FE Technologies

Return Shelves Increase Time and Efficiency at Burwood Library

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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!

Burwood Library

TOTAL CIRCULATION
Approx. 110,000

TOTAL COLLECTION SIZE
55,000 Items

TOTAL VISITORS
125,000 Per Year

"The equipment is intuitive and the staff are very quick in getting back to you."

Vesna Cosic
Information Technology Librarian at Burwood Library

Discover how the return shelves increased time and efficiency at Burwood 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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The Challenge

Slow Turnaround Time

With only 55,000 items, Burwood Library is a small library that needs items to recirculate quickly. They needed a return system which was fast and accurate and that required minimal handling from staff.

“We wanted to improve our process and have an efficient way of returning items. It’s a small library branch so we needed items returned as quickly as possible.”

Returns Were Unavailable to Patrons

Once an item was returned, it was out back and wasn’t available for patrons to borrow until it was processed and put back on the shelves. A patron could come in and be looking for the book that was returned the same day but couldn’t be borrowed because it was out back.

Inefficient “On Hold” System

“When we had something returned, we would have to wait for our old system to let us know if something was on hold for someone else.” This old system didn’t provide them with an accurate status of an item.

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The Solution

Burwood Library went out to tender and FE Technologies was able to offer them the widest range of equipment that they needed. So, they decided to go with them. “We used the Sort Assist to return items when we initially purchased the RFID equipment as we were moving to a new Library location. At the new location we had the Bin Sorter for returns of books (also from FE Technology, 2014 - 2019). In late 2019 we underwent a refurbishment and due to the new configuration of space we needed a different solution as the Bin Sorter would not be able to fit. The solution was the Return Shelves which allowed for items to be returned quickly.” When a reserved item was placed on the return shelves, the staff were able to deal with it quickly.

“FE Technologies came in and answered all our questions and concerns. The installation was relatively easy. One thing I can never fault them on - they’re very, very quick at responding. They came in and installed the equipment and provided us with training and suggestions for the quickest and easiest way to tag our entire collection.”

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The Results

Accurate “On Hold” System

Before the return shelves, Burwood Library had to wait for the system to say an item was on hold for someone else. Now, it tells them straight away if there’s an exception and what that exception is. “So, if it’s a hold, it will say it’s a hold and has the patron’s details on it. If it’s an incomplete set, it will tell us what it is.”

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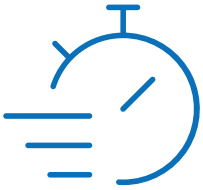

Fast Turnaround Time

It was so easy and fast that patrons were a bit sceptical as to whether or not their item was marked as returned. “They would stand and watch to make sure the screen displayed the details of the item that was returned. I think everyone is a little sceptical with technology. So, you double check that it’s doing what it’s meant to be doing. However, it is now fairly well received. It’s an easier way of doing things and it gives us more time to help patrons in other ways.”

Returns Are Available Instantly

No longer are returns held out back, they’re on display and ready for someone else to borrow immediately. Within a few seconds, another patron can pick up the book that was returned. It makes the whole process more efficient and keeps items in circulation within our small library.

We can help patrons more. We’re not having to double check that items have been returned and that sort of thing. It has become a little bit more efficient.

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.”

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