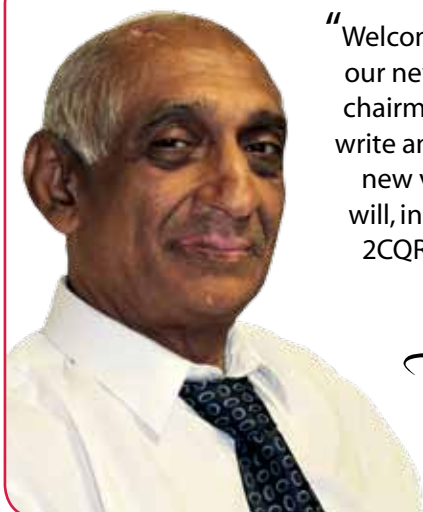


reflection

SOLUTIONS / SUPPORT / CONSULTANCY / RFID & EM PRODUCTS



"Welcome to the first issue of our newsletter! As company chairman I've been asked to write an introduction for this new venture that we hope will, in the best traditions of 2CQR, be both informative, and entertaining."

Ram Patel

2CQR - Chairman

In all my years working with libraries I can't recall a time when there was so much concern among librarians about the future - both of the profession and libraries themselves. There has never been a greater need to "do more with less" something I believe that technology can help us achieve.

2CQR believe in a simple principle - to look after our customers' interests. We have always been committed to creating and supporting standards and practices that

benefit everybody. You'll find examples of that commitment in this newsletter.

We're here to listen, and hopefully to help. Whatever challenges you face we're pretty sure we'll have met and overcome them before, our library roots are very deep...

I hope you'll enjoy reading the stories we've selected for this, our first newsletter. Please tell us what you think of our effort and send any suggestions for making it more interesting and relevant.

21

2CQR is 21!

After twenty one great years of working with the library industry, it was time to celebrate. Take a look inside at our anniversary snaps and find out what the big day involved.

New website now LIVE!

www.2CQR.com



In partnership with the University of Lincoln

Lincoln University Library and 2CQR are now working in partnership following our successful competitive tender. Together we'll be introducing

cutting-edge RFID technology to the campuses - making lending faster, easier and more secure.

Full story inside...

New Products



TOTEM SELF-SERVICE

Sleek and stylish self-service terminal for RFID sites - can be tailored to your library's environment and decor.



WONDERWALL FOR BOOKS

Read all about this marvellous new promotional technology for books - providing library users with an exciting interactive experience.

Read more inside...



Celebrating 21 years in the library industry

Birthdays are a time for looking forward as well as back, and 2CQR's big 21st celebration was no exception. We invited old friends and new to join us in looking to the future of RFID technology.

Throughout the day there were product and software demonstrations which explored the potential of RFID technology in all its aspects, from self-service to stock control, security to promotion. The idea was to show the versatility of the technology, and give our guests a taste of what is possible.

Joining in the celebrations were suppliers, library professionals and customers, including Harlow College, our first ever customer as well as the University of Lincoln, one of our most recent. It was a real pleasure to reflect on a long

partnership with the industry alongside our guests and know there is a great future in store.

Our chairman Ram Patel thanked all suppliers, customers and employees of 2CQR for their hard work and continuing support over the years, summing it all up in these words: "With the speed of technology and the developments within the industry it is a really exciting time for us, our customers and suppliers; and we're really looking forward to what the next 21 years brings."

Look into the future with our brand new website

Our great new website is now live and online. It's just one of the ways we've marked our 21st year in the industry – this time by looking forward to the future.

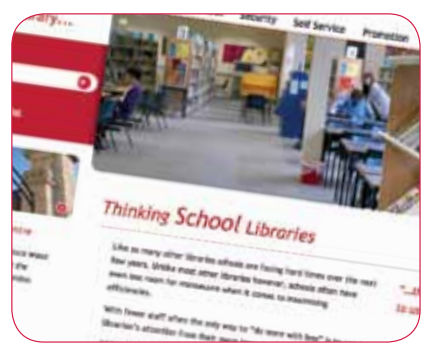
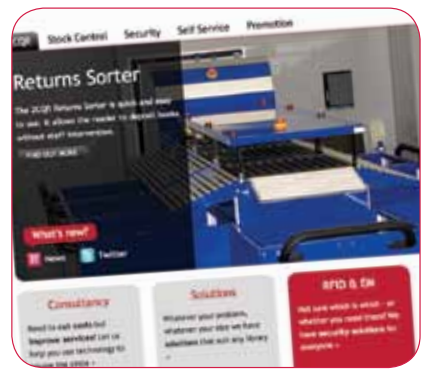
The website has a host of features to help you understand how much can be achieved with EM and RFID products in the library of today and tomorrow. Plus we've divided the website into individual sectors – Public, School, Uni and FE, Business and Specialist – so that you can go straight to the section that has the information that's relevant to you. It's fast and efficient.

So if you're thinking of upgrading to RFID, or simply want to add products to your library, the website is an indispensable tool to get all the product data and service information you need. But it's now much more than that!

Our new blog on the site is not just about the most interesting updates and stories from 2CQR, it's also an opportunity for you to contribute your own thoughts on products and developments. Any feedback we get helps us improve and make sure you get the solutions that meet the changing needs of libraries, so please let us know what you think by visiting www.2cqr.com/weblog/welcome-to-our-blog.

"...if you're thinking of upgrading to RFID, or simply want to add products to your library, the website is an indispensable tool"

Alternatively if you have a specific requirement you can also contact us via the enquiry form on the site or give us a call. Our website looks forward to your visit.



University of Lincoln looks forward to RFID



The University of Lincoln Library, working in partnership with 2CQR, is to introduce cutting-edge RFID (Radio Frequency Identification Device) technology to its campuses, making lending faster, easier, more efficient and more secure.

RFID technology has already been successfully implemented by Transport for London in their touch-in, touch-out Oyster card system, and is quickly being adopted to facilitate self-service in various types of library.

As the market leader in the installation of RFID technology in libraries, 2CQR has been appointed by the University of Lincoln to provide self-service units to the four campus libraries as part of a larger refurbishment.

The University's four campus libraries at Brayford, Hull City, Riseholme and Holbeach will between them feature seven "Totem"

units, enabling students to self-check books and other items in and out, as well as pay any outstanding fines.

Over 8,500 full-time students will benefit from the units which will manage a collection of around 300,000 items.

The free standing "Totem" units are one of the new product developments from the 2CQR range that covers library self-service. Delivery and installation will take just six weeks from having selected 2CQR as a partner.

Di Walker of the University of Lincoln said, "We're really excited to be working with 2CQR on this new project, after they were selected following a competitive process. We were impressed by their innovation and flexibility in meeting our requirements and look forward to seeing the new self-service systems in place."

Self-service comes to Moray Libraries

Nine libraries across Moray have introduced 2CQR self-service "baby" units for the issuing and returning of books.

Thanks to funding from the Scottish Government's Public Library Funding Quality Improvement Fund it has been possible to introduce the technology and provide training at libraries in Aberlour, Burghead, Dufftown, Elgin, Portknockie and Rothes.

The "baby" self-service units (aptly named because of their small size) allow staff to spend more time supporting library users and, in the smaller libraries, even enable users to borrow materials when the libraries are unstaffed.

"Our suppliers 2CQR have produced a reliable and compact product that is easy to use and which will widen access to our libraries," reports Libraries and Museums Manager, Alistair Campbell. "The self-service equipment is attractive and a great advantage to our part-time libraries as well as our principal libraries."

Alistair concludes, "Self-service has an increasing role to play in ensuring service delivery. The Libraries Service already has a high uptake of online renewals and requests via the internet and this latest initiative should encourage even more users to feel more at ease in using computer technology."

Latest developments in RFID technology

New Products



Totem. The total self-service solution

The Totem covers just about every aspect of self-service in libraries: from the issue, return and renewal of books to additional functions such as fine collection through a range of payment options.

It also looks sleek and stylish with its generous 19" touch screen, plus colour co-ordination and livery options to match your environment. With mifare, barcode, biometric or swipe card alternatives for reader identification it's the totally versatile solution.

Books come alive with WonderWall

WonderWall is a revolutionary multimedia interactive experience that promotes your books from their natural habitat – the bookshelf.

When a book is placed on WonderWall's 'Hot Spot' you'll instantly receive any pre-programmed content descriptions, extract readings and author interactions displayed on the incorporated LCD screen. With catalogue and web search facilities, reader guides, pictures, movies and many more features, WonderWall is an essential addition to any library.





would find new and exciting. RFID has fulfilled all of my hopes so far, and the opportunities it offers shows no signs of abating in the short and medium term."

Mike explains "Closed RFID systems use proprietary data models which may also be encrypted. This means that a closed system cannot be configured for use with other systems by third party suppliers. 2CQR's work in helping to drive the standardisation of the technology means that library book labels can be read by any RFID supplier, increasing interoperability, therefore competition, within the market."

As the technology is contact-free and can be read from a distance, there have been fears for personal privacy, but these have proved to be unfounded. The new standard (UK national profile) excludes such items as the ISBN number of the book for privacy reasons.

Used in lending libraries, RFID delivers huge benefits in self-service issues and returns as well as security and stock management. RFID technology also means the shelved stock, when aligned with library management systems, can be exploited and managed without books needing to be removed from shelves for scanning and processing.

This ultimately means that the speed and accuracy of library management can be increased, all to the benefit of the overall efficiency and security of libraries.

On the right frequency for the future

Radio Frequency Identification systems (RFID) are widely employed in libraries for a whole range of uses, from making small payments instantly at the point of sale to monitoring the loan and return of books. All new concepts have their teething problems however, and in this case it was an initial clash in the development of RFID data models in the UK market, requiring a national standard to be put in place.

In 2008 the CILIP committee was formed to consider how RFID systems could be developed across multiple platforms. This was to allow industry customers the ability

to choose their RFID products based on price, quality and service, rather than being tied to one manufacturer or provider.

Since the group's inception, Mike Chambers of 2CQR has worked on building the UK's national RFID profile. As a founding member of the official body created to set RFID industry standards in the UK, Mike's involvement with CILIP is an affirmation of his technical abilities as a leading edge developer.

As Mike says, "On joining 2CQR and having seen all the technology to date, I wondered what could be developed which the libraries' market

Marshall Breeding to give conference keynote address

Courtesy of 2CQR!

Acknowledged guru of library systems, Marshall Breeding, has been booked for the keynote address at this year's CILIP Library RFID conference. Recently described by Information World Review as "a visionary on library automation trends and technologies" Marshall will speak on the future relationship between Library Management Systems (LMS) and Radio Frequency Identification Devices (RFID).



Marshall has been booked to speak by Mick Fortune, a former 2CQR employee and UK library expert. The two of them are already well acquainted having joined forces on a podcast earlier in the year to discuss the likely impact of RFID on existing LMS services. This generated a lot of interest in

the problems RFID has in delivering its full potential owing to its dependence on the Session Initiation Protocol (SIP).

The BIC/CILIP Interoperability Group successfully brokered an agreement on data standards for UK libraries using RFID earlier this year, which was initiated and fully supported by 2CQR. The Group is now exploring new means of integrating LMS functionality with RFID to help create new services, and speed up existing ones.

With virtually all RFID functionality still governed by LMS policies and transacted using a protocol originally designed to handle items one-by-one (rather than simultaneously) the attitude of LMS suppliers toward their RFID partners will be instrumental in shaping the future of both. 2CQR is proud to be one of only two RFID companies actively engaged in the group's work.

The full conference programme, which includes a progress report on the work of the Interoperability Group from 2CQR's very own Mike Chambers, will be published soon. We'll let you know as soon as it is!

Remember it's your newsletter

Thank you for reading Reflection and we hope you found the articles interesting.

We are always looking for ways to involve our readers and produce relevant editorial, so if there is anything you'd like to see in future editions of Reflection, or even ideas for regular features, please let us know by emailing reflection@2cqr.com

And of course if the newsletter has whetted your appetite for more information about products or ways to realise the full potential of your library technology, please call us on **0845 88 22 778** or email info@2cqr.com

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