

RFID detection systems from 3M help revolutionise security at the University of Chester

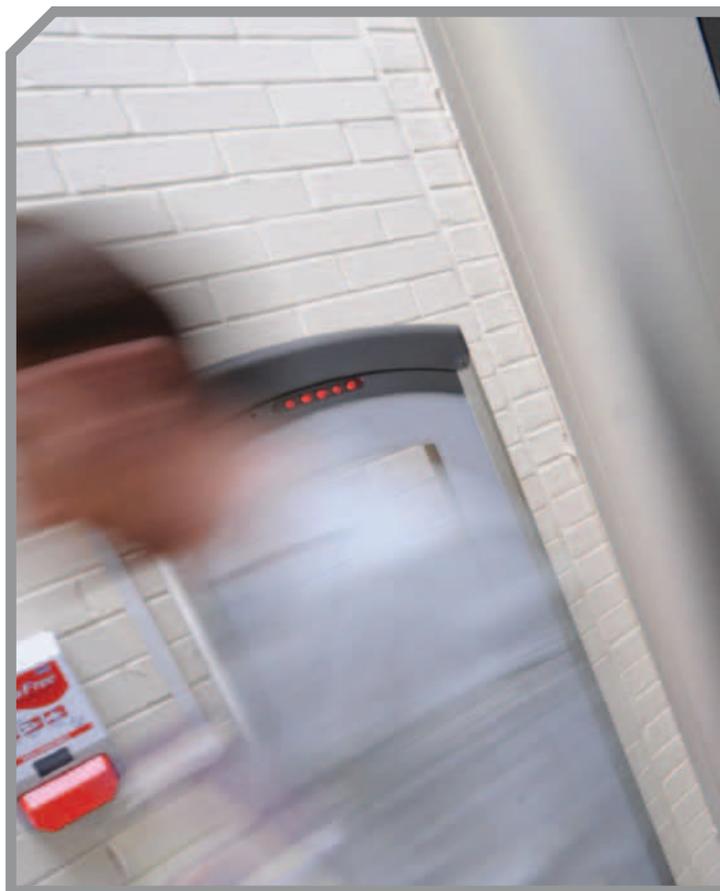
The University of Chester manages five libraries, four of which have recently been modernised with the introduction of a range of RFID based library systems from 3M. When the University decided to build a new Learning Resources Centre at Warrington Campus, it seemed the ideal opportunity to introduce RFID technology. One of the main areas that the University was keen to improve was the level of security.

Joan Millington, Systems Librarian at the University of Chester comments: "When our library in Warrington was revamped it seemed the perfect opportunity to trial an RFID security system. The trial went so well we decided to roll out RFID security into our main library at Chester and two other University libraries. We now have five security systems, including single and dual corridor systems, installed throughout these libraries and they have revolutionised the service that we are able to offer the students.

"Introducing new technology can be difficult so we wanted to make sure that the transition was as smooth as possible. We therefore decided to carry out the RFID tagging of all the books in the library ourselves, with the entire library staff being involved. This meant that each member of staff could learn about how the RFID tags work and where they are placed in the books, CDs and DVDs. Staff from the Warrington branch were also brought in to talk about their experience using the new security system and any issues that they had encountered. This exercise gave the staff more confidence when using the new security equipment and the knowledge to deal with any queries that arose. We would recommend this exercise to any library that is installing new RFID security equipment.



"The RFID security system has had a very positive impact on the levels of service that we are now able to offer including extended opening hours without the extra cost of staffing. Even though the security systems are not staffed at all times there has not been an increase in missing or lost items. We have also been able to set up a new IT helpdesk which was one of our key objectives for the future of the library. This is a great service to be able to offer the students and since its introduction it has proved very popular. Working with 3M has been an enjoyable and rewarding experience, with students as well as staff benefiting from the improved level of service that the 3M products have provided."



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