



Future Protection

Waitakere City Council

Waitakere Central Library is a large modern three-storey building, the hub to a network of eight smaller facilities including a mobile unit. The libraries share an audio visual collection of discs ranging from multi-cultural, arts and special interest films to more recent titles.

The Challenge

Waitakere's libraries operated a two-part storage system for their audio-visual collection: original cases displayed on the shelves and discs stored separately in envelopes behind the counter. The discs were secure from theft, but the system had key disadvantages.

For staff, lack of suitable storage space for discs was a problem. "We were getting health and safety complaints from staff who were struggling to get discs from awkward storage places," says debt minimisation and reports officer for Waitakere's libraries, David Richardson. And borrowers had to wait while staff 'flipped' through numerous envelopes to locate requested titles.

Crucially too, the system would prevent the library from including these discs in a new approach of 'floating' the collection, where an item that a customer borrows from one branch and returns to another, remains in that branch until borrowed again and returned to another library in the network. This system provides for on-going rotation of the collection between branches and, by eliminating the need to courier items back to the original lending location, complies with the council's environmental policy.

The central library wanted to 'float' as much of the collection as possible but, with empty disc envelopes left at the original branch, items from the audio-visual collection would still have to be couriered back to the original lending branch.

"We didn't like our system," says David. "We needed a solution."

Staff looked at different options including lockable cases but prices were prohibitive. The existing system remained in place until Leading Solutions provided a cost-effective answer with the OneTime Security System.



Multi-library Access System

The Waitakere library can now 'float its audio visual collection across all of its outlets using the OneTime DVD case system from Leading Solutions.





The Solution

OneTime is a range of self-contained media cases secured by an in-built locking clip released by a small counter-based unit. The cases would integrate into existing security and alarm systems at central and branch libraries to protect discs from theft. The robust boxes would be difficult to open without the release unit - attempts to damage the boxes and remove the discs would be unsuccessful. Audio-visual materials could be displayed on the shelves with the discs inside and the libraries could abandon the unpopular behind-the-counter storage system.

The system came with references from Auckland City Libraries where it was already in use and, critically for the team at Waitakere, costs were a lot less than other lockable boxes. As a bonus, the OneTime system would be compatible with RFID (radio frequency identification) technology already in use by libraries overseas for security and inventory management and, potentially, could be the future in Waitakere. The cases would suit potential development for including discs in self-issuing by customers. "The system would fit into our plans for the future," says David.

The Result

After trials at central and Ranui, the system is now operating in most libraries in the network. In the locations where it is in use, according to David, health and safety complaints by staff have ceased, customer service is quicker - and there have been no losses of stock through theft. A few damaged cases have been found where would-be thieves have tried unsuccessfully to break into them. Of paramount importance for David is the potential for including audio-visual materials in the network's floating collection. "This wasn't possible before, and now it will be easy," he says. When the collection is eventually floated, the libraries expect to save money: with discs floating regularly through the system, fewer copies of the same films will be required and courier costs will be reduced.

The solution

ONETIME CASE SYSTEM

In summary...

Leading Solution's One Time product provided the cost-effective solution Waitakere Library and Information Services needed to improve secure disc storage, ensure a safe working environment for staff and improve customer service.



And as for the future, says David: "All the library technology that is coming will fit into these cases without any problems."

