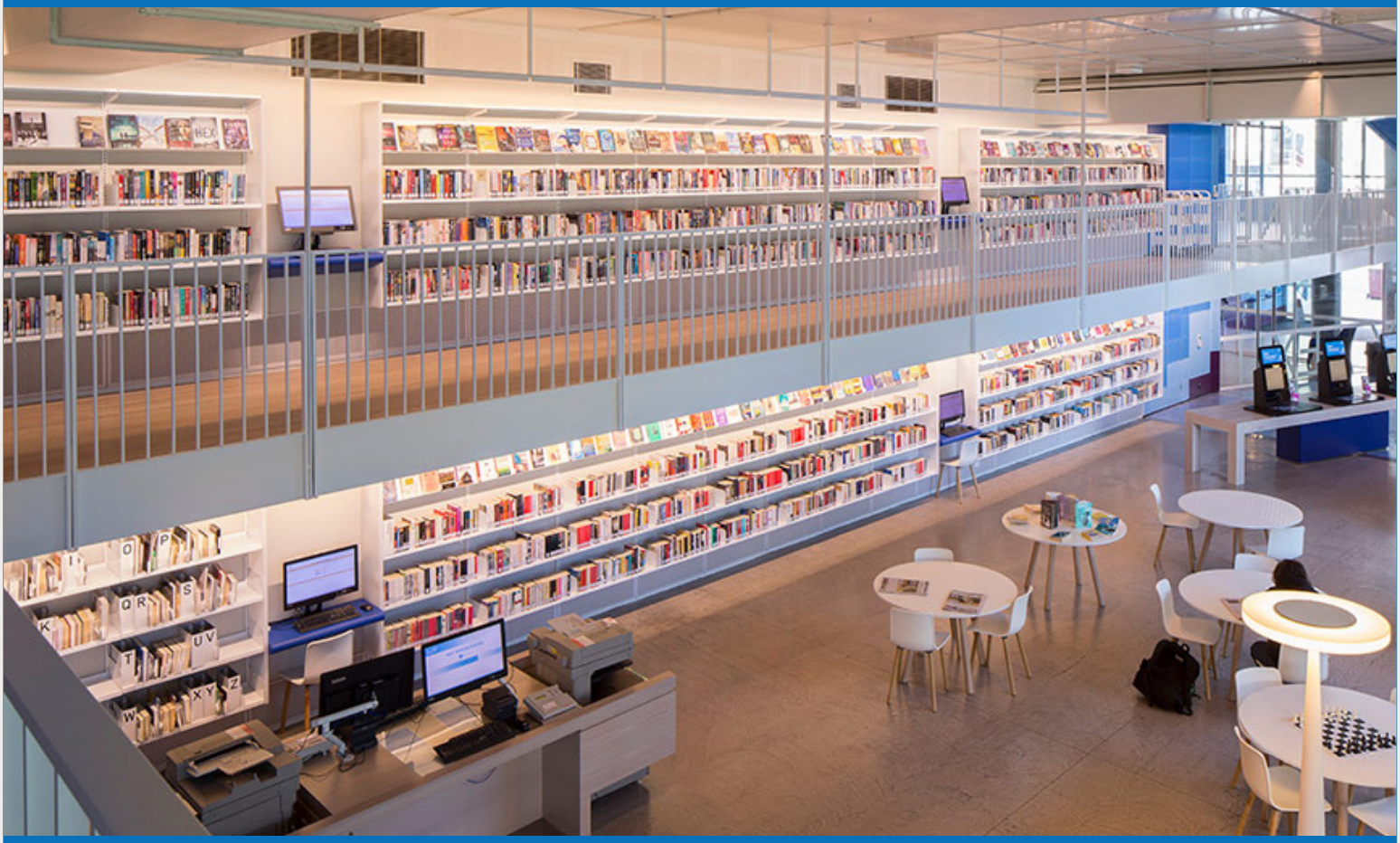
FE Technologies

Secure Library Returns

at Geelong Regional Libraries



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About Geelong Regional Libraries

The Corporation serves the library requirements of four local government bodies and is one of the largest library groups in Victoria, comprising a central library, 19 community libraries and 3 mobile libraries.

The libraries have a membership of 106,000 and are extremely important in the communities they serve, providing a range of reading materials and audio-visual materials for loan, along with access to public internet and a huge range of learning and cultural programs.

With a very large collection size of 450,000 items the Library loaned 2,687,512 items (2015/2016). The library's borrowing rules include a loan limit of 40 items with a loan period of 4 weeks for books and 2 weeks for magazines, AV material and e-books. With such a high circulation rate comes the requirement for an efficient and effective returns system. The branches of the libraries are situated over a large geographic area; some sites are quite remote and others are situated in busy shopping centres, so afterhours returns need to be secure, safe and easy to use.

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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A returns solution for the high circulation rates of Geelong Regional Libraries

Patron User Experience

Patrons need to be able to return items and have them removed from their account immediately so they can borrow again without exceeding their limit.

Multiple Items

Returns chutes should be able to accept multiple items to avoid queues and delays, and they should be simple to operate so that all patrons can quickly return their items.

Fast Returns

Afterhours returns are vital – a 24/7 return option means patrons are not restricted to library hours. The location of many of the Geelong library branches in or adjacent to shopping centres is ideal for this purpose

Improved Circulation Efficiency

Patrons' items will be removed from their account immediately and checked back in, allowing them to borrow again without blocks. With a semi-automated returns system staff time spent processing returns is drastically reduced.

Security for the Library

An afterhours return chute that protects the library itself is essential for safe 24/7 returns. Access to the interior of the library afterhours should be protected to avoid acts of vandalism, or fraudulent returns.

Secure External Returns Chute

The FE Technologies Secure External Return Chute provides a controlled environment for after-hours returns. This product is ideal as an external returns device – it can be operated 24/7.

The 24/7 Return Chute only allows items that are recognised by an RFID tag to open the chute and then return the items. This means that vandalism acts are drastically reduced, since the chute remains locked at all times until a library item is scanned; passers-by cannot drop unwanted items into the chute.

It is extremely robust design made from high grade scratch and scuff-resistant stainless steel designed specifically for external use in all weather.

The electronics of the unit are up high, well away from the opening and are unlikely to be affected by liquid ingress.

Features an RFID Pad. The patron must scan his/her library item to activate the chute.

Indicator LEDs guide the patron through the operation – lights show when the chute is opened, and when it is closed. A loud click also alerts the patron to the chute opening.

The chute can be installed in a range of materials including brick, stone and glass.

Check-In Bin

The Check-In Bin is a returns product that uses RFID technology and a patented anti-collision algorithm that reads and checks in all items that are placed in the bin. The bin has a capacity of approximately 600 items and because it automatically checks in items, patrons can borrow immediately to their limit, reducing customer service issues surrounding returned items that have not been checked in yet.

Because items that are placed into the Check-In Bin are automatically checked in, staff do not have to rush to the returns room to process these items. And with its large capacity, it need not be emptied for several hours usually.

Designed ergonomically, the Check-In Bin features an automatic lift that lowers as the bin fills and raises as it is emptied again.

Conclusion

Geelong Regional Libraries is one of the largest library groups in Victoria and has a huge circulation rate. With a large circulation comes busy returns and the requirement for customers to be able to return items at any hour of the night or day.

The FE Technologies Secure External Return Chute vies the libraries the peace of mind of a completely robust and secure chute, that prevents unauthorised access to the interior of the library but also offers patrons the best experience – a simple and effective RFID-enabled opening mechanism and LED lights to guide the patron through the returns process.

The chute is backed by the Check-In Bin that automatically checks in large volumes of items. So libraries achieve an efficient returns process by reducing librarian check-in tasks, along with a better patron experience; all without risking the security of the library itself.

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:
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