



You Ask We Answer

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You Ask:

How will RFID affect library services?

We Answer:

Currently, library staff members devote much of their work time to performing the repetitive tasks of checking in and checking out library materials. RFID technology was developed to save labor and to decrease the need for staff intervention at points of exchange that could be automated. The new technology also will include new self-checkout machines. In addition to checking out library materials at these machines, library users will be able to unlock audiovisual security cases and pay fines and fees, all without staff assistance.

The offloading of the routine task of checking out materials will improve greatly the library staff's ability to focus on more complex customer service interactions. There is often not enough time for library staff to have quality interactions with library users, but RFID and self-checkout machines will free up staff time for more assistance to library users. Library users still will be able to enjoy interactions with staff members during their visit. Once the self-checkout machines are in use, library staff will be able to roam throughout the library to offer more personal, one-on-one assistance to library users.

*Information provided by Shanita Brown, senior librarian at Main Street Library.
For more information, please contact the reference or circulation desk
of any Newport News Public Library.*

