



## S2 Self Loan Station saved staff time & increased patron use to 85%



### USA

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Texas 76092  
☎ 1-888-278-1824

### Australia

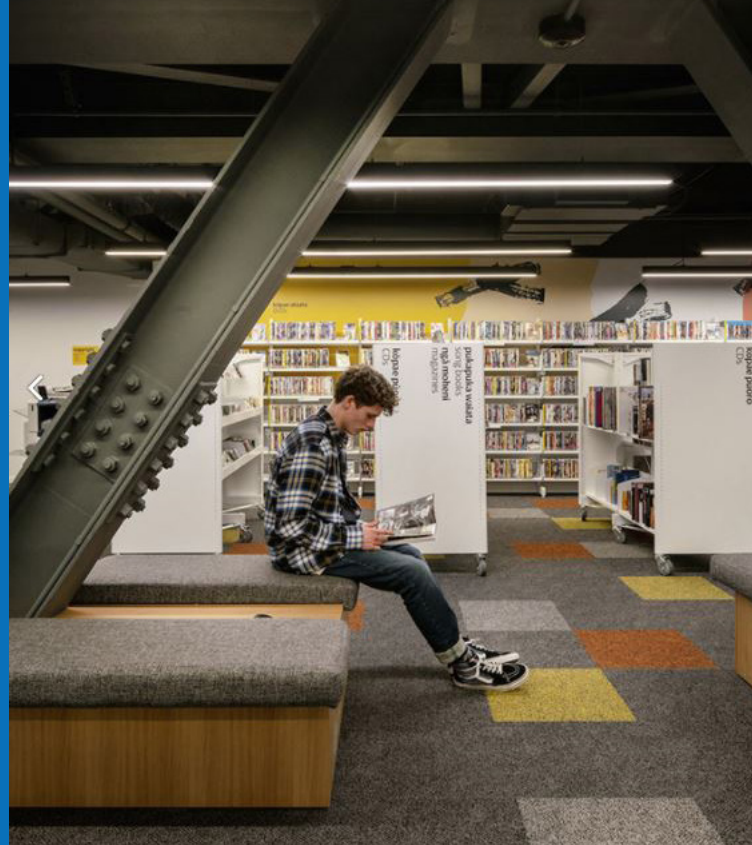
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# Why FE Technologies?

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!



## Wellington Libraries Te Awe Library



TOTAL CIRCULATION  
2,244,761 a year



TOTAL COLLECTION SIZE  
700,000 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.”

Kathleen Lockett  
Team Leader of Collections & Technical Services

## How the S2 Self Loan Station saved staff time & increased patron use to 85%



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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# The Challenge



## Waiting in Queues

Patrons waited in **long lines** at the issues desk in other Wellington libraries causing **frustration** for some. The wide variety of needs thrown together in the same pool was the perfect recipe for **poor service**.

- Patrons who needed **extra help** were rushed. The **pressure** to hurry from the other patrons in the line meant that they didn't receive the service they needed.
- Patrons who needed to issue items quickly were **forced to wait** a long time in queues. Often they had somewhere to be and it caused frustration for them.



## Staff Were Stuck Behind the Counter

The staff were stuck behind the issues desk because items were checked out **manually**. Staff couldn't **add value** to the patron experience.

- Long queues meant that staff had **time pressure** to serve every patron in a quick manner. They didn't want to hold up the queue so they couldn't spend time helping an individual patron.
- Staff **couldn't provide** great customer service around the library or show patrons where to find certain items..

### \*Please note:

This case study highlights the experience of staff & patrons in other Wellington libraries prior to the RFID solution that FE Technologies provided. It shows the journey of Wellington library finding FE Technologies before Te Awe Library was opened. There was no before and after comparison with the S2 Self Loan Station being installed because there was no transaction history in the new library. The comparison is based on other Wellington libraries before FE Technologies became the standard solution.



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# The Solution

“It was a growing awareness that the pressures on our staff meant that we had to find a new solution. To maximize the enthusiasm and the creativity that they have. And at the same time, reduce the amount of time that customers are waiting in queues, especially at our busy Central Library.”

Kathleen and her team went on the search for an RFID technology solution in their previous Wellington libraries that was:

- Compatible with their IT infrastructure.
- The right price for them.
- Offered the right services.
- And a company that offered great communication & development.

“So, FE was weighed against all of those things. And I think it was the combination of intuitive & interactive displays for our staff and our customers and their competitive pricing that made us choose them.”

They installed the V5 Self Serve Stations into some of their Central Wellington Libraries and noticed a difference right away. But when they began building Te Awe library they needed a self serve that fitted in with new space.



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So they chose the S2 Self Serve Station because it offered space saving benefits and looked professional in the drawn up plans for the building. The installation of the S2 Self Loan Station in the Te Awe Public Library wasn't an easy process. Unlike in normal circumstances, the library was under construction during the Covid-19 lockdown in New Zealand.

Because of the travel ban, the support staff from Australia couldn't come over and install the S2 Self Loan Station. The machinery and equipment arrived and FE Technologies arranged for the storage of it until it could be installed.

“Usually FE Technologies would send a support technician to do the final check and make sure every machine was running perfectly and was configured properly.”

They were fortunate to have a member of staff who knew how to install RFID technology on hand. He had FE on the phone and between the two of them they managed to get the S2 Self Loan Station up and running. Whenever they encountered problems, FE technicians helped find them a solution.

“It has been an ongoing process. But the developers have been very understanding and open to listen to us. We've worked with the support staff and the quality assurance teams to make sure that when we notice a pattern of fault, that we report those to get a more reliable product in our libraries.”



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# The Results



## Self-Service Gave Staff More Time

Other Wellington libraries have an average self-serve rate of 82% whereas the S2 Self Loan Station in Te Awe Library caught patrons' attention and has an average **self-serve rate of 85%**.

- Staff are able to move around the library and **add value** to patrons' visits. They can show them where items are and **spend longer** time with patrons who need more help **without the pressure** of long lines like in other Wellington libraries before they switched to RFID.

"We had one of our suburban libraries have a network outage a little while ago, so the self serve machines were out of action. And we had to do manual issues and manual returns. People were forming lines and the staff were heavily involved at the issues desk. It was a big revelation of just how much time, freedom and extra customer relations we can have because we have the RFID technology to back us up. It was a real eye opening moment for me."



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## Quick & Easy for Patrons

The staff didn't have to stand by the self-serve and teach patrons how to use it. Patrons went up to the self-serve stations and taught themselves how to use them. In fact, patrons walked into Te Awe Library expecting to see self-service stations.

- There are no long queues for patrons who need items quickly.
- Patrons who need extra help can go to the enquiries desk and staff can provide them with the help and assistance they need without pressure from other patrons.



“Patrons were actually going over to them rather than going to the counter. And in the CBD, people are popping in before work, during their lunch break or before catching the bus home. So for those people who want to come in quickly and find their items - we've provided them with a quick solution.”

*Kathleen Lockett*



FE Technologies

“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.”

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