



Cham, Schweiz – 4. Februar 2009

New Municipal and Regional Library in Uster
User-friendly security system for
CD/DVD collection with
BiblioComplete Solution

The perfect security system for the growing DVD and CD stocks was a key issue for the Municipal and Regional Library in Uster/Switzerland when introducing an RFID system. Bibliotheca RFID Library Systems offers specific labels for these media: the BiblioComplete Solution is a compact label with a very good identification performance at the automatic check-out and the gate. This ideally secures CDs in spite of their metallization and allows them to be placed in the shelf for borrowing by library patrons.

The BiblioChip RFID system went into operation in the converted and expanded Uster Municipal and Regional Library when it opened at the end of March 2008. In addition to the Complete Solution, the library also opted for two *Neptune* BiblioSelfChecks, a DoubleGate and four StaffStations for counter check-out and the initialization of new media.

"Bibliotheca's long experience and RFID expertise was of benefit to us throughout the entire project phase," explains library director Rico Defuns. "Our

BIBLIOTHECA RFID Library Systems AG
Public Relations . Birgit Lindl . Drächslstrasse 7 . D – 81541 München
Tel. +49 (89) 6511 5388 . Fax +49 (89) 6511 5492
birgit.lindl@bibliotheca-rfid.com
www.bibliotheca-rfid.com



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2,800 DVDs and 8,000 CDs/CD-ROMs are now secured in a user-friendly manner. Like all the other media, they can now be checked out by patrons at the automatic check-out stations. The result is reduced waiting times at the check-out counter during peak frequency periods. In this way, RFID has significantly improved our customer satisfaction rate. All in all, customer response to the improvements has been entirely positive," Defuns adds. The top priority for the introduction of the new system was to relieve check-out staff so that they have more time to provide support and consultation for patrons. The automatic check-out facilities also allow users greater independence and discretion.

It took the professionals involved just three months to install and implement the system. That must be almost a record. The conversion of 55,000 media was completed while reconstruction work was being carried out and involved the library's own staff.

In 2007, the library recorded 345,000 check-outs. In 2008, there have already been 96,000 in the first three months since re-opening: a clear upward development. Stocks are to be increased to 70,000 media in the coming years, too. Thanks to the efficiency enhancements driven by RFID the library



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can focus more strongly on the future extension of its services.

For further information on the library see

www.stadtbibliothek-uster.ch.

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