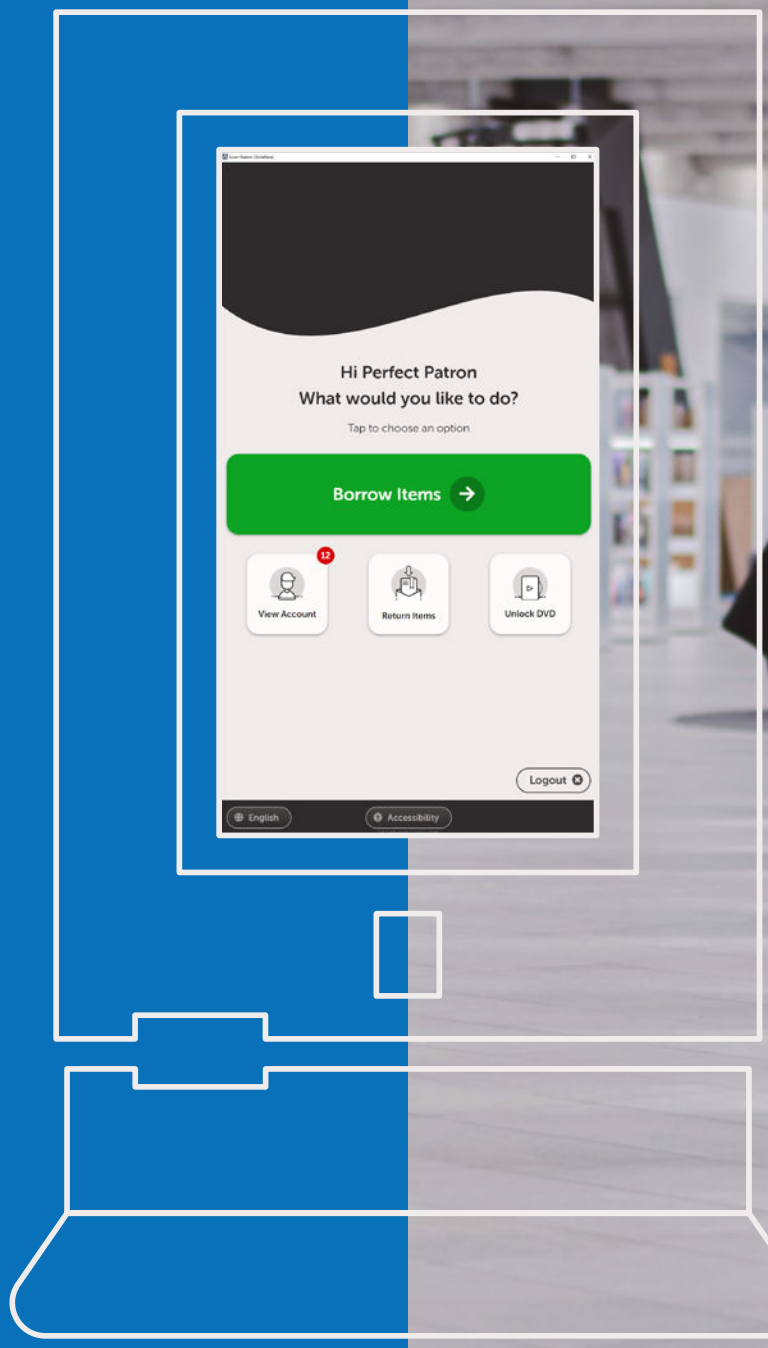
Dynamic Library Solutions



FE Technologies

FE Technologies

With over 10 years experience in RFID technology and extensive knowledge within the library space, FE Technologies has cemented its position as the premiere provider of integrated library RFID solutions.

With a deep-rooted passion for libraries, FE Technologies offers a configurable suite of innovative software and hardware. Our mission is to make every process in the library easier and more efficient for staff and patrons.

Our proven systems—trusted by over 500 library groups comprising of more than 1100 sites across four continents—will integrate seamlessly with your ILS system, guaranteeing collection integrity.

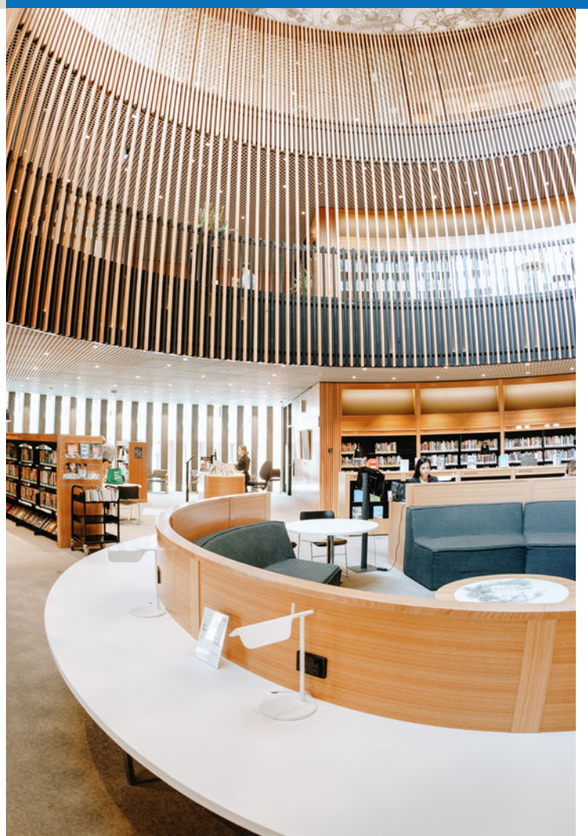
FE Technologies is a global provider of library RFID products and services, operating out our Head Offices in Grapevine, Texas, USA and Geelong, Victoria, Australia. Our first RFID site was installed more than 10 years ago, and since then we have become the world's most successful library RFID vendor with over 1100 sites installed to date.

FE Technologies is known not only for its innovative product line, but also for its commitment to providing RFID solutions that enhance the library user experience, freeing up valuable library staff time to provide customer service and high quality services.

Our equipment is designed to enhance, automate and modernize library circulation functions, providing self-service to users, efficient staff management, a high level of security to protect your valuable collection and a fast inventory solution.

FE Technologies has over ten years experience installing RFID systems into libraries of all types. With hundreds of installations under our belt, we are well-positioned to give your libraries excellent support and service during your project phase and ongoing as part of your maintenance and support plan.

We can help your library with outsourced staffing solutions for tagging and conversion, migrating a legacy data standard to ISO28560, helping with set management and DVD security, plus full ILS integration with SIP2.



Quality Certified

With over 10 years of Library RFID experience, you have the confidence that our processes are tested and proven.

Collection Integrity

Our trusted systems provide a fully integrated and secure borrow, return and management system for all ILS and collection databases.

Unparalleled Support

Renowned for our support services, our team offers years of extensive workflow, networking and technical knowledge. You can rely on us to always support your system.

Always Evolving

Our in-house Research and Development Department is dedicated to Library RFID solutions, allowing us to lead the way with new library products and solutions.

Envoy

Innovative software designed to maximize staff and patron efficiency.

Our best-in-class self-loan software, **Envoy**, has been designed from the ground up to be entirely configurable, providing patrons with an effortless self service transaction without requiring intervention from staff.

Envoy is engineered specifically for use by patrons of all ages and literacy levels and is extremely simple to use. The workflows feature large pictorial buttons, diagrams and easy to follow animations and most transactions are performed in three steps or less.

Envoy is easily adjusted so that library staff can perform changes to the workflows themselves without requiring our involvement and the patron workflow is completely customizable – we can provide you one of several “out of the box” solutions or you can create your own.

We’d love to discuss our RFID library solutions with your team. We can gladly set up a demonstration of our products at your premises, arrange a tour of our site, or a visit to one of our up and running RFID libraries.

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Account control at the touch of a button.

Borrow & Return

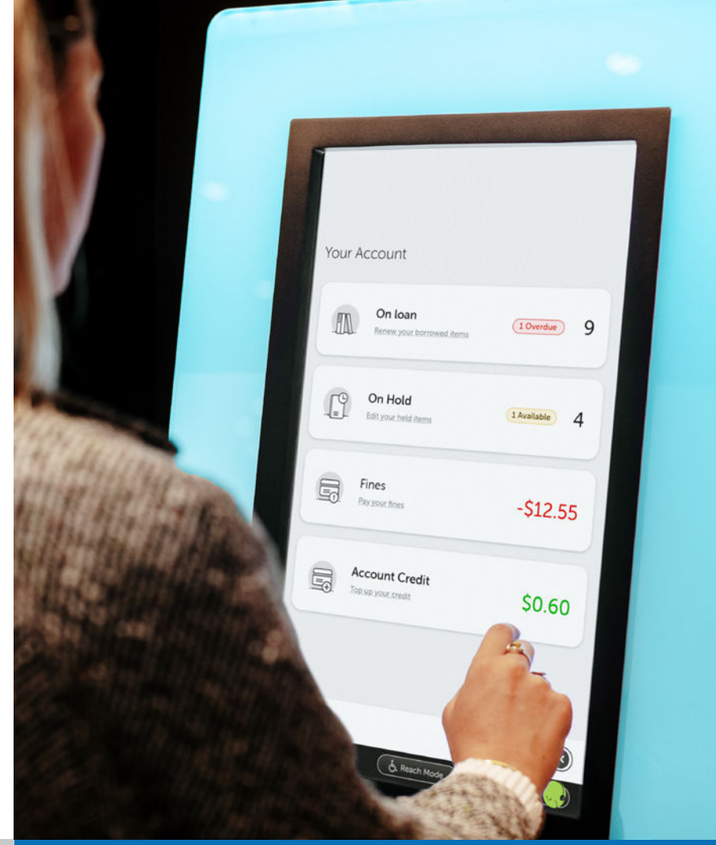
Effortlessly complete transactions with guidance from our micro animations, badge notifications and animated helper.

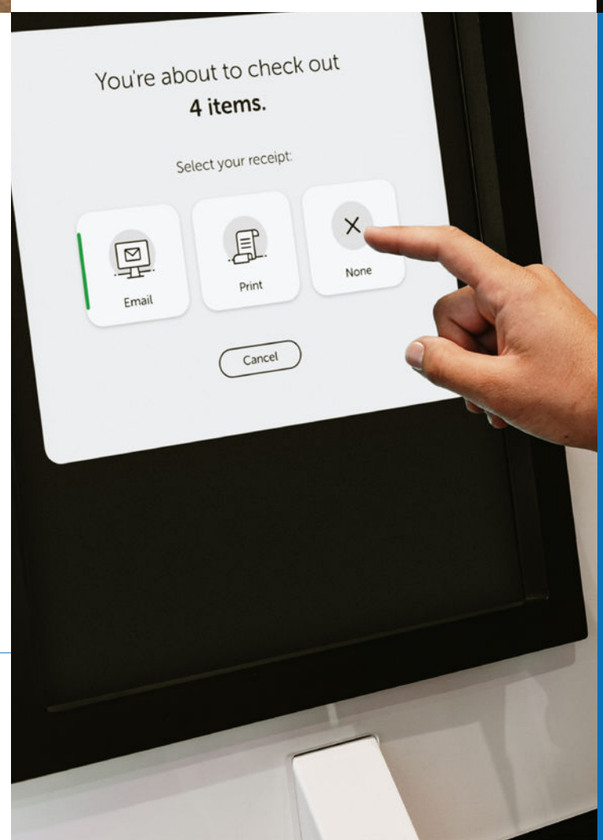
On-Loan & On-Hold

Easily view the due dates or renew your on-loan items. **Envoy** highlights on-hold pickup and expiry dates, and when an on-hold item is cancelled it is also cancelled with the ILS.

Payments made easy

Pay fines and fees via cash or card with simple navigation and a pain-free user experience.





Unified Experience

Envoy is FE Technologies’ flagship selfservice software that has a consistent user experience across our entire range of selfloan stations.

Universal Design

Available in 30 languages, Envoy’s workflow is intuitive for staff and patrons, effortlessly guiding users through the self-service transaction and improving patron experience.

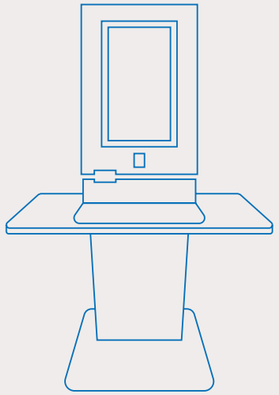
Adaptable to you

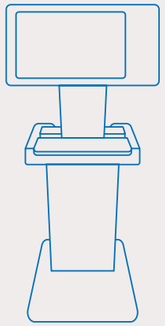
Envoy is configured to integrate seamlessly with your ILS, providing error-free item circulation while increasing staff efficiency and value.

Accuracy Guaranteed

Our RFID Accelerate reads and processes items faster than any other product available. No false alarms.

Self-loan Stations





V5

The V5 Self Loan Station is a state-of- the art library self-check designed to look amazing in any library environment.

It can check out up to 20 items at a time and includes a CCD barcode Scanner that reads barcodes from mobile devices or printed barcodes.

A portrait-oriented 23" touchscreen displays multiple items without the need to scroll up or down with a blended LED Halo surrounding the unit that creates a completely integrated experience for the patron.

L2

The L2 Self Loan Station is an adaptable mid-range solution that can be setup as a freestanding or desktop version.

It features a computer with an integrated 21.5" touch screen, barcode scanner (or optional RFID card reader), receipt printer and an RFID reading pad and instruction insert.

Talk to us today to see our full range and find the best self-loan solution for your library.

We'd love to discuss our RFID library solutions with your team. We can gladly set up a demonstration of our products at your premises, arrange a tour of our site, or a visit to one of our up and running RFID libraries.

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Function brilliantly in any space.

Our V5 Self Loan Station features a LED Halo that is simple and easy to customize to the library's required colors. The various components of the unit are set to light up to guide the users seamlessly through the self-service transaction. The LED Halo can be colored for different alerts so library staff can manage the self-checks from afar.

Our stations can be customized with graphic wraps designed to match existing brand assets, colors or architecture. For libraries who require versatility, we offer free standing or desktop models to fit seamlessly within your existing space.

Accept All Payments

Our stations are designed to integrate with all modern payment systems without the need for extra mounted hardware. With the increasing popularity of contactless-enabled cards and devices, our stations provide an effortless and efficient workflow for users.

Process Secured Media

Keep your valuable media items secured with locking cases and give your users the power to unlock the same cases from the Self Loan Station with one simple and guided transaction.

	V5	L2
Free Standing	●	●
Desktop Mounting	●	●
Wall Mounting	●	
LED Halo alert for staff	●	
LED Halo guidance for users	●	
Media Case unlocker	●	●
Height adjustable base	●	
Coin & bill payment with change	●	●
Credit / debit / chip & pin payment	●	●
Contactless payment	●	●
Custom LED colors	●	
Keyless entry for receipt replacement	●	
Custom vinyl wrap	●	
Envoy software	●	●
Mifare login	●	●
Thermal receipt printer	●	●
CCD Barcode Scanner	●	●
RFID Item Security	●	●

Collection Integrity

FE Technologies' innovative self-loan integration, intelligent return options, security gates and circulation assistant offer an unparalleled library management solution that guarantees the security and integrity of your collection.

Intelligent Returns

We offer a large range of Intelligent Returns solutions for libraries, providing self service options for patrons both in and out of library hours.

Our *Internal* and *External Return Chutes*, with RFID accelerate, provide a secure option that checks in all items returned through them.

Our *Smart Bin* uses a patented reading algorithm that can simultaneously check multiple items and has a capacity of 600 items. Our *Sort Assistant* software package is the fastest and most accurate tool for checking in a sorting items without using an automated sorter and automatically processes hold and transit slips. (FE Technologies also supply a full range of AMH equipment.)

Advanced Security

Library Security is important to protect your library's valuable collection and to ensure self service transaction integrity; FE Technologies provides library security solutions that both protect library items and captures items incorrectly borrowed. Effective security of items is essential when a library implements a self-loan strategy. Our *Security Gates* have a 3-dimensional read range. This means that tags can be identified in any orientation, providing a very high detection rate. Our *Security Gates* can be integrated with mobile checkout apps for a one touch checkout transaction.

Inventory Management

Our WiFi enabled *Live Scanning Wand* is a unique shelf management device that allows library staff to conduct dynamic inventory whilst communicating live with the ILS using RFID. This RFID Library Inventory device can read up to 20,000 items an hour.

The *Circulation Assistant* is a ILS synchronized library RFID staff work-station that allows librarians to check-in and check-out multiple items at a time. It can be used to catalogue new items which integrates with existing Library Management System functionality.

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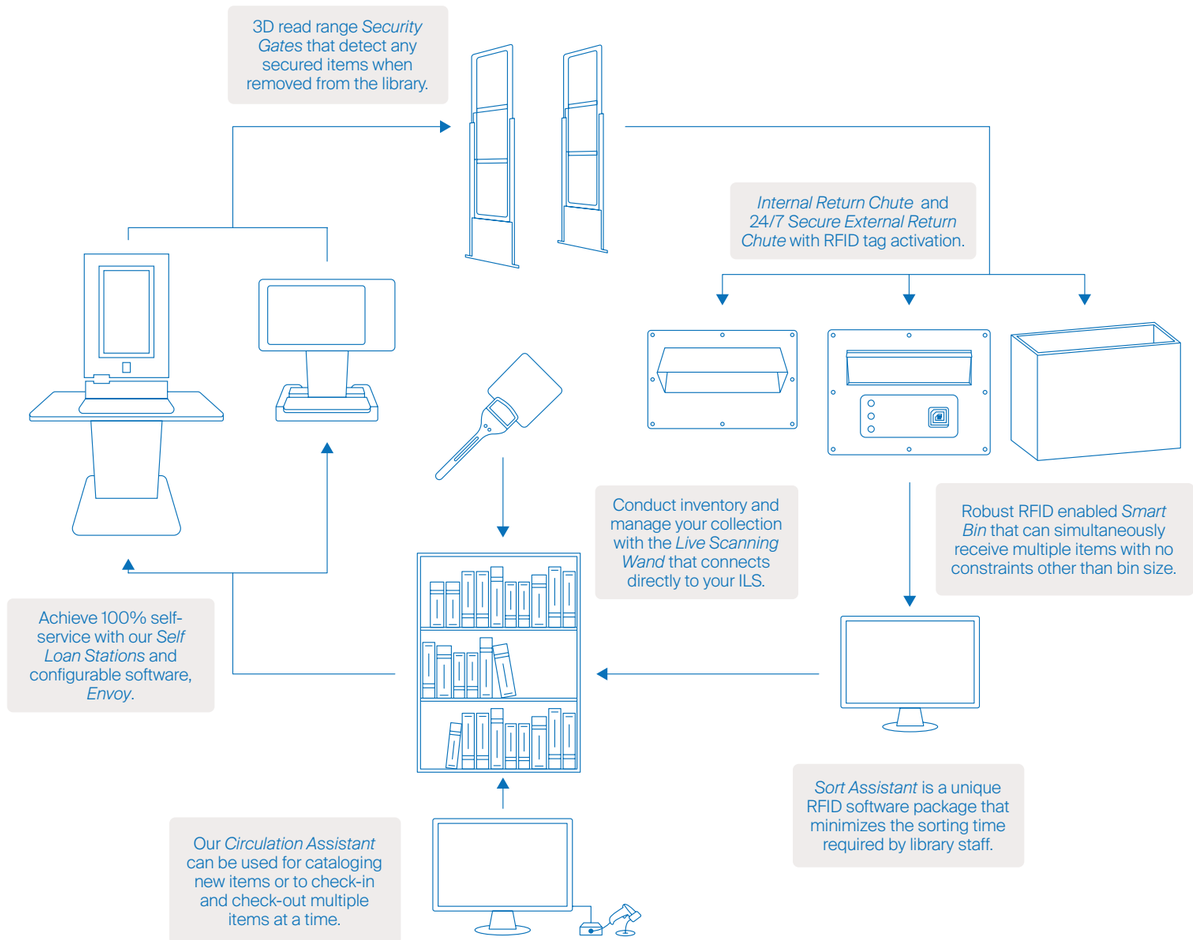
Integrated Systems

Our RFID solutions integrate across the entire library ecosystem. Our systems enhance, automate and modernize library circulation functions, providing self-service to users, efficient staff management, a high level of security to protect your valuable collection and a fast inventory solution.



Why FE Technologies?

FE Technologies is renowned for its support services. In fact our support team is far greater than that of any of our competitors, and assisted by a daily open work tickets report and a graph showing our current customer satisfaction rating. All our staff have a vested interest in seeing our customers happy!

Geelong Regional Libraries

Geelong Regional Libraries is one of the largest library groups in Victoria and has a huge circulation rate. FE Technologies has worked with Geelong Regional Libraries for the last ten years to develop various products and services, in particular the *Secure External Return Chute* and *Smart Bin* that gives the libraries the peace of mind of a completely robust and secure chute for 24/7 returns by patrons.

City of Wanneroo Libraries

The City of Wanneroo recently installed the FE Technologies *V5 Self Loan Stations* – chosen for their unique LED halo and customizable software.

Wanneroo Libraries has achieved its goal of reducing the time staff spend on the menial job of checking out items, giving them the time to conduct more high value roles within the library. The libraries now enjoy a self loan rate of approximately 80% and patrons benefit from having a better user experience in the library.

Wyndham City Libraries

The Wyndham Library Service has a large collection of over 280,000 items and a yearly circulation rate of over 1 million items across all five branches.

Wyndham Library Service first installed the FE Technologies Library RFID equipment 7 years ago. They recently awarded a new contract to FE Technologies for the replacement of this equipment. This decision was based not only the durability of the RFID equipment—still performing as it was designed to from day one—but also due to the success of the returns equipment in creating huge efficiencies for the libraries. FE Technologies supplies returns equipment that give Wyndham libraries instant check-in, multiple item returns, and a speedy and accurate sorting system – vital for the optimal operation of their circulation system.

The *Sort Assistant* is the centerpiece to the Wyndham Libraries' returns rooms. It's accompanied by *Secure External Returns Chutes, Internal Return Chutes* and *Smart Bins*. Patrons return items from outside and inside the library and they fall into the *Smart Bins* where they are checked into the Library Management System.

See why our clients love us and view more case studies at www.fetechgroup.com

Inverell Shire Public Library

75,000 visitors per year | 140,000 loans per year

When technology goes right, it can be a powerful tool in any business. But if it goes wrong, it can be your absolute worst nightmare, making your customer's experience difficult and leaving them with a horrible taste in their mouth for your service.

No one knows the struggle better than Sonya Lange, Manager of Library Services at Inverell Shire Public Library. The library spent years dealing with faulty RFID technology that caused more headaches than benefits.

> "We had existing RFID hardware, but we were very unhappy with the performance and the reliability. It was quite difficult for customers to utilize and was very unreliable. It didn't work more often that it did. So, instead of making life easier for our customers and staff, it actually made life harder.
>
> — Sonya Lange

The Challenge

Self Serve Checkouts
An estimated **25% of patrons** chose to go through the faulty self-serve stations at Inverell Library, many of whom needed help fixing a problem or issue. This left **75% of patrons** choosing to go to the counter – tying up their staff with simple transactions and limiting time for value-added tasks.

Stocktake Guns
Stocktake was a tedious task and took around **3 months** to complete with the old RFID technology. Each individual item needed to be taken off the shelf and scanned, creating manual handing and time issues. Ideally, Stocktake should only take a month or two to complete.

External Return Chute
The old external return chute was difficult to use and slow to respond. **One out of ten** patrons needed help returning their item through the chute.

Security Gates
The old security gates were **unreliable** and were not effective in reducing the number of **missing** and **stolen** items from the library. They wouldn't always detect when an item hadn't been successfully check out of the system or intentionally removed.

The Solution

Sonya went on the hunt for better RFID technology that would be reliable and easy. She asked around several libraries and did her own research to find the perfect solution – **FE Technologies**.

FE Technologies was installed at Inverell Library in February of 2020. The following updated RFID technology was installed.

V5 Self Loan Station
Installed to provide a quick and seamless checkout process for patrons.

Smart Bin
Allowing multiple items to be returned at the same time.

Designer Clear Security Gates
Highly effective detection of all unsecured items no matter they're held or hidden.

Circulation Assistant
Allows staff to work more quickly at checkout with an automatic system to alert of an issues and returns.

Secure External Return Chute
Allows patrons to return items after hours with a RFID tag to open the chute.

Live Scanning Wand
A quick and easy shelf management tool to conduct stocktake tasks.

The Results

99% of Patrons Use Self Serve
Patrons using self-serve increased from **25% to 99%** due to the reliability and ease-of-use. Sonya believes that on average there are **250 visitors a day.** As a result, staff created approximately **3 hours** of extra time for value added customer services for patrons each day.

Only 1 out of 50 Patrons Require Help With External Returns
The old return chute required staff to help **1 our of 10** patrons with their returns. Now staff have more time to do other tasks throughout the day with only **1 out of 50** needing assistance on first use.

Stocktake Only Takes 1 Month
Stocktake now only takes staff **1 month** to complete, saving time and the library money.

Reduced Missing & Stolen Items
While they're still gathering data, the beep of the security gate has increased the staff's confidence that it's catching unchecked items before the patron leaves the library.

Help to Keep COVID-19 Rules & Safety
Installing FE Technologies in February meant that the library was able to adhere to **COVID-19 rules** on social distancing. That allowed Inverell Library to reopen after lockdown with all the necessary equipment in place to conduct **safe transactions**.

> "Installing RFID technology from FE Technologies meant we could operate within COVID-19 restrictions. Staff didn't have direct contact with patrons – keeping them safe and reducing the risk of spread.

Keep your library running safely and smoothly by contacting FE Technologies today. We can gladly set up a safe demonstration of our products at your premises, arrange a tour of our site, or a visit to one of our up and running RFID libraries.

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