

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 User Since The 1980s

RMIT University Library has six different sites covering over 14,600 sqm in Melbourne, Victoria. It serves more than 43,000 on-shore students out of the University's total student population of over 73,000. We have around 152 Library staff and collections of print and electronic serial titles (96,600+), books and audio-visual items (690,000), and over 30,000 electronic books. We lend and renew around 1.3 million items each year.

We have been using various components from 3M Library Systems since the 1980s. We probably started with 3M™ Tattle-Tape™ and various 3M detection gates before moving to use 3M returns units. By the 1990s, we had 6210 self-check units. These models were replaced with V-series and we are currently implementing RFID.

3M Tattle-Tape keeps our collections, valued at AUD\$60 million, secure. 3M self check units let our customers borrow items without waiting in a queue. In 2009, self check loans were up over 15% from 2008 figures. In the past 3 years, more items have been borrowed through self check units than through over-the-counter service. The shift in use has allowed Library staff to work in other customer service areas to satisfy increasing student needs.

The completion of the Library's RFID project will increase student satisfaction when borrowing books and other items. In addition, the use of DLAs (Digital Library Assistants) will allow the Library to conduct stock takes of the collection more frequently and to locate missing items. The availability of items for loan can then be accurately reflected through our catalogue.

We have now embarked on a program of upgrading equipment to suit our changing needs. The newer equipment leads to increased staff satisfaction as things just work as they are expected to.

RMIT University Library conducts annual customer surveys. Students comment on the usefulness of the self check units and rarely mention any issues in using them.

We are pleased with the ongoing positive relationship we have with 3M and welcome the opportunity to strengthen ties. When we think of 3M Library Systems we think of great customer service, reliability of equipment and responsiveness to customer needs.

Stephen Gillespie

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