

ELiMS[®]
Electronic Library Management System

- Customer** : National Library Board (NLB)
- Business** : Library management
- Challenge** : To meet increase in loan transactions without a corresponding increase in the number as well as skill level of library staff
- Solution** : Electronic Library Management System

ST LogiTrack Pte Ltd was awarded the contract to design, supply and install an Electronic Library Management System (ELiMS[®]) in all branches of National Library Board, the largest library managing agency in Singapore with more than 8 million library materials. ELiMS[®] uses radio frequency identification (RFID) technology to collect data from the library materials.

The implementation of ELiMS[®] is part of NLB's continuous effort to improve its reliability, efficiency and service level in the managing of its network of public libraries. As the metropolitan library system with the highest loan rate in the world with 25 million loans per year, it had to take more than an hour to queue to check items out and another hour to return it. With staff on counter stamping items for loans and returns, there was an acute shortage of library staff available to provide value-added services that the more sophisticated customer requires.

The checkout time for materials was reduced to less than 5 minutes on the average and the return of items in zero time with zero queues. If NLB has adhered to its former service method, more than 2,000 staff would be stamping the 25 million materials that went through the libraries last year.

With the various activities fully automated and the DIY concept, library staff are now freed to focus on providing value-added services such as membership and enquiry services, and helping readers find their way to the library materials of their choice.

With library visitorship now at over 20 million a year, the libraries' adoption of ELiMS[®] has helped to solve a business workflow challenge and at the same time, assist NLB in changing its image from a mere repository of items to a fully equipped information resource centre for the New Economy.

www.rflibrary.com



Sorting process becomes a breeze with ELiMS[®]



The Bookdrop – ELiMS[®] has reduced item return time and queues to zero



The Borrowing Station – ELiMS[®] has greatly shortened the checkout time for library materials to under 5 minutes



With ELiMS[®], libraries can concentrate more on their role as information resource centres.



The ELiMS[®] **Borrowing Station** is a self-service station. Simple instructions are presented to the patrons to enable them to checkout items at their own convenience. Instructions can be configured in different format and languages to suit specific requirements.

The ELiMS[®] **Book Drop** allows patrons to return their items at convenient locations and to have their loan records updated instantaneously.

The ELiMS[®] **Sorting Station** allows items to be sorted and returned quickly to the shelves so as to reduce turnaround time.

The ELiMS[®] **EAS Gantry** is the anti-theft part of the integrated library management solution using the same RFID tags embedded in the library item.

The ELiMS[®] **Counter Station** is a backup station that performs the borrowing, returning and disarming functions. The librarian can use the system in the event when any of the stations (i.e. borrowing, returning, etc.) malfunction, or when other activities such as payment of fines for late return of items, are necessary.

The ELiMS[®] **Administration Station** monitors the status of ELiMS[®] components such as borrowing station, sorting station, etc. This station has features such as remote reset, transaction logging, status update, etc.

The ELiMS[®] **Library Shelf Management System** makes locating and identifying items on the shelves an easy task for librarians. It comprises basically of a portable scanner and a base station.

