

## 3M Command Centre helps Dorset County Council improve service levels

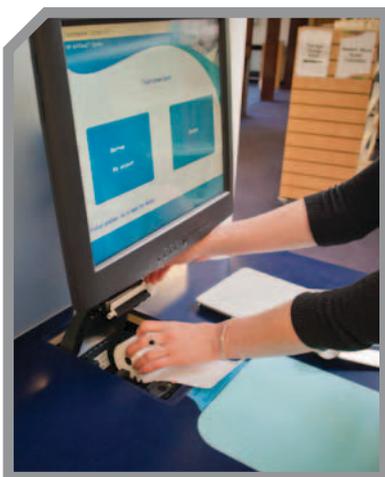
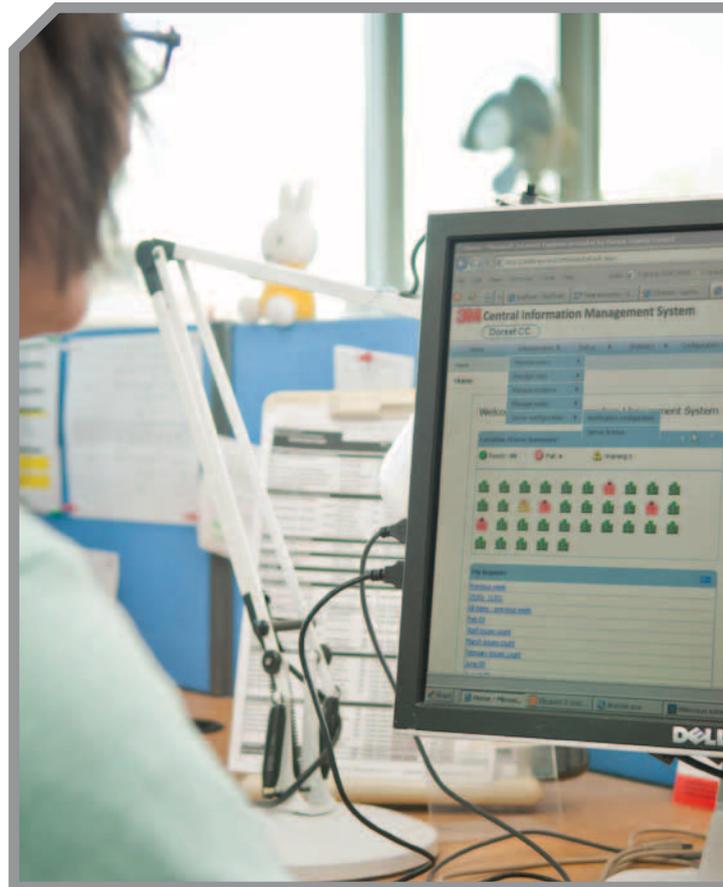
Dorset County Council manages 34 libraries that vary greatly both in size and style, from bigger branches such as Weymouth and Dorchester, issuing large quantities of items, to smaller village libraries. The number of libraries and activities has put pressure on its already shrinking budgets so to help reduce costs Dorset County Council decided to reduce library opening hours and introduce a self-service system. The Library Service team was keen to work with an RFID supplier who could provide a complete RFID library solution including system management software to enable remote monitoring of the equipment.

Dorset County Council chose to purchase Command Centre software from 3M, to monitor multiple library devices across the various sites. A real-time dashboard allows the library staff to have access to information on hardware status and software malfunctions. It also provides statistics, such as the number of users and items issued and returned.

Jayne Pierce, Library ICT Manager for the service explains: "When the 3M Command Centre software was first installed we were unsure how helpful it would be and were worried that it might create extra work for us. However, it has now been installed for approximately two years and we couldn't imagine our working day without it. The Command Centre allows us to easily monitor and configure all of the self-service machines, either individually or collectively.

"We use the dashboard to supervise the day-to-day running of the equipment including updating messages on the self-service machines such as changes in opening times. We can also troubleshoot for any system malfunctions from small problems such as receipt paper that has run out, to full system failures. When the self-service machines were first introduced the majority of them were set up wirelessly and it became apparent from the alerts we were receiving on the dashboard that we were having wireless network problems in some locations. As a result of having Command Centre we were able to identify the problems and eventually decided to hardwire some of the machines."

Jayne continues: "We manage a number of small libraries with limited opening hours, some of which are staffed by volunteers at times, so it is very useful for us to be able to monitor the systems when there are no library staff present. The 3M systems have had an extremely positive impact on the level of service that we are able to offer our customers."



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