

RFID Implementation Checklist

RFID – Which applications? How and why?

RFID can be applied to library work in many different ways, but the main objective underlying its introduction is usually improvement in customer service. If that's not your aim, why are you doing it?

There may well be other reasons. Perhaps you're opening a new library? Or simply want your service to be at the technological cutting edge? Maybe you need to respond to a Gershon agenda? Or resolve a specific local problem? Whatever the aim, however, it will usually be secondary to making the library more customer-focused and easier to use.

Regardless of your starting point, you will soon find that the pervasive nature of RFID and its potential applications offer you the opportunity to fundamentally review most of the processes in your library. Will you simply automate your existing procedures, or completely re-engineer them?

This RFID implementation checklist has been specially produced by the BIC / CILIP RFID in Libraries Committee, chaired by Martin Palmer of Essex County Council Libraries. This committee has been set up to provide guidance for libraries planning to implement RFID and to develop guidelines that will increase the interoperability of different RFID systems used in libraries. For further information please contact Brian Green at brian@bic.org.uk

This RFID Implementation Checklist was prepared by the BIC/CILIP RFID in Libraries Group for distribution to delegates at the RFID in Libraries Conference 2005 organised by CILIP Enterprises.

Compiled by Martin Palmer

How will you use RFID to help improve your service to customers? Will it include:

- | | | |
|---------------------------------------|---------------------------|--------------------------|
| Self Service? | yes <input type="radio"/> | no <input type="radio"/> |
| Return chutes/book drops? | yes <input type="radio"/> | no <input type="radio"/> |
| Extended opening hours? | yes <input type="radio"/> | no <input type="radio"/> |
| Unstaffed service points? | yes <input type="radio"/> | no <input type="radio"/> |
| Security? | yes <input type="radio"/> | no <input type="radio"/> |
| Improved ease of use? | yes <input type="radio"/> | no <input type="radio"/> |
| Alternative ways of presenting stock? | yes <input type="radio"/> | no <input type="radio"/> |
| Navigating the library? | yes <input type="radio"/> | no <input type="radio"/> |

Other (please specify)

What do you intend to use RFID for?

Stock:

- Books yes no
- Audiovisual yes no
- Other (please specify)

Users:

- Smart cards yes no
- Smart cards including electronic cash yes no
- If opting for smart cards are there other considerations (see also "parent organisation" section below) e.g:
 - Can your cards be used in a wider internal organisation context such as Access Control? yes no
 - Can you use cards already used in an external context e.g. Oyster cards? yes no
 - If either is possible, who "owns" them?
- Other (please specify)

Do you need to ensure that any resulting changes conform to policies your parent organisation (local authority, university etc) may have for:

- ICT? yes no
- Human Resources? yes no
- Finance? yes no
- Procurement? yes no
- Other (please specify)

How will it affect staffing and procedures? Will you include:

Stock management:

- Circulation? yes no
- Editing? yes no
- Other (please specify)

Automatic sorting:

- Of “exceptions” e.g. requests, interloans? yes no
- Of all stock for shelving? yes no

Acquisitions (internally):

- Tagging of all new stock? yes no
- Review of stock processing/servicing
e.g. date labels, barcodes? yes no
- Effect on delivery points? yes no
- Other (please specify)

Acquisitions (externally):

- Review of supply chain implications? yes no

Handheld device for:

- Stocktaking? yes no
- Shelf tidying? yes no
- Locating requests, etc.? yes no

Culture change:

- Staff roles? yes no
- Job profiles? yes no
- Structures? yes no

Following on from this – how will you calculate Return on Investment? Will it include:

- Staff savings? yes no
- Staff redeployment? yes no
- Other (please specify)

How will RFID work with your Library Management System (LMS)?

- Will you keep your existing LMS? yes no
- Does your current (or prospective) LMS
supplier also provide RFID? yes no
- If so, do they insist on their own solution? yes no
- If not, will the systems use SIP2 (developed
by NISO into NCIP (Z39.83) in 2003)? yes no
- Is your LMS fully SIP2 compliant? yes no

Is someone responsible for managing relationships between LMS and RFID suppliers? yes no

Does the solution fully implement library lending policies as defined by item and borrower status within the LMS? yes no

Will future LMS releases impact on RFID? yes no

And vice versa? yes no

Does your LMS deal with payment of fees and charges? yes no

If not, will this impact on the take-up of Self Service? yes no

Can RFID screens be used on staff stations? yes no

Do you know what happens:

• If LMS goes into backup? yes no

• When LMS returns from backup? yes no

• To stations for both staff and self-service? yes no

Will you need back office RFID stations? yes no

• If so, do you know how many? yes no

• Do you know what the staff interface will be? yes no

• Do know what equipment and connections will be required? yes no

• Do you know which operating system will be used? yes no

Choice of RFID system

Is the system compatible with any standards? yes no

Do you know which standards? yes no

Are tags "standard"? yes no

Answer 'no' if they are proprietary yes no

If RFID is not being used for security, do you know how it interacts with the security system? yes no

Do you know how the tag's data is structured? yes no

Is the tag an EAS tag? yes no

Answer 'no' if it is an AFI tag yes no

Are tags:

• Only unique identifiers ("licence plates")? yes no

• Or do they hold more data? yes no

• Is there a choice? yes no

• Interoperable? yes no

Do you know the read range (actual, rather than claimed) of:

- Tags? yes no
- Security gates? yes no
- Anything else relating to the "security corridor" for:
 - checkout (issue)? yes no
 - check-in (return/discharge)? yes no

Do you know how effective the system is? yes no

Does the system deal with multiple items simultaneously? yes no

Do you know how many items? yes no

Do the self service units cater for:

- Self issue? yes no
- Self return? yes no
- Renewals? yes no
- Enquiries? yes no
- Reservations? yes no
- Integration with security gates? yes no
- Management information? yes no
- Anti-Virus protection? yes no
- Documentation? yes no
- Other (please specify)

Does the furniture meet:

- Your requirements? yes no
- Health and Safety legislation? yes no
- Disability Discrimination Act requirements? yes no
- Is it flexible/adaptable? yes no

Do the terminals:

- Meet the needs of users with visual or learning impairment? yes no
- Offer a choice of language? yes no
- Offer immunity to interference? yes no

Does all equipment (including handheld devices) meet requirements of:

- Health & Safety? yes no
- Ergonomics? yes no
- Is it flexible/adaptable? yes no
- Is the system customer-/user-friendly? yes no
- Does the system produce receipts? yes no

If so:

- Are they legible? yes no
- Do they omit personal data? yes no
- Can the customer control production? yes no
- Do you know what kind of printer(s) are used? yes no
- Do you know who supplies the paper? yes no
- Do you know how much it costs? yes no

If your service has more than one library:

- Will RFID be installed in all of them? yes no
- If not, how will RFID and non-RFID libraries work together?

Is your system interoperable with different suppliers' equipment? yes no

Similarly, if RFID is used in only part of a library, do you know how that affects the remainder of the building? yes no

Do you know:

- How much staff training is needed? yes no
- Who will provide it? yes no
- How much it costs? yes no
- How long it takes to tag an item? yes no
- Whether tagging units can be re-deployed for other purposes after initial tagging has been completed? yes no
- Are CDs/DVDs dealt with? yes no
- Are VHS/Audio tapes dealt with? yes no
- Are multi-part formats dealt with? yes no
- Are multiple disc or tape sets dealt with? yes no
- Are maps dealt with? yes no
- Are picture books dealt with? yes no
- If so, do you know how? yes no

Is the tag adhesive effective for:

- Books? yes no
 - VHS/Audiotapes? yes no
 - CDs/DVDs? yes no
- Are there archival/preservation implications in the use of tag adhesive? yes no
- Are all new tags usable? yes no
- Is a failure rate quoted for new tags? yes no

If so, do you know how replacements are provided? yes no

Handheld device

• Does it interface with LMS? yes no

• Do you know its read range? yes no

Will your stock suppliers be able to tag new stock for you? yes no

If so, will they also be able to write to tags:

• Only if access to LMS is available? yes no

• Without need for LMS access? yes no

Tag supply: is there scope for cooperation with other RFID users (e.g. retailers) to reduce price? yes no

Timeframe

Do you need to tender? yes no

Do you have a strategic ICT partner? yes no

Do you know how much stock you have to tag? yes no

Do you know how many staff you can devote to it? yes no

Do you know how many tagging stations are required? yes no

Will the supplier provide extra stations during initial tagging process? yes no

Does RFID need to link to building or refurbishment work? yes no

Do you need planning permission? yes no

Do you need listed building permission? yes no

Are there any other implications for the library layout? yes no

Do you need to close? yes no

Will you get tags and hardware or software from the same supplier? yes no

If separately, and the system doesn't perform, do you know how you will resolve queries about whether the tags are to blame? yes no

Ultimately, do you know who makes the final decision regarding choice of system? yes no

Is there a test environment for the system? yes no

Do you have a start-up budget? yes no

Do you have sufficient revenue budgets for future purchase of tags? yes no

