



A DEVIL OF A CHALLENGE

Introduction to RFID Technology

CLAIRE ARMISTEAD

ALICIA BOLAM

SIMONE ROSTENNE

|| BRACE ||
|| YOURSELF ||

RFID

|| IS ||
COMING ||























1 MILLION
ITEMS LOANED



700,000
ANNUAL VISITATION



121,000
MEMBERS



PROJECT MANAGEMENT TEAM



TEAM LEADERS



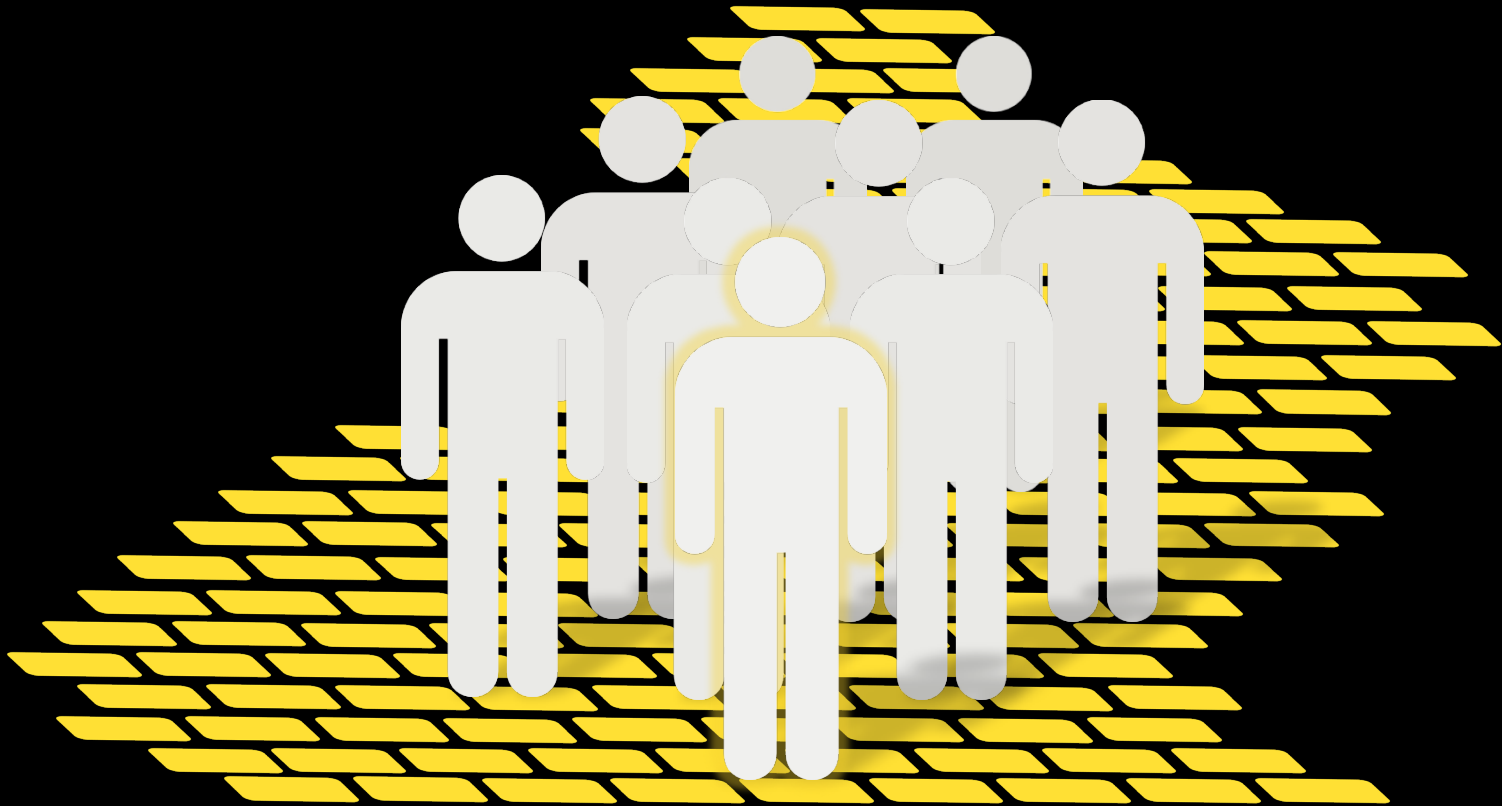
CUSTOMER SERVICE STAFF



STRONG

DYNAMIC

INCLUSIVE





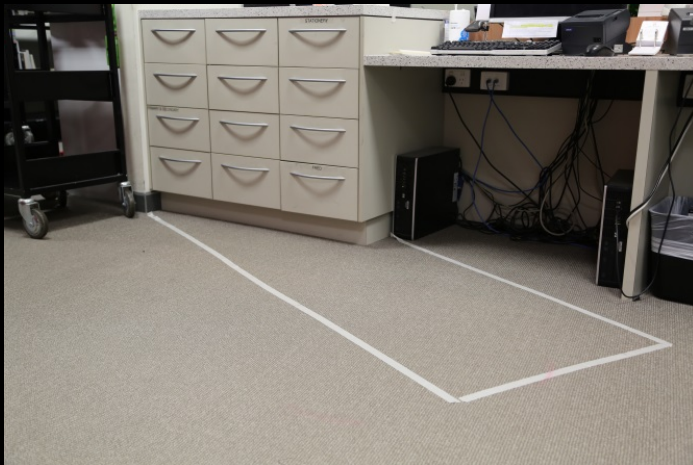




BEFORE



AFTER





A NEW WAY

SAME OLD WAY

BEFORE



AFTER



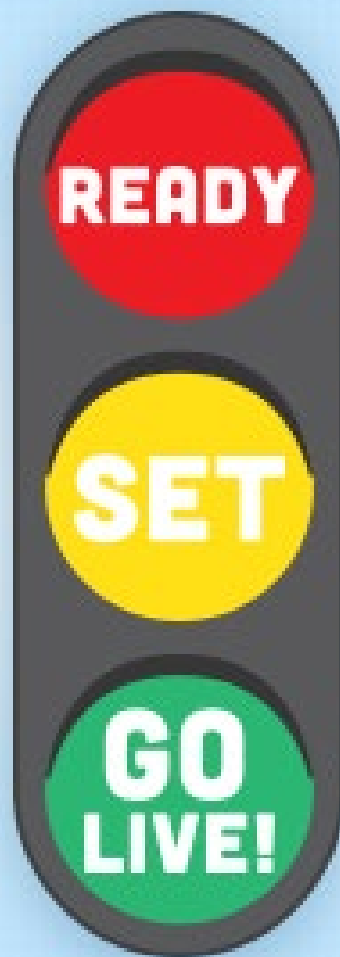


 230,000+ ITEMS
TAGGED









“THE SECRET OF
CHANGE IS TO FOCUS
ALL OF YOUR ENERGY
NOT ON FIGHTING THE
OLD, BUT ON BUILDING
THE NEW”

- SOCRATES



QUESTIONS?





CONTACT US



CLAIRE :

claire.armistead@townsville.qld.gov.au



ALICIA :

alicia.bolam@townsville.qld.gov.au

WRITTEN BY CLAIRE ARMISTEAD, SIMONE
ROSTENNE AND ALICIA BOLAM

GRAPHIC DESIGN BY TAYLOR JOPPICH, JODIE
SALISBURY AND CLAIRE ARMISTEAD