

CIRCULATION TECHNOLOGY SOLUTIONS



SELF-CHECK SYSTEMS



**AUTOMATED MATERIAL
HANDLING**



SECURITY GATES

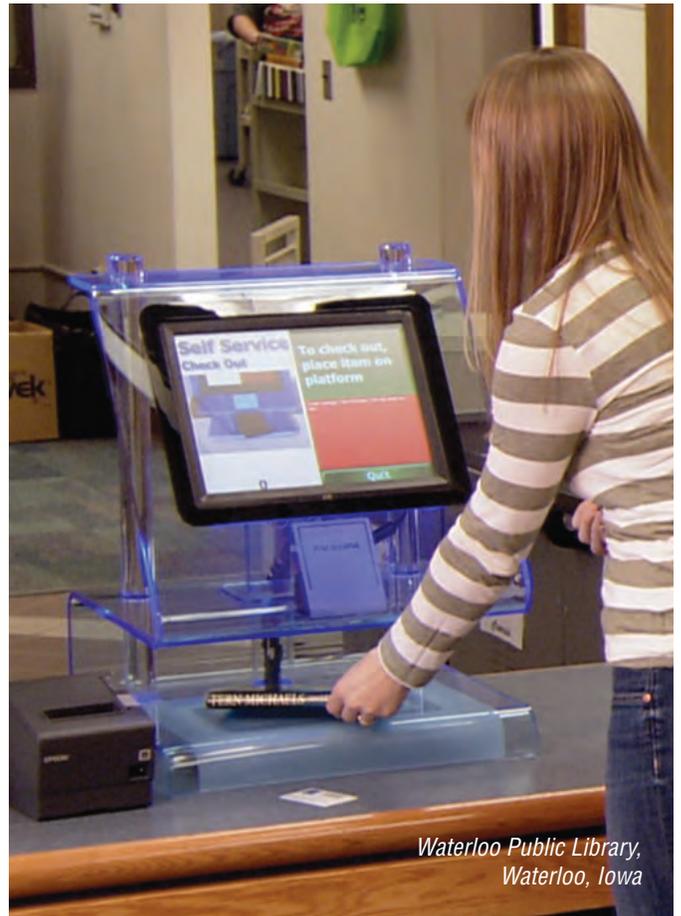
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Running a More Efficient Library

Over 80% of Americans say it is very important to have librarians available to help people find what they need. There is also high importance placed on job and career resources, research resources and events and programs. The *Library Services in the Digital Age* report (Jan. 2013) states that patrons feel very strongly about the services and programs their library should deliver:

- 85% want more coordination with local schools
- 82% want free literacy programs
- 52% want more e-books
- 47% want more interactive learning experiences
- 43% want help digitizing materials
- 42% want more library services online

How do libraries deliver what their patrons want? By using circulation technology equipment. This same research study found that **41% of Americans believe libraries should make most services automated, and 36% say that maybe it is something that should be done.** Using technology allows library staff to shift their focus from routine tasks to delivering in-demand services.



Waterloo Public Library, Waterloo, Iowa

Aligning Your Circulation Technology Investment & Benefits

The ultimate impact on workflow varies by the technology you choose. An RFID installation that includes self check and automated material handling (AMH) equipment is the most robust option for truly freeing librarians from collection processing operations.

Bar Code 	Allows you to automate collection processing utilizing your bar code technology. Does not offer collection security.
Radio Frequency (RF) 	The primary function of RF technology is collection security. During check out, the radio wave is detuned by physically covering RF tags with checkcards or tabs.
Electromagnetic (EM) 	The primary function of EM technology is collection security. During check out, the EM strips must be desensitized before passing through gates.
Radio Frequency Identification (RFID) 	This powerful technology stores an immense amount of collection usage data that can inform staffing decisions, collection weeding strategies and more.
Hybrid — EM and RFID 	If a library already has an EM security system in place and wishes to upgrade to RFID, and it is not necessary, or feasible, to tag the entire collection, this option can save many tagging hours and dollars.

Self-check Equipment

Installing self-check equipment falls in line with patrons' desire for automated services, and your need to redeploy resources to deliver in-demand services. Most units in the marketplace share common functionality and features:

- Available in bar code, electromagnetic or RFID technology
- Touchscreen user interface with visual and audible feedback
- Multiple languages available, with up to 3 on-screen at a time
- Customizable on-screen instructions
- One-step check out and security deactivation/desensitization
- Processing of fines and fees
- Renewal transactions
- Web-based performance statistics

For most organizations, libraries included, approximately 70% of their budgets are staff costs. Using RFID-based self-check equipment and automated material handling will reap the greatest time savings, allowing you to allocate your valuable personnel to deliver vital services.

Our Circulation Technology Specialists are available to answer your questions and help you design a package that meets the needs of your library. Call **800.697.9473** or email us at technology@demco.com

See MORE



- Product specifications
- Planning resources and tools
- **Technology overview video**
- Installation case study, and more

@demco.com

search: *Circulation Technology*



CASE STUDY: Delray Beach Public Library, Florida

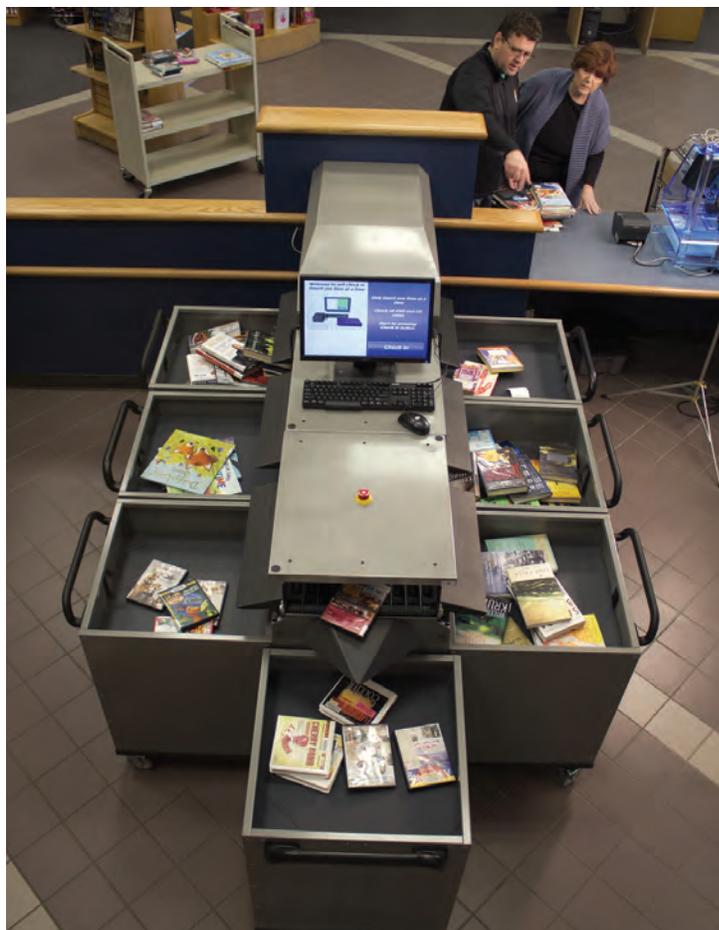
The Delray Beach Public Library serves as a key cultural, educational and resource center for its community of 64,000. Annually, the staff of 28 circulates over 250,000 items, delivers 1,000+ programs with 25,000+ attendees, and handles 50,000+ reference transactions. In 2012, their proprietary self-check system was no longer reliably meeting the needs of the patrons and library, and it became necessary to replace it. While attending ALA, Library Director Alan Kornblau visited Demco's booth and received a product demonstration of our self-check equipment.

They chose to install three touchscreen self-check kiosks, two on the main floor near the circulation desk, and one on the second floor near the computer lab. Demco matched the kiosk cabinet finish to their existing furnishings. Alan is happy to report patrons are using them quite often, finding them to be a quicker, less-involved checkout process.



Automated Material Handling

The 2013 *State of America's Libraries Report* from the American Library Association reports that in 2010, public libraries circulated 24.6 billion materials, which is the highest circulation in 10 years. Utilizing efficient, new ways to process these materials is critical. The book drops from years past were not designed to handle this modern-day volume of returns.

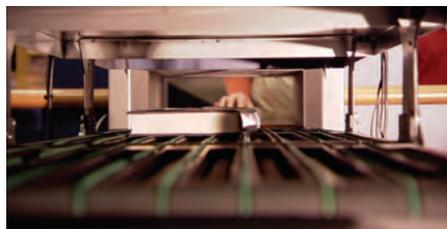


At 55 decibels, the noise level of Demco's AMH equipment is on par with a refrigerator, rainfall and normal conversation, all of which range from 50 to 60 decibels.

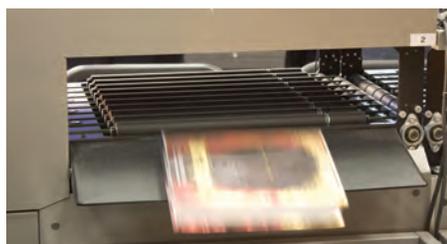
Source: 2007 Performance Standards of the Vermont Land Use Education and Training Collaborative.



Front belt reads the tag of returned material ...



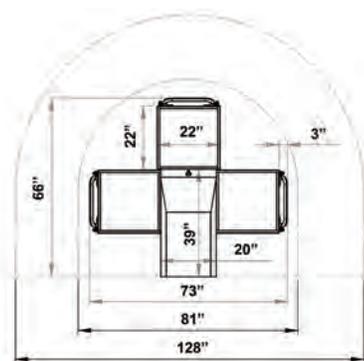
... which travels down the conveyor ...



... and drops into the sorting bin.



Watch the video to see our AMH equipment in action @demco.com, search: *Circulation Technology*



Modular AMH is scalable from small 3-bin to large multi-bin systems.

“AMH was not part of our original plan. But once we saw it, we immediately knew **a smaller library like ours could benefit** from it.”

– **Sheryl McGovern**, Director, Waterloo and Cedar Falls, IA Public Libraries

The Newest Circulation Technology

Materials Immediately Ready to Circulate From Anywhere

Intelligent Trolley — Drop & Go Check In

- Materials are identified and checked in, and RFID security is reactivated when placed on the trolley
- The info column houses the SIP2 connection, which communicates with your ILS
- Keeps materials in constant circulation — as soon as they hit the trolley, they are available for checkout!
- Scannable trolley system makes it easy for staff to pick out popular titles to replenish your “Just Returned” or “Popular Collection” areas



Smallest Branch — For Patrons On-the-Go

Expand your library’s reach by offering part of your collection to areas of the community that may be challenged to visit your physical library. The compact design of our Smallest Branch can easily find a home in community centers, senior living complexes, train stations, grocery stores, medical facilities, office complexes and more.

- Create a 24/7 on-hold material service point for your patrons
- RFID technology tracks all lending activity with your ILS via a SIP2 connection
- Three quick steps to check out and check-in materials — present your library card, open the door and make your selection (or return materials)
- Keeps materials circulating — as soon as items hit the shelf they are checked in, security is reactivated and they are available for checkout



63% of Americans 16 and older would be likely to use a “Redbox” style lending machine or kiosk located throughout the community.

— Source: 2013 State of America’s Libraries Report

Security Gates

Moving away from centralized circulation and staffing at main entrances may create tempting situations for “unauthorized borrowing” of your collection. Installing security gates is a visual reminder to everyone that your collection is a valuable asset.



South Warren High School, KY



Watertown High School, CT

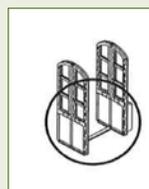
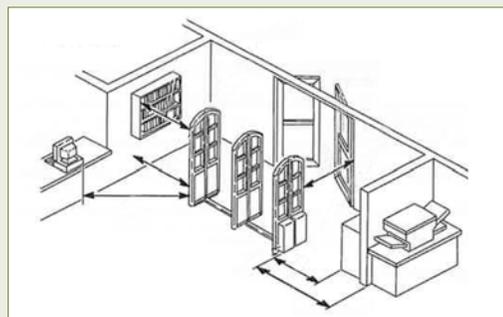
There are a variety of gate solutions available. A detailed comparison of technologies, along with product specifications, is available at demco.com, search: *Security Gates*

The Nuts and Bolts of Gate Installation

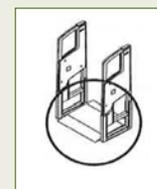
There are many detail-related concerns for gate installations.

- ADA requires a minimum of 4' between the gate and the entrance door frame
- Concrete under gate mounting feet must be a minimum of 3.5" thick
- Power outlet access nearby
- Minimum distance requirements from the gate to: large metal objects, steel studs in walls, copy machines, computers, tagged materials

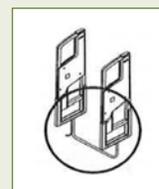
To ensure your gate selection will work with your space, it is important to know the details. Requirements vary by gate model. Demco's Circulation Technology Specialists are available to answer all of your questions and help you select the appropriate security gates for your library. Call **800.697.9473**.



Direct Mount



Baseplate



Buried Cable

Circulation Supplies and Accessories

Demco offers a full range of tags, media cases and the related accessories needed for your circulation operations.



Basic Tag



Media Hub Tag



StingRay Media Tag



Demco Media Release Station™



One-Time™ Security Cases



RF Detuning Tabs & Detuning Checkcards



3M™ Digital Library Assistant



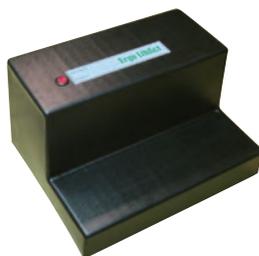
Bar Code Laser Scanner



Receipt Printer



EM Strips



RE/DEsensitizer Staff Workstation

TIP

Is your library transitioning to RFID technology? According to the Survey of Use of RFID in Libraries, over 40% of libraries report tagging their collection as an issue in this transition process. Demco has a guide to help you select the appropriate tag, suggestions and tools for the tagging process, and lessons learned from Waterloo, Iowa's Public Library RFID conversion. Find this at demco.com, search: *Circulation Technology*

It is really important to be organized as you begin the conversion process. We developed a plan for working through the collection, trained our volunteers so they understood the importance of each step of the process, and visually tracked our progress.

— Lori Peterson, Technical Services Administrator, Waterloo, IA Public Library

“ *We have used other companies for self-checkouts but found Demco's units to be **more dependable and patron-friendly.*** ”

– *Daniel Gilliam, IT Systems Administrator,
Delray Beach Public Library, FL*

With Demco, you get the complete package:

- ✓ A shared understanding of your library's goals and objectives
- ✓ A fair price for innovative and functional technology
- ✓ Custom-designed installations tailored to your environment and service objectives
- ✓ Installation, maintenance and troubleshooting that is fully backed by a 12-month, 100% money-back performance guarantee on all equipment
- ✓ Experienced professionals with extensive knowledge of libraries



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