

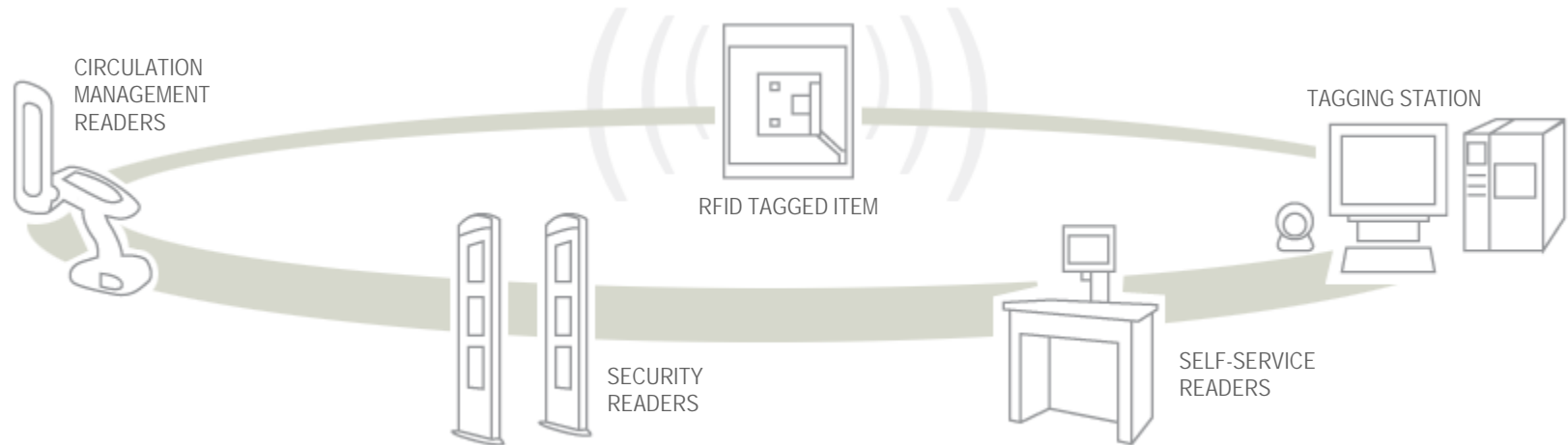
3M and HKUL Synergy on RFID Implementation: Views of the End User

Y.C. Wan

The University of Hong Kong Libraries

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RFID Solutions in Libraries



Radio Frequency Identification (RFID)

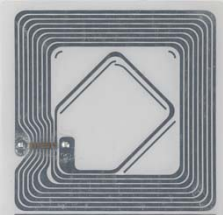
A durable, reliable and cost-effective technology that can help librarians better manage their collection.

Libraries place RFID tags in library items (book, DVD, CD, etc.). The tags are used to check materials in and out and can also be used in the library's detection system.

It helps libraries increase efficiency and productivity while maintaining security.

Why RFID?

- Growing acceptance of the RFID system
- Its ability in maximizing staff productivity by reducing the amount of time needed to manage time-consuming routine tasks
- Enhance customer services with the use of technology
- Need to prudently use its resources and not let soaring staff costs squeeze its materials budget



Background

- Successful implementation of RFID at the Main Library of the University of Hong Kong Libraries in 2008
- 1.3 million books tagged in 6 months
- Decided in 2010 to extend the use of RFID in the branch libraries and in audiovisual materials

Key Issues

- Seamless integration between the Main Library and branch libraries / audiovisual materials RFID systems
- Problems with tagging audio-visual materials
- Increase patron self check-in and check-out activities

Seamless Integration

- The 3RFID system can read the 1.3 million books tagged in 2008
- No need to re-tag the books, which is a very expensive task that the library will try its best to avoid
- A good case for RFID interoperability

Tagging Audiovisual Materials

- A variety of formats – the most popular ones being CDs/DVDs and videocassettes
- Metallic surface of CDs/DVDs reflects and detunes RF energy → interference → decrease read rates
- Multi-disc CD/DVD sets pose further challenges in (a) manual handling in re-packaging them in 2 or 3 cases (b) exact alignment of tags

Our Solution

- Avoid re-packaging multi-disc sets – additional costs and upsetting our loan policy
- Exploit the capabilities of the 3 tags: CD8 (aka donut) and Stingray full disc tag
- Read capability – stack test

	2 tags	3 tags	4 tags	5 tags	6 tags	7 tags	8+ tags
Donut	Yes (1s)	No	No	No	No	No	No
Stingray	Yes (1s)	Yes (1s)	Yes (2-3s)	Yes (2-3s)	Yes (3-4s)	Yes (3-4s)	No

Preferred Option

No. of Discs	RFID Tag	Case	Cost
1	Donut	Original	Material + Labour
2	Donut	Original	Material + Labour
3	Stingray	Original	Material + Labour
4	Stingray	Original	Material + Labour
5	Stingray	Original	Material + Labour
6	Stingray	Original	Material + Labour
7	Stingray	Original	Material + Labour
8+	Re-packaging; donut / Stingray	CD Jewel Case	Additional Re- packaging Cost

Note: use Stingray tags for CDs produced by labels, such as Archik, Decca and Deutsche Grammophon.

780 S9 F

CD 78a

CD 78a

CD 78b

780 S91 V

CD 79a

CD 79a

780 T16

CD 79b

Increase Self-Check Kiosks Usage

- Customers tend to go to the counter for services that can be delivered by self-check kiosks
- Substitute manned counters with desktop self-check kiosks
- Change library practice / workflow to encourage self-service



Now

- Completed conversion tagging
- The 3RFID system is now up and running
- Deploy self-check kiosks before the beginning of the new semester in September
- Teach new students how to use the self-check kiosks during orientation tours
- Publicize and promote

Pains & Gains

- Completed implementing RFID at HKU Libraries – the first in Hong Kong to have done almost the entire circulating collection
- Very efficient, cost-effective tagging programme
- Knowledge and understanding in tagging books and audiovisual materials
- Increase staff productivity and work ergonomics
- An example for other libraries in Hong Kong and the region in adopting RFID technology

Pains – in the short run, every
time we make payment
authorization ...

Thank you!