

40 YEARS
of
GREAT LIBRARY
INNOVATIONS



Libraries are as unique as the organisations and people who create them. 3M Library Systems has made it a point to understand every customer in setting up libraries to answer their every need.

From tracking of books to keeping queues short, to controlling running costs and keeping library patrons happy; no matter how big and precious the book collections are, 3M is committed to our customers' success.

Our solutions draw upon 40 years of precious insights and inspirations from customers. It is reflected in ingenious solutions like 3M Tattle-Tape Strips, 3M SelfCheck Systems, RFID Tagging and Barcodes, Return and Sorting Systems, Digital Library Assistants, and so much more.

It has been a journey in which we have discovered the common values we enjoy: quality, reliability, ingenuity, practicality, usability, and the willingness to go that extra mile. These elements and collaboration bring a truly human dimension to libraries.

To our customers and library lovers everywhere, thank you for 40 wonderful years. Keep talking to us at 3M Library Systems!



3M – A Conscious Choice

Hobsons Bay is located just west of the Melbourne and is a municipality of 86,000 people. We have five library branches spread across the city and service about 58,000 members. Our collection of 172,000 items floats across all sites.

We have had various types of 3M equipment for a while, starting with the use of the security systems and tattle tape since the early 1990s. We have been on RFID for four years with Altona Meadows being the first Victorian public library to install 3M. Based on the successful implementation and very good usage figures at Altona Meadows, we purchased two self-checks for Newport and Williamstown and tagged their collections. Finally in 2009, when building Altona North, we tendered the supply of RFID for the new building.

The RFID self-serve machines allow our customers to choose to borrow items independently or to seek staff assistance. The self-serves have been very easy to use, are robust, and the languages available ensure the service is accessible to many members of our community. Despite having only four branches currently with just seven 3M RFID self-check machines, these machines operate with all of our collection and all of our borrowers as it uses our existing barcode system and also the RFID tags. On average, over 80 per cent of our loans are self-check loans.

RFID is transforming how we manage customer interaction in public libraries. It assists in reducing the amount of time it takes to manage and maintain the collection. It allows our best resource, our staff, to now spend more time getting to know their collections and satisfying the requirements of our customers.

We are constantly improving our services and always looking to update equipment when the budget allows. When our strategic planning identified RFID as a platform for achieving best practice, we extensively evaluated and analysed different vendors and their products. It confirmed our choice to renew our relationship with 3M.

We find 3M systems dependable and reliable. 3M is open to discussion about improvements, and that is very important in a vendor. Overall we find the relationship management model of 3M works well for consistent customer service.

Suzanne Gately

*Manager Libraries
Hobsons Bay City Council*

