

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!



Inverell Shire Public Library



TOTAL CIRCULATION
140,000 a year



VISITORS
75,000 a year



“So as the library manager, I make sure that everything happens smoothly. I want to ensure that we’re meeting all our goals and creating a connection point to the community by providing services that people need.”

Sonya Lange
Manager Library Services at Inverell Shire Public Library

How the V5 Self Loan Station Saved Staff 3 Hours a Day Serving Patrons



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.

✉ enquiries@fitechgroup.com
🌐 www.fitechgroup.com



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 customers' 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 than it did. So, instead of making life easier for our customers and our staff, it actually made **life harder**.”



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The Challenge

There's "nothing worse than trying to encourage somebody to use a piece of technology and for it **not to work properly**." You end up spending your time explaining and trying to fix the problem. Inverell Library had the following challenges:



Self-Service Stations

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.



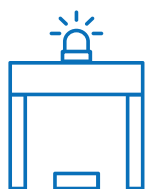
Stocktake Guns

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 handling 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 checked out of the system, or intentionally removed



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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**.



“We noticed a difference straight away. Patrons and staff were commenting: **‘Oh WOW! It works.’**”

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

| The 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 how they're held or hidden.

| Circulation Assistant

Allows staff to work more quickly at checkout with an automatic system to alert of any 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.



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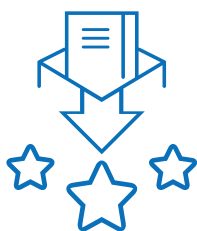


The Results



99% of Patrons Use Self-Service

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** at the library. So 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 Needed Help with the External Return Chute

The old return chute required staff to help **1 out 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.



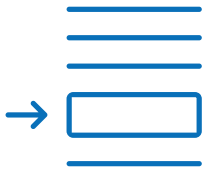
Stocktake Only Takes 1 Month

Stocktake used to take **3 months** to complete and now it only takes staff **1 month** to complete, saving staff time and the library money.



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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.”



“FE Technologies builds relationships so that you can get in touch with someone who knows your problems and can tailor their support for what you need.”

Send FE Technologies an inquiry at:
<https://www.fetechgroup.com/contact-us/>