



Reutlingen, Germany – February 6, 2009

**Progress – down to the last detail is what counts**

**Survey confirms extent of RFID acceptance**

One of the most progressive new libraries in Germany; The Information, Communication and Media Center at Wildau University of Applied Sciences, opened its doors in September 2007 after a five-year construction phase. The former dismantling and heavy machinery hall dating back to 1921 now houses a refectory and a cafeteria as well as the library.

The IKMZ is the first library in the state of Brandenburg to implement an RFID system, which makes it a genuine pioneer. Students can use the four Mercury SelfCheck stations to check out and return materials themselves. A BiblioGate at the door keeps the media secure. If the alarm is triggered, a camera immediately focuses on the gate, capturing images of the person passing through it at the time. The campus card also contains a chip, making it more than just an ID card. It can also be used to make payments: students can use the card to check out items from the library, pay for photocopies, purchases diploma theses and buy goods in the refectory or cafeteria.

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RFID was chosen for Wildau for three main reasons: first to secure the media, second to free the staff from the monotonous task of media circulation, enabling them to intensify their patron services. And third to avoid the long lines patrons had experienced at the checking-out desks, particularly during the busy lunchtime periods.

### **Initial experience**

Library director Dr. Frank Seeliger initiated a survey at the university in summer 2008, throwing down a challenge to the students with the words "It's YOUR library ... say what you think!" A total of 234 respondents shared their opinions on the use of RFID technology.

With the kind permission of Dr. Frank Seeliger, we are pleased to present an excerpt of his survey analysis:

(...) 129 of the library patrons who expressed their opinion criticized not a single aspect, giving an unconditionally positive assessment of the RFID SelfCheck station and the possibilities it opens up. More than half of those who took part in the survey therefore responded extremely positively to the implementation of the technology. These respondents emphasize how easy it is to use and

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handle, the independence it gives users and the speed with which media can be checked in and out, the very positive experience and user friendliness the technology offers, the fact that there is no more waiting in line, the clarity and, quite simply, the fact that it works so well. Some of these survey respondents pointed out the swift assistance provided by library staff in the case of technical hitches.

Besides these very positive assessments of the new technology, some seventy more people welcomed the technology in general (...).

There were about two hundred comments made, more than 90%, which were generally no more than a few lines in length and indicated a high level of acceptance of the new technology (...). None of the respondents expressed a critical view of the fact that the SelfCheck system performs a service that should really be provided by the staff, perhaps because the benefit for all is more than obvious. (...)

See [www.tfh-wildau.de](http://www.tfh-wildau.de) for more information.

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