

# making the most of RFID in libraries

MARTIN PALMER



# **Contents**

**ace ix** Introduction ix

Staff processes

28

Acknowledgements x

Terminology: a note about 'customers' x

Preface

# 1 RFID, libraries and the wider world Why RFID and libraries? RFID - the technology: a brief history RFID - the technology: frequencies RFID - the technology: process RFID - a disruptive technology . . . ? RFID and the wider world - some existing applications Disrupted libraries? 11 RFID and libraries - a brief summary of the main applications Summary 14 2 RFID and libraries: the background and the basics 15 The early days 15 RFID in libraries - how it works: the basics 17 Audiovisual material - a problem area . . . 18 Another complicated area - multipart items Summary 21 3 RFID, library applications and the library management system 23 RFID and the LMS - why do you need both? The changing market for LMS 24 SIP 25 SIP or NCIP? 26 Back-up: is offline service the same as online? 27 Self-payment 28

Self-service and the LMS – some other complications 29 RFID and stock control 31 Acquisitions 34 Navigating the library 36 Summary 37

### 4 Standards and interoperability 39

Standards, or free for all? 39
Interoperability – is it really needed? 40
It's not just about interoperability . . . 41
What standards are there? 42
Licence plate or full data? 44
ISO 28560 – towards a standard library data model 46
The AFI (Application Family Identifier) 48
The DSFID 49
Summary 49

### 5 Privacy 51

Interoperability and privacy 51
RFID opponents 52
Hotlisting and tracking 54
RFID and (some) religious groups 56
RFID and hacking 56
RFID and legal limitations 58
Encrypted tags? 59
RFID and privacy – a continuing debate 60
Summary 60

# 6 RFID and health and safety 6

RFID – what are the safety concerns? 61
RFID and health and safety law 61
Which standards? 63
RFID and medical devices? 63
RFID and health and safety – the plus side? 63
RFID and health and safety – the future? 64
Summary 64

# 7 RFID and library design 65

The changing role of library buildings 65 The impact of computerization 66 What's this got to do with RFID? 68 Library layout 69 Library furniture 71
Security and building supervision 72
External aspects 73
Summary 73

# 8 Building a business case for RFID in libraries, and requesting proposals 75

Risk and reward 75
Rationale 75
Implementing RFID – the benefits 76
Preparing a request for proposal (RFP) 84
Summary 85

# 9 Staffing: savings, redeployment or something else? 87

RFID and staffing efficiencies 87 How much work is being saved? 88 Summary 92

# 10 Buying a system: evaluating the offers 93

Range of suppliers/range of responses 93
Why systematic evaluation is important 94
How to evaluate systematically 94
Summary 102

# 11 Installing RFID: project management 103

Project management 103
Risk management 104
The main tasks 104
The first day live 111
Review and follow-up 111
Summary 112

# 12 Making the most of RFID: a case study 113

In the beginning . . . 113
Searching for a solution 114
Looking for a supplier 115
Branding, guiding and layout 116
Staff roles 118
Next stages 118
The roll-out 119

The outcome 125 How important is RFID to this case study? 128 Summary 129

# 13 RFID, libraries and the future 131

New and developing uses for RFID 132 Developing tag technology 134 Conclusion 134

# Further information 137

Websites 137
Forums 138
Blogs 138
Library RFID system suppliers 138

References 143

Index 149