FE Technologies

Discover how self-serve usage increased to 50% and stock take time by reduced by half at Casey Cardinia Libraries.

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Discover how the Live Scanning Wand decreased stocktake times by at least 50% at Casey Cardinia Libraries

Casey Cardinia Libraries

VISITOR COUNT
1.8 Million Visits

CIRCULATION
2,280,000 Loans

COLLECTION SIZE
320,000 Items

"Staff love the Live Scanning Wand. We actually get staff asking when it'll be back in their library."

Michelle McLean
Information Services Co-ordinator
at Casey Cardinia Libraries

When you look at the pile of books stacked high and the line of patrons waiting to issue their items because they don't like using self-serve - you begin to search for a solution to make everything more streamlined and efficient. And that solution came in the form of RFID technology for Casey Cardinia Libraries. Below you'll discover their journey of finding a solution through FE Technologies.

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

Managing Loans and Returns

In the past, managing loans and returns meant that all hands must be on deck to keep things running smoothly. However, this means other tasks around the library can be neglected because you're so focused on day to day activities that prevent you from investing in long term goals.

"Managing the amount of loans and returns was one of our biggest struggles. We were looking for a way to better manage our items in regards to lending them, returning them and knowing where they were."

A Self-Serve Usage Rate of 5%

Their old self-serve system wasn't being used often - only around 5% of patrons used it because it was difficult.

"We had a small scale self-serve system and it was clunky. We had a single PC that was sitting on the edge of our circulation counter and it meant that you had to scan your library card, scan one item at a time on a small screen while following instructions that were very text heavy with limited visuals."

Stocktake Took 2 Months to Complete

Stocktake and locating missing items were a mammoth task that they would much rather avoid dealing with.

"Stocktake took forever because we had to do it from printed lists. And then once you had the results you had to go back and actually take the data you used off the lists to do manual changes on the system. So not only was it time consuming on the floor but the admin side was a hundred times more time consuming. Our stocktakes would take around 2 months to do the whole library service

The Solution

All these struggles led them to find an RFID solution and FE Technologies happened to be their best choice.

"So, when we went looking for RFID we had already heard about FE Technologies from other libraries. And we also called in a consultant to help us with our RFID rollout - who had a lot of experience dealing with RFID standards across libraries so we relied on his opinion and advice as well."

"Out of all the vendors that were around - FE Technologies was the best option for us."

"We bought their Security Gates, Self-Serve Kiosks, Check-In Bins and Tags. We wanted the whole collection because we wanted a system that integrated well together. There's no point buying a self-serve kiosk from one company and then the tags from another. We wanted to make sure we had a fully integrated system that was easy to use by staff and our library members that was cost-efficient."

We started tagging our collection a month before the hardware changeover. We rearranged bits and pieces to fit in the new technology. We got the installers to put the equipment into place. And then we did what was called a blast which means we put the Live Scanning Wand through our entire collection to set our RFID tags to live. We only had to close half a day to make some space for the equipment. It wasn't a big interruption.

"We installed kiosks from FE Technologies but in the last couple of years we've started to use our hardware with their software. So, our ICT team has taken over the control of the hardware because we can easily switch out a faulty PC if we need to, whereas getting a repair done on a kiosk can take a bit longer. But we still use the FE software because it's so good."

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The Results

Managing Loans & Returns is Easy

With more patrons going to self-serve, staff aren't as tied to their desks as before. The Check-In Bins help sort out returns for them and the Live Scanning Wand helps to locate and sort out issues with missing items. Staff have more freedom to do other tasks around the library.

"The Live Scanning Wand enables us to do a review of our collection to find all the anomalies so things which are in transit, still on loan, or have 'not on shelf' statuses. And we can find them without having to physically look at each and every item. It's quick, it's easy to use and it flags any issues and each branch can scan their entire collection within a 2 week period."

"Being human, we do miss things but the Live Scanning Wand helps us to find what we've missed or what our members have missed. Because we do have people who try to sneak books back in and lie saying, 'I returned that ages ago.'"

Self-Serve Usage Increased to 50%

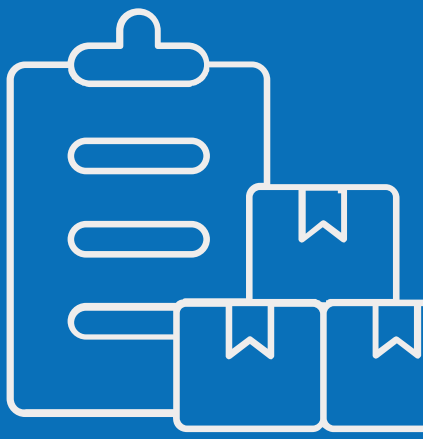
More and more patrons are using the self-serve stations as it's faster, easier and more convenient than before. Self-serve has increased from 5% usage rate to around 50%.

"When we launched, we had staff on hand to assist patrons with using the new self-serve kiosks. Even the most reluctant people initially were convinced that it was so easy when we showed them how to do it. We had a 50/50 split between the usage at self-serve and the desk. But there were other things at play though such as overdue fines and overdue items which stopped people using the kiosk."

"We've gotten rid of the fines and now people only go to the desk if they're uncomfortable using new technology, have a problem with their library card, or they want face-to-face human contact. One of our branches has 5 self-serve kiosks and 2 PCs for staff at the desk and they have 80-90% self-serve usage."

Stocktake Only Takes 1 Month to Complete

Staff have more confidence in stock management. They know how to find an item using the Live Scanning Wand and correcting any anomalies. Their stocktake times have decreased by at least 50% using the Live Scanning Wand.



“It means that we’re more confident on the system data in terms of knowing where the items are and the status of each item. It gives us more confidence in stock management. So, we know where our items are and what they’re doing. Stocktake would now take 1 month to do our entire collection. It’s at least 50% faster than the old system we had in place.”

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/