

Public Library Genk, Belgium

Fully supplied by Nedap Beveiligingstechniek, Groenekan, The Netherlands, official Nedap Librix Distributor.

The planning and installation of the Genk Public Library has taken place from July 2008 until August 2008.

Installed Solutions

Check-out

5 Check-out desks

Security

- 2 Aisle EAS security antennae with integrated Customer-counting and light signals
- 1 Aisle EAS security antennae with integrated Customer-counting and light signals

Check-in

24/7 Exterior Drop-in-letterbox

Sorters

5-Sorter with 2 intake-mounts

Staff stations

5 Staff stations

Labels

250.000 Labels (Book-, Ring-, Nedap Booster- and Dummy Labels)

Project Management

During the entire project, a fully dedicated project manager has been made available to talk to architects, builders, staff and other stakeholders. So everybody got the information they needed. When they needed it.

Training

Throughout the project, several training modules have been provided to train library employees, IT staff and customers. During these trainings everybody got the opportunity to get familiar with the technology and ask questions how it affects their direct environment in general.

Staff

Staff has been trained how to convert books and other media. How to work with staff stations, check-out desks and sorters. How train the customers to work with the RFID solutions. In a language that was understood by everyone.

IT

For local IT, it obviously also is very important to know what is installed in-house. Therefore, before during and after the installation, IT-specific training has been provided to the local IT-staff. During these trainings, people were informed on how we connect to the existing Library Management System and how we can work together to make this work in the best possible manner. Additionally, IT staff was trained on how to configure settings and what to check in case equipment did not working in the best possible manner.

Service, support and maintenance

Support and maintenance is an activity that greatly contributes to the degree to which the self-service concept works. During the project itself, the first support and maintenance activities and adaptations to hard- and software have taken place to establish the highest quality levels.