

Success at Norfolk & Norwich NHS Foundation Trust.

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Lorna Wilson, Trust Librarian. Sir Thomas Browne Library, Norfolk & Norwich University Hospital NHS Foundation Trust.

An RFID solution for the Sir Thomas Browne Library.

D-Tech's relationship with Sir Thomas Browne Library at Norfolk and Norwich University Hospital NHS Foundation Trust has grown significantly since their RFID roll out in March 2016. Sir Thomas Browne library is a multidisciplinary health care library that strives to provide a high quality and responsive library service to support NHS staff and contribute to the high standards of patient care.

The project at Sir Thomas Browne Library included the implementation of two staff work stations, one set of security antennas and a serveIT™ e-Series (one of D-Tech's range of self-service kiosks). It is paramount here at D-Tech that we provide the customer with a solution and service that they desire. Sir Thomas Browne Library went live with their RFID solution three months ago so we got in touch with Lorna Wilson, Trust Librarian, to see if we have fulfilled the library's wants and needs.

Chesney Webb, D-Tech: *What were you looking to achieve in your NHS University Hospital Library with regards to RFID security?*

Lorna Wilson: The initial drive to purchase an RFID system was to enable us to offer an equitable 24/7 service to staff in our busy hospital, regardless of shifts worked. Additionally I wanted increased stock security due to the ever growing number of overnight alarms, which usually signified books which were being "borrowed" without being issued. Replacing our old EM system with an RFID system promised to deliver information about exactly which books were being "borrowed" together with additional information which would make it easier for us to track missing items.

D-Tech: *When choosing a library RFID supplier what characteristics did you look for?*



Lorna Wilson: I invited three RFID suppliers to visit our library and provide quotes for an RFID solution for the library. The system specification included the following elements:

- Replacement of the current EM system gate with an RFID security gate to include a “people” counter;
- A staff workstation;
- 11,000 RFID labels (current stock = 10,500 books);
- Self-service kiosk with coin/notes payment facility;
- 5 year service plan;
- Indicative cost of consumables (RFID labels / receipt rolls);
- Customer (library staff) support.

Other considerations were:

- Compatibility with our Library Management System
All companies were asked about other NHS clients and demonstrable compatibility with the SirsiDynix Symphony Library Management System. Whilst all could name other clients across the spectrum of public and special libraries, D-Tech was the only company with a demonstrable system at an NHS library using SirsiDynix Symphony.
- Ongoing costs
Ongoing costs would need to be met from the library budget during subsequent years. Costs include annual maintenance of hardware and upgrades to software together with the cost of consumables.
 - Service plan
Purchase of a 5-year service plan was included in the quotation to cover maintenance of the hardware components and upgrades to the software. There was an indication of ongoing annual service costs.
 - Consumables
The cost of 11000 RFID tags was included in the initial quotation, with an indication of the cost of purchase of further tags. The cost of till receipt rolls for the self-service kiosk was also indicated.
- References
References from other library managers using each of the suppliers was sought and taken into consideration.

D-Tech: How has the library and its users benefited from implementing D-Tech’s Solution?

Lorna Wilson: The overarching benefit of installing our D-Tech RFID system has been for our library users who are now able to borrow library books at any time of the day or night; at last the library is able to offer a service which reflects the 24/7 nature of the hospital environment. The self-service kiosk has proved popular with library users and helped to alleviate queues when the library is at its busiest. Many users do indeed prefer to use the self-service kiosk which in turn releases library staff to spend more time on other tasks.

In the three months since the installation of the RFID system there have been no overnight alarms, meaning no books have been “borrowed” from the library without being issued. Obviously this benefits the library and its users alike; books rarely go missing and are therefore available for borrowing

plus the library saves money through not having to purchase replacements for “missing” books.

I chose a self-service kiosk which includes a facility for cash payment of fines so that library users have the added convenience of being able to clear their accounts and continue borrowing books whenever they visit.

Further benefits lie in the knowledge that our library security system is future-proofed, since RFID is the only security system under continuing development.

D-Tech- [Would you recommend D-Tech in the future?](#)

Lorna Wilson: One of the main reasons for choosing D-Tech was due to the fact that it is a local company (Ipswich) which commissions all its own products. Therefore D-Tech demonstrates great in depth knowledge of products and developed a system to meet our exact requirements. This also gives me great confidence that D-Tech will continue to develop and offer products which take into account the latest technology and systems as well as continuing to suit our local requirements.

A D-Tech solution also offers good value for money: the cost of supplying an RFID system is comparable to other companies offering an RFID security solution; ongoing costs are particularly good value since service and maintenance plans include unlimited customer support delivered in a very timely fashion.

We did experience initial problems with the security gate (which were down to a manufacturing problem). The D-Tech team were helpful in resolving this matter and our RFID system has since been trouble-free.

D-Tech: [Is there anything D-Tech could have improved on throughout the process?](#)

Lorna Wilson: There has been only one time during the entire project process when I felt that D-Tech did not keep me fully informed. This occurred when the security gates were installed and then unable to communicate with the Library Management System. This issue was not resolved before the D-Tech installation team left that day and I did not receive a progress report for several days. I would have appreciated a timely update. In the end, the fault proved to be down to a manufacturer’s internal component. D-Tech visited us again and installed a completely new unit, which worked first time.

D-Tech: [Have D-Tech been approachable since installation?](#)

Lorna Wilson: It has been a pleasure to work with all members of the D-Tech team throughout the project from initial site consultation through the procurement and installation processes and early customer support.

For example, on the day that the security gates were installed I was particularly impressed by the professionalism and courtesy shown by the D-Tech team. They worked neatly, kept us informed throughout and left us with a clean and tidy library afterwards. They even abandoned their drilling temporarily as the noise was disturbing an international WebEx meeting in a room adjoining the library. Their handover of the equipment was superb – their explanations clear and all questions answered fully.

I needed to use the D-Tech customer service help desk early on when a library user accidentally powered off the kiosk and we were subsequently unable to log the kiosk in to our library management system. Again D-Tech staff were courteous, patient and extremely helpful.



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Lorna Wilson: And finally..... Overall, I am delighted with our D-Tech RFID system. From the initial quote through to installation and early customer support, the D-Tech team and their products have not disappointed.

If you are interested in RFID Security or any of D-Tech's product range please do not hesitate to contact us on 01394 420077 or at info@d-techinternational.com. More detail on all products can be found on our website that can be accessed via the following link: <http://d-techinternational.com>