FE Technologies

Managing 1300 Holds

Tea Tree Gully 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!

Tea Tree Gully Library

TOTAL CIRCULATION
800,000 Items

COLLECTION SIZE
120,000 Items

VISITORS
220,000

"Customers gave us feedback that they really liked the technology and thought it was easy to find their holds."

Emma Gosbell
Team Leader, Technology & Digital Learning

Discover how Tea Tree Gully Library manages 1,300 holds at a time using the Hold Shelves from 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

300 Managing 300 Holds A Day

With 300 holds a day, it's no wonder Tea Tree Gully Library were looking for a solution to streamline their service. The entire process was labour-intensive and required manual input. Staff were tied up processing the overwhelming number of holds requested through their library. Not only do they process 300 holds a day, but they also have approximately 1,300 holds awaiting collection at one time. They needed a storage system and process that could manage their large inventory.

"We have on average 1,300 items on hold at a time. It's quite a lot and other vendors didn't offer products that were scalable for us. They just weren't able to cope with the high volume that we needed them to so we were really pleased that FE offered a solution that suited our needs."

"We used to manually check every single item over the RFID pad, generate a paper hold slip and place this inside the item, put them on trolleys and place them in alphabetical order on the shelves. So, it was really quite a time-intensive process."

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The Solution

In 2019, Tea Tree Gully Library tendered for a suite of RFID equipment. They decided to get the Hold Shelves from FE Technology and connect it with an RFID sorter from a different vendor. The two work seamlessly together and help to manage their overwhelming amount of holds.

Patrons can now place their items through the return chutes and the RFID sorter separates on-hold items into a different bin. Staff take the items directly from the bin and place it on the Hold Shelves. They don't need to place them out alphabetically anymore. They have 112 separate cubicles and these can store a maximum of 1,400 holds at one time.

From there, a report is automatically generated by the library management system and the emails and SMS texts get sent off automatically - twice a day at 9:30am and 3:30pm - to patrons who requested an item.

"We're letting patrons know really quickly when their items are in and available for them to borrow."

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The Results

Time-Saving Benefits

Staff no longer need to manually process 300 holds a day. Staff involvement has reduced significantly due to the RFID sorter, Hold Shelves and the library management system doing everything automatically.

“Without a doubt, the improvement we’ve seen in the workflow process and the time-saving benefits have been wonderful.”

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Environmental Benefits

Staff no longer have to print out 300 hold slips a day. RFID technology has taken this over and created a more environmentally-friendly alternative. “We’re not printing out 300 plus hold slips a day. So, we’re saving paper.”

> I definitely recommend the hold shelves from FE Technology. We are the biggest single-site library service in South Australia and have a large hold shelf.
>
> It works really well and significantly reduces manual handling for staff. It would be easy to manage in a smaller library and would have many benefits.

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/